STUDENT HANDBOOK

January 2018

Welcome to MiTraining

The information in this handbook is designed to assist you in making your decision to enrol with MiTraining and to support you during your studies with us. It provides you with our expectations and what you can expect of us.

Our mission is, "To make the highest quality education available for every Australian, to unlock new career opportunities for our students, and to inspire them to grow and thrive."

This mission defines why MiTraining exists. It acts as our compass providing direction for decision making, the shaping of strategy and will help take the organisation into the future. MiTraining's vision, purpose and objectives are all underpinned by our core values.

We understand that many of the students completing accredited training with MiTraining are doing so whilst juggling demanding jobs and busy personal lives. Be assured that the MiTraining team is here to assist and support you in your studies to make your time with us as a student a rewarding and enjoyable experience. We ask that you contact us at any time if you have any questions or wish to seek reassurance about any aspect of your study.

Our Values

Student Centricity
Our students are at the core of everything we do at MiTraining, and our sole purpose is to serve them. We pride ourselves on actively listening to their career needs and aspirations, and acting in their best interest from the first phone call to the moment they earn their qualification.

Integrity: We are open and honest about every element of our courses and the student experience. We follow through on our promises and set realistic expectations at each level of our institution.

Adaptive: We embrace that the world of education is constantly evolving, and continually seek new and innovative ways to maintain social relevance in order to serve our students.

Passionate: We are passionate educators committed to encouraging a love of lifelong learning. We prepare our students with the knowledge, skills and confidence to take control of their work life and achieve breakthroughs in their career.

Connected: At MiTraining, business is personal. We treat our students as individuals. We are interested in the needs, aspirations and perceptions of our students and maintain a continuous dialogue with them over their time with us and beyond.

Quality: We invest in providing an engaging and relevant education delivered by respected, supportive trainers, and aspire to offer our students the best possible student support.

CONTENTS

MiTraining Contact Details

Phone: 1300 549
Website: www.mitraining.edu.au
Email: support@migas.com.au

About this Handbook

This Student Handbook contains information that is current at the date of publication. Changes in legislations, regulations or MiTraining circumstances after this date may impact on the accuracy or currency of the information included.

MiTraining takes care to ensure that the information contained in this Handbook is accurate, but reserves the right to vary information described in this publication without notice.

Information about MiTraining and its course offerings is provided in this Handbook and should be read prior to enrolling in a course.

This publication may not be reproduced by any process, electronic or otherwise, in any form, without the prior written permission of MiTraining, except as permitted under the Copyright Act 1956.

MiTraining offers a suite of nationally recognised qualifications, from Certificate III to Diploma level. Students can choose

from speciality areas including Leadership and Management, Work Health & Safety, and Micro Business Operations.

Nationally recognised training is any training that meets the outcomes set down in either Training Packages or Accredited Courses. A Training Package is a nationally endorsed, integrated set of competency standards, assessment guidelines, for a specific industry, sector or enterprise. The training outcomes are determined through an extensive consultation process including State and Federal training authorities, industry representatives, employee representatives and Industry Skills Councils.

Details on MiTraining's is nationally recognised qualifications can be found at www.mitraining.edu.au or by calling 1300 549 190.

Each Registered Training Organisation (RTO) has the flexibility to develop its own course material around the requirements of the Training Package. The Statement of Attainment and Testamur received upon successful completion of all assessments is nationally recognised and meets the same competency standards as other RTOs.

The content, the way in which it is delivered, and the experience of our facilitators, trainers and assessors combine to form MiTraining's point of difference.

Student Support

MiTraining recognises that life can throw up many challenges that can hinder your ability to participate and complete your studies. MiTraining will work with you overcome those challenges, and support may include:

- Allowing extra time to complete studies or undertake assessments
- Pairing you with a study mentor or buddy
- Providing extra teaching support
- Adjusting assessment activities to accommodate disabilities

Facilitators, Trainers and Assessors

To provide students with current industry relevant skills and knowledge all MiTraining facilitators, trainers and assessors hold all mandatory qualifications, have current industry experience, and actively undertake and contribute to professional development activities both with MiTraining and through other industry forums and events.

You can be assured that the MiTraining trainers and assessors are focused and committed to working with you to support your learning goals.

Competency Based Assessment

Each student enrolled in nationally recognised training may choose to undertake assessment, with the aim of obtaining a

Statement of Attainment or Qualification. Assessments have been designed with a focus on workplace outputs.

To assist in the evidence gathering process a variety of assessment methods are used. These can include:

1. Assessing required knowledge
2. Assessing the application of skills in the workplace
3. The submission of third party reports or observations
4. Recognition of Prior Learning (RPL)

Each assessment method provides a different type of evidence. Taken together, the complete assessment provides a holistic view of your ability to perform competently and confidently in the workplace to the level set down in the Competency Standards.

Online Learning

Studying online learning enables learners to engage in education and training in more flexible and innovative ways. It provides access and flexibility for students who cannot undertake traditional face-to-face training due to distance, work commitments or other life circumstances.

Qualifications are delivered fully online and are accessed through the MiTraining Learning Management System (LMS) called Moodle. The LMS can be accessed at any time from a smart phone, tablet or PC by logging in via the MiTraining website.

You will login to the LMS to view the course materials, access learning resources, submit assessments and connect with your trainer and fellow students.

STUDENT CHARTER

MiTraining is committed to the pursuit of excellence in all aspects of teaching and learning. Excellence in teaching and learning involves you as active participants in the educational experience.

This Student Charter sets out the expectations students can properly hold as they receive their training. It recognises that ethical and honest behaviour and treatment underpins the relationship between MiTraining and its students.

Students can expect:

- To be treated with courtesy and respect;
- That the reasonable needs of all students regardless of gender, ethnicity, age, disability, race, background or mode of study will be addressed with care and sensitivity;
- To enjoy a study environment free from harassment, bullying or discrimination of any kind;
- To be provided with a harmonious work and study environment in which concerns and complaints are addressed quickly, discreetly and effectively;
- To have personal privacy respected. Personally sensitive information will be requested only where necessary for MiTraining academic or administrative functions and, once collected, it will be protected against inappropriate or unauthorised access;
- To have access upon request to personal records which MiTraining may hold about them, subject to the provisions of the Freedom of Information Act 1992 and relevant MiTraining policies and procedures;
- To be provided with accurate, timely and helpful information regarding their studies, enrolment and other administrative procedures that apply to them;
- That program and course content will be up-to-date and informed by current research, industry practice and standards;
- To have reasonable access to MiTraining staff for individual consultation by telephone, email, online or in person;
- That their feedback on MiTraining services, training and assessment is recognised as a valuable part of the educative process and the MiTraining business improvement process;
- That MiTraining will ensure arrangements are in place to protect students in the unlikely event that MiTraining ceases to provide a course/program. In such an event MiTraining will offer the following option to enrolled students who wish to continue their training program:
  - Enrolment in a similar course/program at an alternative Registered Training Organisation and receive full credit towards a comparable course for any units of competency that have been successfully completed at MiTraining.

*MiTraining will meet this course assurance option through an agreement with an alternative RTO by which students could complete their course of study should MiTraining cease operation.

MiTraining students will be expected to:

- Actively engage with trainers, MiTraining staff and fellow students to extract as much value from the learning experience as possible;
- Treat other members of the student community with respect and courtesy;
- Respect the opinions of others and deal with disagreement through rational debate;
- Avoid conduct which disrupts the teaching, learning or research activities of other students and staff, or which interferes with others performing their duties;
- Avoid conduct which might reasonably be perceived as discrimination, harassment, bullying or intimidation;

- Read and abide by MiTraining's policies and procedures relevant to their enrolment including following MiTraining's formal grievance and feedback procedures;
- Maintain steady progress in study and assessment activities in courses and qualifications undertaken;
- Incorporate feedback into their learning and assessment;
- Submit work that is genuinely the student's own work;
- Adhere to the MiTraining's process on assessment, re-submission or extension.

> Students concerned about the application or contravention of the principles outlined in this Student Charter (and the policies that underpin these principles) should be aware that there is a formal process for lodging, and the review of complaints, relating to inappropriate conduct.

Discipline and Misconduct

All students are entitled to access sessions, forums and workshops free from disruption by others. If a student disrupts a course it will be brought to the attention of the appropriate MiTraining staff member who will counsel the student.

Recurring disruption will result in the student being removed permanently from the program, and potentially with academic and/or financial penalty.

MiTraining staff have the authority to suspend or exclude students from classes in the event of academic or behavioural misconduct including, but not limited to:

- Falsifying information;
- Breach of Commonwealth and/or State laws which impinge on MiTraining operations;
- Behaviour that impairs the reasonable freedom of other students to pursue their training and participate in the activities of MiTraining, or disrupts the peace and good order of MiTraining;
- Refusing or failing to identify themselves truthfully;
- Plagiarism, or the use of third party assessment writing services
- Harassment, discrimination and bullying in any form;
- Defamation;
- Distribution of offensive material;
- Any act or failure to act that endangers the safety or health of any other person;
- Acting in a way that causes students, staff or other persons within MiTraining to fear for their personal safety;
- Actions that causes damage to MiTraining's property, equipment, or brand.

Actions taken as a result of misconduct will depend upon the severity of the breach and the number of breaches. These actions taken may include:

- A reprimand and caution (formal warning);
- Suspension for the current program of study;
- Removal from the program for a period;
- Cancellation of enrolment with academic and/or financial penalty;
- Where Commonwealth and/or State law appears to have been breached, the matter will be referred to the police or other appropriate authority.

Complaints

The Complaints Policy and Complaints Procedure is designed to facilitate a fair and confidential resolution of issues with minimal delay and formality for those involved. Complaints may be general in nature and relate to discrimination, harassment, or the provision of teaching and support services. Students who wish to lodge a formal complaint are required to submit a Complaints Lodgement Form to the Student Administration Team. The process for dealing with complaints is as follows:

- An informal discussion is held with the student and a senior MiTraining staff member to resolve the issue.
- If the issue cannot be resolved informally, the student may submit a Complaints Lodgement Form.
- The formal complaint is reviewed by the CEO who will seek to resolve the issue fairly and transparently with each party involved.

Students who wish to appeal the result of an assessment or academic decision are required to follow the Academic Appeals process outlined under Administration in this Handbook.

> If you have been through all stages of the Complaints process and remain unsatisfied with the outcome of your issue, you may contact the Australian Skills Quality Authority (ASQA). For contact details and information please visit the ASQA website www.asqa.gov.au.

Admission

To support a successful study experience, students are required to meet the following entry requirements:

- Applicants aged under 18 years at the time of enrolment must turn 18 within six months of acceptance into the course. Applicants under the age of 18 must have their enrolment paperwork witnessed by a parent or guardian.
- For applicants with English as a second language, a minimum English Language Proficiency of IELTS 5.0 for Certificate III level courses and IELTS 6.0 for Certificate IV or Diploma level courses (or equivalent) is required.
- Minimum computer literacy standards as determined by MiTraining as well as unrestricted access to the internet and a personal email account.
- Eligibility to apply for a Unique Student Identifier (USI).
- Have access to the required resources to fully participate in the selected program.

Depending on previous formal study, applicants may be asked to undertake a Language, Literacy and Numeracy assessment as part of the admission process to identify where additional support for the student may be required.

Orientation

All new students will participate in an online orientation program via the MiTraining Learning Management System (LMS).

MiTraining recognises that a learner's experience with online learning may vary and provides an orientation program called, Walk to Class.

The Walk to Class is a webinar/screen cast presentation to provide guidance to students about key course information and available support. It includes:

- An overview of the LMS, its features and functionality;
- A reference to the student handbook, policies and procedures;
- Acquainting students with support options including administrative and trainer related;
- Explaining access to the LMS and outlining any other services.

Learners also have access to a library of pre-recorded screen casts covering the following topics:

- Submitting assessments;
- Understand assessment plans;
- Uploading images and resources to the LMS.

Course Completion

In order to receive the qualification award, a student must successfully undertake all units of study and complete all assessment items as listed in the relevant qualification structure. All program fees must be fully paid before a qualification Testamur or Statement of Attainment will be provided by MiTraining.

The MiTraining Student Administration team can assist with specific questions about your qualification assessment requirements.

Individual Needs

MiTraining is committed to supporting students with individual needs and provides support services ranging from disability access to support in English language, literacy and numeracy. Students with individual needs or requirements for support services are encouraged to contact the Student Administration Team at MiTraining on 1300 549 190 prior to commencing their course.

For more information about learner support services available to you please view the Student Learner Support Policy available on the MiTraining website.

Students may also be referred to local language support services as necessary. Students are expected to cover any costs involved in order to access external English language support.

Language, Literacy and Numeracy (LLN) Requirements

All courses at MiTraining are delivered in the English language. It is essential that a student has language, literacy and numeracy (LLN) skills sufficient to successfully complete the required assessments.

Applicants may be asked to complete a LLN assessment which will collect information of individual learning styles and needs. The information provided will assist MiTraining in determining whether you may require additional resources to assist you to reach your study goals.

English Proficiency

MiTraining's programs are delivered in English. To understand the course content and undertake assessment students will need to have sound English language skills.

Students with English as a second language may be asked to provide an English proficiency certificate. For more information contact MiTraining on 1300 549 190.

Refusal and Exclusion

MiTraining reserves the right to refuse admission of a prospective student based on the following criteria:

- The applicant demonstrates behaviour that does not meet the standards set out in the Student Charter or has committed an act of serious misconduct;
- The applicant does not meet the minimum entry requirements and is not prepared to pursue the advice provided by MiTraining to gain additional knowledge prior to commencing study;
- Serious financial, personal, or health issues that will affect the student's ability to meet study requirements or to continue in the relevant award;
- Applicants deemed ill-equipped to enrol may be referred to other educational institutions to seek alternative training prior to reapplying to MiTraining.

Unique Student Identifier

From 1 January 2015, the Commonwealth government has introduced the Unique Student Identifier (USI). The USI is a reference number made up of numbers and letters that gives students access to their USI account. The USI account will store the training records of the student which the student

can access at any time. The student may also grant access to others including training organisations such as MiTraining and employers.

The USI will need to be supplied to MiTraining at enrolment and must be provided prior to the issuance of a testamur or statement of attainment. Students can create their own USI by accessing the USI website www.usi.gov.au.

Course fees are payable in accordance with the course requirements, and the payment plan relevant to your enrolment. MiTraining's current fee schedule is available at www.mitraining.edu.au. The following guidelines apply:

- For a qualification program a deposit must be paid at time of enrolment;
- Students are required to make weekly or fortnightly instalments over the duration of the payment plan;
- For Recognition of Prior Learning services payment in full must be made at time of submission of materials;
- Where materials (i.e. textbooks and courseware) are issued as part of program preparation this will not occur unless the relevant fees have been paid;
- With all other service fees, such as the re-issue of testamur, payment must be made prior to the delivery of those services.

Students on a payment plan approved by MiTraining must meet all agreed payment deadlines. Missed or lapsed payment may result in restriction to a student's online access or account. Please speak to the Student Administration Team for more information.

Cancellation, Withdrawal and Refunds

Withdrawal from a course must be made in writing to the Student Administration Team. The Course Cancellation, Withdrawal or Transfer form is available at www.mitraining.edu.au.

Withdrawal or cancellation of enrolment – Qualifications

A student whose application for enrolment is rejected will be fully refunded the deposit amount within seven working days of notification of rejection. No other fees apply.

Once enrolment is accepted, the following withdrawal terms and fees apply:

- More than 14 days prior to the advertised commencement date – No withdrawal fees apply, deposit fully refunded within seven working days.
- Less than 14 days prior to the advertised commencement date – Refund of deposit amount less cancellation fee of $250 will apply.
- After commencement date, but within 1 week from commencement – Withdrawal fee of $200 per enrolled unit, and cancellation fee of $250 will apply.
- After 1 week from commencement date – A withdrawal fee equivalent to 100% of total course fees will apply.
- No refund is payable where a student is withdrawn from a course following a serious act of misconduct. The Refund Policy and Fees & Charges Policy are available at www.mitraining.edu.au.

Cancellation of Short Course

In the event a course is cancelled by MiTraining prior to the intake date, enrolled students will receive a full refund and no cancellation fees apply.

Students may cancel and request a full refund of course fees for an accredited short course or skill set within 7 days of enrolment. Cancellation requests must be received in writing within 7 days of enrolment.

Students who request to cancel after 7 days from enrolment will not be entitled to a refund.

Non-Activity

If a student fails to actively participate in their enrolled program, and fails to notify MiTraining of their withdrawal or cancellation, fees will not be refunded or allocated to another program.

Special Consideration

Special consideration may apply to students who cannot continue study due to circumstances beyond their control including medical, family, personal, or financial reasons.

Evidence sufficient for a claim of special circumstances shall include (but is not limited to) the following:

- In respect to medical circumstances, the provision of a medical certificate from a medical practitioner;
- In respect to family/personal circumstances, a statutory declaration witnessed by a Justice of the Peace, and where family medical problems are cited, a copy of a medical certificate from a medical practitioner.

> Each request for special consideration will be assessed based on the evidence provided. If special consideration is granted, the student may receive a full or partial refund of course fees, or a credit towards study in a future intake. To apply students are required to submit an Application for Special Consideration form available at www.mitraining.edu.au.

Reissue of Certificates

To replace a Statement of Attainment or Testamur a Replacement Certificate Request Form is available at www.mitraining.edu.au. The following administrative charges apply:

Certificate	Definition	Cost
Statement of Attainment	For submitting an assessment and being deemed competent for the unit(s) of competency in a qualification	$33.00
Testamur	For submitting assessment(s) and being deemed competent in a full qualification	$55.00

Transfer of Enrolment

Students may transfer their enrolment to a consecutive course intake within 14 days of commencement without penalty or incurring cancellation fees. Transfers of enrolment may only occur once without penalty, and any additional transfers will be subject to the stated cancellation terms and fees. Students who transfer to a future intake and subsequently cancel their enrolment prior to that intake commencing will be subject to the stated cancellation terms and fees.

Access and Equity

MiTraining's access and equity policy ensures there is equitable access to all available programs on scope. Discrimination towards any group of individuals in any form, inclusive of race, gender, political or religious beliefs, culture, sexuality and/ or disability (physical/or intellectual) is not tolerated at any time or in any circumstances.

Assessment Guidelines, Feedback and Reasonable Adjustment

Your course resources will provide an overview of planned assessment activities required for each unit of competency in your qualification.

Assessments should be submitted or completed by the Assessment Due Date. If you can't submit or complete by the due date, please discuss with your trainer/assessor.

All course assessments must be completed within the course duration identified on your enrolment.

Each student will be provided feedback about each piece of their assessment. The feedback will provide guidance for future activities, will detail performance against the elements / learning outcomes and details of any re-assessment requirements.

If a student has an impairment that makes it difficult or impossible to undertake learning or to complete assessments as required, students can apply to have their assessment activities modified. This process is known to as 'Reasonable Adjustment', to provide students with an equal opportunity to undertake learning and assessment activities. Modification is considered on a case-by-case basis and may include:

- Provision of materials in an alternate format
- Provision of readers for sight impaired students
- Oral assessment
- Alternate assessments

Reasonable adjustment applied to assessment tasks must not inhibit the ability for an individual to demonstrate the required competency outcomes of the Qualification.

Assessment Re-Submission

All students are offered an opportunity to re-submit assessments except where assessment misconduct (cheating) has occurred.

Students will be permitted to re-submit on two further occasions after having submitted the original assessment. The standard timeframe for re-submission is two weeks after the original assessment is graded and returned to the student. In cases where a student needs extra time for extenuating circumstances, they need to contact Student Administration Team.

Academic Appeals

Students who disagree with an assessment result have the right to lodge an academic appeal. Students who are dissatisfied with the outcome of the appeal may seek independent review by an external third party.

The Appeals Lodgement Form, Appeals Policy and Appeals Procedure are available at
www.mitraining.edu.au.

Change of Personal Details

Students are required to advise the Student Administration Team of any changes to personal contact details.

Consent to Image Release

MiTraining may, at times, take photographs, record videos and develop various marketing materials for use in the public domain. These images and records remain the property of MiTraining and will not be sold to any third party.

MiTraining will obtain your consent to use those images and records prior to use in promotional activities. You may choose to withhold your consent without penalty.

Course Changes

Course dates, times and course content are subject to change. Should the need for such changes occur, every effort is made to inform students prior to the commencement of the training.

Where nationally accredited programs are changed in line with changes to competency standards, a transition phase is provided to allow existing students to complete their qualifications. MiTraining will inform you of the details of transition as applicable, and you will have the opportunity to discuss the impact of changes to competency standards.

MiTraining reserves the right to cancel, postpone or re-schedule programs due to unforeseen circumstances. Where a fee refund is due to a student it will be processed within seven days.

Course Materials and Requirements

Each student in a MiTraining course will have access to a set of comprehensive course materials, including handouts and relevant reference materials. This is provided electronically and students will be given access to the course materials prior to commencement of studies.

As MiTraining course resources are delivered to students in an online format, students will be required to have access to the following resources:

- A desktop computer, laptop or tablet with suitable software;
- One of the following operating systems on the computer or laptop:
    - Windows 8 or higher
    - MACOSX operating system;
- Reliable internet connection with a minimum download speed of 3mbps;
- Current web browser version of Internet Explorer, Chrome, Mozilla Firefox or Safari;
- A personal email account that can be easily accessed;
- The latest version of Adobe Reader or Adobe Pro and Windows Media Player;
- Microsoft Office (version 2013 or later) that includes Word, Excel and PowerPoint;
- Video camera or recording device;
- Access to an environment that is conducive for the delivery of practical components of assessments (this space should be able to accommodate up to 4 persons);
- Access to at least three persons who will be able to participate in any practical components of the course and assessments;

- Printing and scanning capability.

Credit Transfer

RTOs in Australia operate within the Australian Qualifications Framework (AQF). Statements of Attainment and Qualifications issued by other RTOs will be recognised by MiTraining and may be used as credit towards a qualification with MiTraining. For further advice, please contact MiTraining on 1300 549 190.

Evaluation

MiTraining has in place a continuous improvement framework. Constructive feedback forms part of that framework as it enables MiTraining to identify opportunities to improve programs and support services.

MiTraining will undertake two specific surveys for all students enrolled in qualifications.

1. Assessment Evaluation
2. Course Evaluation

In addition, all students can provide general feedback (complimentary, critical or constructive) directly to a staff member, via the website, or in writing at any time.

General Information

Information provided by MiTraining is correct at the time of publication but may be subject to change. MiTraining reserves the right to change program fees, intake dates, content, speakers or method of presentation at its discretion.

Legislation, Policies and Procedures

MiTraining has policies and procedures in place that support students and MiTraining's accreditation as a Recognised Training Organisation.

Commonwealth legislation (available at www.comlaw.gov.au) which may apply to your time with MiTraining as a student includes:

- Age Discrimination Act 2004 Cwth
- Disability Discrimination Act 1992 Cwth
- Equal Opportunity for Women in the Workplace Act 1999 Cwth
- Fair Work Act 2009 Cwth
- Workplace Gender Equality Act 2012 Cwth
- Independent Contractors Act 2006 Cwth
- Paid Parental Leave Act 2010 Cwth
- Racial Discrimination Act 1975 Cwth
- Sex Discrimination Act 1984 Cwth
- Copyright Act 1968 Cwth
- Copyright Amendment (Digital Agenda) Act 2000 Cwth
- National Vocational Education and Training Regulator Act 2011
- Privacy Amendment (Enhancing Privacy Protection) Act 2012 Cwth

As a student, the MiTraining policies that may have an impact on you include:

- Access and Equity
- Complaints
- Appeals
- Assessment
- Academic Integrity
- Recognition
- Fee and charges
- Refunds
- Privacy

These policies are available on our website at www.mitraining.edu.au. If you would like a copy of these documents, please contact MiTraining on 1300 549 190.

The following forms and documents can also be accessed at www.mitraining.edu.au:

- Assessment information
- Policies
- RPL information
- Complaints Lodgement Form

Plagiarism

Plagiarism occurs when a student presents the thoughts or writings of another person as their own. When completing any assessment activity you are required to acknowledge all direct quotations, ideas, paraphrased writings and statistical information.

Plagiarism is a form of cheating, and is a serious offence. After investigation, any student found to have plagiarised (cheated) in an assessment activity will have that assessment activity cancelled, and no re-submission of assessment will be accepted. The student will be placed on probation and any further incidence of plagiarism will result in cancellation of the student's enrolment. No refund of fees will be made under such circumstances.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a legitimate assessment pathway that enables candidates to demonstrate competence from prior experience and learning. RPL candidates submit a portfolio of evidence to MiTraining for assessment and undergo a competency conversation as part of the assessment process.

> RPL is available for every accredited course that MiTraining offers. Please refer to our website for further information on the RPL process: www.mitraining.edu.au

Statements of Attainment and Qualifications

A student who has been assessed as competent in a unit of competency will be awarded a Statement of Attainment. The successful completion of a program of study that includes all required units of competency will result in the award of a Qualification testamur. A Statement of Attainment or Qualification testamur issued by MiTraining is an official document, imprinted with the Nationally

Recognised Training logo and will be recognised by other Registered Training Organisations across Australia.

Student Privacy

MiTraining recognises students' right to privacy. As an organisation, MiTraining is committed to complying with the Information Privacy Principles as set out in the Commonwealth of Australia Privacy Act 1988. In complying with the Act MiTraining shall meet the minimum standards for the collection, use and disclosure of personal information by the following methods. Academic records of students are ultimately the property of MiTraining Limited.

The Privacy Amendment (Private Sector) Act 2000 prevents MiTraining from providing any student details to any person other that the student. All matters in relation to enrolment, results, fees or any other issue can only be discussed with the student.

All information collected by MiTraining is for the purpose of providing a high quality service for all MiTraining staff, students, and regulatory bodies. Only personal information required to provide services or activities is collected.

> You may request access to your personal information held by MiTraining at any time, including your current academic history and record of results.