

STUDENT HANDBOOK

January 2025

Contents

Welcome to MiTraining	3
Our Values.....	3
Vocational Education and Training	3
Student Support.....	4
Trainers and Assessors.....	4
Online Learning	4
Student Code of Conduct	4
Discipline and Misconduct	5
Enrolment and Completion.....	6
Enrolment	6
Unique Student Identifier	6
Language, Literacy and Numeracy	6
Student Support.....	7
Orientation.....	7
Refusal and Exclusion.....	7
Completion.....	7
Cancellation or Suspension by MiTraining.....	7
Special Consideration.....	8
Transfer of Enrolment.....	8
Fees	8
Re-issue of Certificates	9
Cancellation, Withdrawal and Refunds	9
Non-Refundable Fees.....	9
Training and Assessment	10
Assessments.....	10
Certificate Issuance.....	10
Course Changes.....	10
Course Materials	10
Credit Transfer	11
Plagiarism and Academic Misconduct	11
Reasonable Adjustment.....	12

Recognition of Prior Learning	12
General Administration.....	12
Access and Equity.....	12
Change of Personal Details	12
Complaints and Appeals	12
Consent to Image Release.....	13
Feedback	13
General Information	13
Legislation, Policies and Procedures	13
Privacy.....	14
Notes.....	15

MiTraining Contact Details

Phone: 1300 549 190

Website: www.mittraining.edu.au

Email: support@mittraining.edu.au

About this Handbook

This handbook outlines the terms and conditions of a student's enrolment including their rights and responsibilities. Students must agree to having read, understood and accepted the information within this handbook upon enrolment and adhere to the terms and conditions throughout.

The information and policies contained within this document are current at the time of publication. MiTraining reserves the right to change and update the information outlined in this document at any time and without prior notification. The current version is published on the MiTraining website.

This publication may not be reproduced by any process, electronic or otherwise, in any form, without prior written permission by MiTraining, except as permitted under the Copyright Act 1968.

WELCOME TO MITRAINING

MiTraining is a Registered Training Organisation (RTO 45183) regulated by the Australian Skills Quality Authority (ASQA). MiTraining complies with the VET Quality Framework and Standards for Registered Training Organisations (RTOs) 2015.

MiTraining's purpose is to develop competence, capability and capacity in students by developing core skills and knowledge for practical application in the workplace. MiTraining teaches contemporary, transferable skills that are applicable in any industry setting and underpin the workplace performance of individuals and teams.

Our educational experience enables us to deliver high-impact programs that give students the skills and knowledge to feel secure in their jobs and progress in their careers. This extensive experience is reflected in the way that we craft the delivery of training – whether it's online learning, tailored face-to-face solutions delivered for business or a personalised coaching experience.

There are five key statements that describe who we are:

- We deliver high quality, impactful education and training
- We operate ethically and purposefully within the national compliance framework
- We use resources effectively and sustainably
- We act entrepreneurially
- We strive to be innovative in our educational approach

Our Values

Student Centricity: Our students are at the core of everything we do at MiTraining. 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 gain 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 organisation.

Adaptive: We embrace that the world of education is constantly evolving, and continually seek new and innovative ways to maintain social relevance 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 career advancement.

Connected: 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 engaging and relevant education delivered by respected, supportive trainers, and aspire to offer our students the best possible student support.

VOCATIONAL EDUCATION AND TRAINING

MiTraining offers a suite of nationally recognised qualifications across the specialty areas of Business, Leadership, Management and Workplace Health and Safety.

Each Registered Training Organisation (RTO) has the flexibility to develop its own course material around the requirements of a 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 RTO's.

The content, the way in which it is delivered, and the experience of trainers and assessors combine to ensure a high quality and engaging learning experience at MiTraining.

Student Support

MiTraining is dedicated to supporting students throughout their enrolment. During the course, students have access to support services via email, phone and online. MiTraining communicates with students regularly via text, email and phone.

MiTraining recognises that a student may experience challenges in life that can hinder their ability to participate in and complete their studies. MiTraining offers support that may include, but is not limited to, the following:

- Support with personal issues
- One-on-one support from the trainer/assessor
- Access to additional learning resources
- Reasonable adjustment in assessment
- Information about external sources of support
- Access to free counselling via the Employee Assistance Program (EAP)

Trainers and Assessors

MiTraining trainers and assessors are qualified, have current industry experience and actively undertake professional development activities both with MiTraining and through other industry forums and events.

Students can be assured that MiTraining trainers and assessors are focused and committed to working with them to support their learning goals.

Online Learning

Studying online enables students to engage in education and training in a more flexible and innovative way. 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 wholly online through a Learning Management System (LMS). The LMS can be accessed at any time from a smartphone, tablet or PC by logging in via the MiTraining website.

Students use the LMS to access course materials and learning resources, to submit assessments and to connect with their trainer.

STUDENT CODE OF CONDUCT

The Student Code of Conduct sets out the expectations of students during training. It recognises that ethical and honest behaviour underpins the relationship between MiTraining and its students.

Students have the right to:

- Be treated fairly and with respect
- Receive appropriate support and understanding of individual learning needs or disabilities
- Learn in an environment free from discrimination and harassment
- Access course content that is up-to-date and informed by current research, industry practice and standards

- Receive accurate, timely and helpful information regarding their studies, enrolment and other administrative procedures that apply to them
- Reasonable access to MiTraining staff for individual consultation by telephone, email or online
- Privacy and security of their personal details and training records
- An opportunity to provide feedback on services received
- Appropriate arrangements to protect students in the unlikely event that MiTraining ceases to provide a course

Students will be expected to:

- Treat others with respect and courtesy
- Refrain from conduct which disrupts the teaching, learning or research activities of other students and staff, or which interferes with others performing their duties
- Refrain from conduct which might reasonably be perceived as discrimination, harassment, bullying or intimidation
- Make a concerted effort to commence, progress and complete the enrolled course
- Complete and submit assessments by their due date
- Ensure that all work submitted is their own, refraining from plagiarism and academic misconduct
- Incorporate feedback into their learning and assessment
- Respond to communications from MiTraining in a prompt manner
- Maintain up-to-date payment of course fees in accordance with a scheduled payment plan
- Advise MiTraining within 14 days of any change of details including address, mobile number, email and emergency contact
- Seek assistance with their studies from Student Support where required
- Read and abide by the terms and conditions outlined in this document and the associated policies relevant to student enrolment, available on the MiTraining website

Discipline and Misconduct

All students are entitled to access sessions, forums and workshops free from disruption by others. Disruptive behaviour reported to MiTraining staff will be addressed with the student.

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

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

- Falsifying information
- Refusing or failing to identify themselves truthfully
- Plagiarism or academic misconduct, including the use of third-party assessment writing services
- Harassment, discrimination and bullying
- Defamation
- Distribution of offensive material
- 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
- Any act or failure to act that endangers the health or safety of any other person
- Breach of Commonwealth and/or State laws which impinge on MiTraining operations

- Actions that cause damage to MiTraining's property, equipment, reputation or brand

Actions taken to address misconduct will depend on the severity of the breach and the number of breaches. Actions may include, but are not limited to:

- A reprimand and caution (formal warning)
- Suspension from the course for a specified 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

ENROLMENT AND COMPLETION

Enrolment

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

- Be aged 16 at the time of enrolment and have their enrolment witnessed by a parent or guardian if under the age of 18
- Have proficiency with the English language
- Have an appropriate level of computer literacy
- Meet the minimum technology requirements including access to a computer or tablet, reliable internet connection and use of an email account
- Have a Unique Student Identifier (USI) or be eligible to apply for one
- Have financial stability to fulfil the commitment to a scheduled payment plan

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

Unique Student Identifier

A Unique Student Identifier (USI) is a reference number that creates an online record of a student's training and qualifications attained in Australia. All students undertaking nationally recognised training must have a USI and must supply this to MiTraining at time of enrolment. MiTraining is unable to issue qualification documentation such as a Testamur or Statement of Attainment without the student's USI.

Students can create their own USI for free by accessing the USI website www.usi.gov.au.

Language, Literacy and Numeracy

MiTraining has an obligation to ensure that students have sufficient language, literacy and numeracy (LLN) skills to successfully complete the required assessments in their chosen course.

Applicants may be required to complete an LLN assessment at the time of enrolment. The assessment will provide information that will assist MiTraining to understand potential issues that the student may experience in the core skill areas of reading, writing, oral communication, learning and numeracy.

Where possible, MiTraining can make reasonable adjustments to ensure that all students have equal access to learning opportunities.

Refer to the Language, Literacy and Numeracy Policy for further information.

Student Support

Students are encouraged to contact Student Support prior to commencing their course to discuss their individual learning support needs and how MiTraining can support them through their course. MiTraining may prepare a Student Support Plan based on individual needs if required.

Refer to the Student Support Policy for more information about available student support services.

Orientation

Students enrolled in online accredited courses are requested to participate in an online induction referred to as a 'Walk to Class'. This live, online meeting provides students with a comprehensive induction to the course and covers:

- How to navigate the LMS, access the course materials
- How to access assessment tasks (Learner Instructions) and templates
- How to submit assessments via the LMS
- How to contact the trainer and assessor
- How to seek support from MiTraining
- How to access MiTraining's policies and procedures

Students also have access to a library of pre-recorded screencasts covering the following topics:

- Submitting assessments
- Understanding assessment plans
- Uploading images and resources to the LMS

Refusal and Exclusion

MiTraining reserves the right to refuse enrolment of a prospective student if:

- Following discussion and initial assessment of the student, they are deemed to be at a level of development that suggests they will be unable to cope with the learning, technology requirements and/or demands of the course
- During the enrolment process the student demonstrates a lack of academic/learning ability, communication ability and/or skill levels that suggest they are unable to meet the study requirements of the course

Completion

To be awarded a qualification, a student must successfully undertake all units of study and complete all assessment items as listed in the relevant qualification structure. Course fees must be paid in full before a qualification Testamur or Statement of Attainment can be provided.

Students can contact Student Support to discuss any concerns about qualification assessment requirements.

Cancellation or Suspension by MiTraining

MiTraining reserves the right to cancel or suspend a student's enrolment at any time when one or more of the following circumstances arise:

- Failure to complete the Enrolment Confirmation Form, provide a USI or complete the LLN Assessment within 5 days of enrolment
- Failure to pay the course fees (or scheduled instalments) within 14 days of the agreed date

- Breach of student behaviour and/or Code of Conduct
- Serious academic misconduct
- Failure to complete the course by the Course End Date and has not requested an extension before the Course End Date
- Lack of Activity: Not logged onto the LMS for over 60 consecutive days
- Lack of Progression: Hasn't adhered to the assessment submission deadlines provided in the student's training plan
- Not Contactable: Where MiTraining is unable to establish contact with the student over a period of 60 days after at least three attempts over this period
- Other extenuating circumstances not listed above

The student will be notified of cancellation or suspension of their enrolment in writing. Suspension will result in the student's access to the LMS being temporarily removed until the issue has been resolved. Refer to the Enrolment Policy for further information.

Special Consideration

Special consideration may apply to students who are unable to continue study due to circumstances beyond their control, and as a result, will need to withdraw or cancel from their enrolled course.

Circumstances may include, but are not limited to:

- Serious illness or a psychological condition e.g. hospital admission, serious injury, severe anxiety or depression (requires medical certificate)
- Bereavement of a close family member
- Hardship or trauma e.g. victim of crime or sudden unemployment
- Other exceptional circumstances (to be assessed upon application)

Students wishing to apply for special consideration must submit a Special Consideration Application Form, together with copies of supporting evidence certified by a Justice of the Peace.

Each application 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.

Transfer of Enrolment

Students may transfer their enrolment to a consecutive course intake within 14 days of commencement without penalty or incurring cancellation fees. Transfer 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 commencing the future intake will be subject to the stated cancellation terms and fees.

FEES

Current fees and charges are published in the Schedule of Fees available on the MiTraining website.

Course fees are payable in accordance with the course requirements and the payment plan relevant to the enrolment. In brief, the following guidelines apply:

- A deposit must be paid at time of enrolment in a qualification, with the balance payable in weekly or fortnightly instalments over the duration of a payment plan
- Payment is required in full prior to MiTraining assessing a student's formal application for Recognition of Prior Learning

- For all other service fees (e.g. issuance of printed course materials, re-issue of certification documentation), payment is required in full prior to the delivery of those services

Students on an approved payment plan must meet the terms and conditions agreed to when signing the agreement. Missed or lapsed payments may result in restriction to a student's online access or account.

Refer to the Fees and Charges Policy for further information.

Re-issue of Certificates

Students may request a replacement of an original Qualification Testamur, Record of Results or Statement of Attainment by submitting a Certificate Request Form to Student Support. The following fees apply:

- \$33.00 Statement of Attainment for a single unit of competency
- \$50.00 Qualification Testamur and Record of Results

All fees must be paid in full prior to re-issue of certificates.

Cancellation, Withdrawal and Refunds

Eligibility for a refund will only be assessed upon receipt of a completed Enrolment Cancellation, Withdrawal or Deferment Form submitted to support@mitraining.edu.au.

The following terms and conditions apply when a student withdraws or cancels their enrolment.

Timing of Request	Refund Terms	Applicable Fees
14 days or more prior to commencement date	Full refund processed within 7-14 working days	\$60 Administration Fee
Less than 14 days prior to commencement date	Deposit is non-refundable	\$200 Cancellation Fee
On or after commencement date but within 7 days of commencement	Deposit is non-refundable	\$200 Cancellation Fee
More than 7 days after commencement date	Non-refundable. The individual or third party responsible for payment will be invoiced in full for all fees and charges associated with the course	N/A

Where a prospective student enrolls in a course and their enrolment is declined, all fees and charges will be refunded in full.

Non-Refundable Fees

Fees are non-refundable for the following:

- Short Courses
- Micro Courses / Course Bundles / Course Subscriptions
- Recognition of Prior Learning Application Fees

Refer to the Refund Policy for further information.

TRAINING AND ASSESSMENT

Assessments

Assessments are an opportunity for students to demonstrate that they can perform the prescribed tasks and have a level of skill to the workplace standard. Assessment decisions are made after a trainer or assessor marks each assessment against pre-defined criteria and quality standards.

Assessments must be submitted or completed by the assessment due date. If a student is unable to meet an assessment deadline, they must contact their trainer before the due date to discuss their options.

Assessment methods may include:

- Documentary evidence (third party reports, work samples)
- Questioning (oral or written)
- Observation of performance
- Participation in structured assessment activities or simulations

Assessors will provide specific, timely, supportive, constructive and developmental feedback on a student's learning and performance for each assessment item submitted by the student.

Students are permitted a total of three attempts for each assessment item which is one initial attempt plus two resubmissions. Students who are unable to achieve competency following the maximum attempts will be required to re-enrol in the unit/s of competency and pay the published course fee again.

Certificate Issuance

Upon successful completion of a course, a Qualification Testamur or Statement of Attainment will be issued to the student within 30 days of being assessed as meeting all requirements for the course.

MiTraining reserves the right to withhold the issuance of any certificates until all fees have been paid and the student has provided a valid USI.

All certifications will be issued in accordance with the Certification Issuance Policy and the Australian Quality Framework Qualifications Issuance Policy.

Course Changes

Course dates, times and content are subject to change. MiTraining will make every effort to inform students prior to the commencement of training.

Where nationally accredited courses are amended due to changes in competency standards, a transition period will be provided to allow existing students to complete their qualifications. MiTraining will inform students of transitional arrangements as applicable, and students will be provided with an opportunity to discuss the impact of the changes to their studies.

MiTraining reserves the right to cancel, postpone or reschedule courses due to unforeseen circumstances.

Course Materials

Students enrolled in an accredited course will be provided with electronic access to a set of comprehensive course materials including relevant reference materials prior to commencement.

As MiTraining course resources are provided in an online format, students are required to have access to a computer or tablet, reliable internet connection and use of an email account.

Credit Transfer

Credit Transfer is the formal process of recognising where a student has previously completed a unit of competency and been awarded AQF certification, eliminating the need to repeat formal learning and assessment.

Students are required to submit a Credit Transfer Application Form together with a certified copy of the AQF certification documentation issued by another RTO. Applications should be submitted prior to or at the time of course enrolment.

Refer to the Recognition of Prior Learning Policy for further information.

Plagiarism and Academic Misconduct

MiTraining promotes academic integrity through education and training, encourages ethical conduct and investigates and addresses academic misconduct. Plagiarism and academic misconduct in any form is unacceptable and will be treated as a serious academic offence.

Academic misconduct is where a student seeks to obtain academic advantage by dishonest or unfair means, or knowingly assists another student in doing so. Academic misconduct may include, but is not limited to:

- Plagiarism or assisting another student to commit plagiarism
- Cheating e.g. copying the work of another student or not abiding by the rules of examination
- Collusion
- Taking unauthorised information, materials or aides into an assessment activity
- Allowing one's work to be copied, utilised as a resource/guide or appropriated in some other form by another student
- Submitting assessment responses that have previously been submitted and assessed for another unit of competency or module
- Fabricating or falsifying information or data
- Failing to provide accurate acknowledgement to other collaborator's contributions to an assessment piece
- Tampering or attempting to tamper with assessment items, results or academic records
- Discussing practical assessments already undertaken with another student, prior to them undertaking the same assessment activity

Where a student is suspected of plagiarism or academic misconduct, MiTraining will conduct a thorough investigation in accordance with the principles of natural justice and procedural fairness to determine if the academic misconduct was unintentional or intentional.

Where it is determined to be unintentional, the student will be provided with appropriate guidance so that they do not repeat the offence and will be required to revise the work and resubmit the assessment. Where it is determined to be intentional, the student will be given a formal written warning, and will be required to revise the work and resubmit the assessment.

Students who commit academic misconduct after being formally warned will be withdrawn from their enrolled course with no refund of course fees paid to date.

Refer to the Plagiarism and Academic Misconduct policy for further information.

Reasonable Adjustment

Students may apply for and receive adjustment to assessment activities to accommodate individual student needs such as a learning difficulty or disability. Students are encouraged to discuss individual learning needs during enrolment and must inform their trainer that they have a circumstance that may affect their ability to participate in the assessment activity as soon as possible and prior to the assessment due date.

Adjustments to assessment cannot compromise the integrity of the assessment, elements or performance criteria of the unit of competency. Adjustments to assessment will not provide an unfair advantage to students.

Refer to the Reasonable Adjustment Policy for further information.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that enables students to gain a credit for skills and knowledge they have acquired through prior learning, work experience and formal study. RPL is available for every accredited course offered by MiTraining.

Students considering RPL should contact MiTraining to discuss the suitability of RPL as an assessment pathway before proceeding. MiTraining provides advice on the RPL process and the student's suitability at no cost.

Students wishing to apply for RPL are required to complete the Recognition of Prior Learning Application Form and submit a portfolio of evidence. Refer to the website for further information on the RPL process and access to the Recognition of Prior Learning Policy.

GENERAL ADMINISTRATION

Access and Equity

MiTraining is committed to providing a respectful, inclusive and equitable learning environment for students. Access and Equity provides students with an opportunity to access, participate in, and achieve outcomes of vocational education and training free from discrimination, harassment, prejudice, racism and offensive behaviour.

MiTraining prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status
- Disability

Refer to the Access and Equity Policy for further information.

Change of Personal Details

Students are required to advise Student Support of any changes to personal contact details within 14 days of the change by emailing support@mitraining.edu.au.

Complaints and Appeals

MiTraining ensures that students and clients have access to a fair and equitable process for expressing complaints or appealing an assessment decision. MiTraining will ensure that the

principles of natural justice and procedural fairness are adopted at every stage of the complaint process.

Complaints may be general in nature and relate to discrimination, harassment or the provision of teaching and support services. MiTraining's complaint handling process is summarised as:

- An informal discussion will be 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 Complaint Form to Student Support
- The formal complaint will be reviewed by the RTO General Manager who will seek to resolve the issue fairly and transparently with each party involved

Students who feel that an assessment or academic decision is incorrect may lodge an appeal by submitting an Appeals Form to Student Support. Valid grounds for an appeal may include the following:

- The assessment process did not provide the student with a fair, flexible and reasonable opportunity to demonstrate their competency
- The process used was discriminatory in some way
- The student was not informed in advance of the conditions and method of assessment
- Alleged bias of the assessor

Refer to the Complaints and Appeals Policy for further information.

Consent to Image Release

MiTraining may 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 a third party.

MiTraining will obtain the student's consent to use these images and records prior to use in promotional activities. Students may choose to withhold their consent without penalty.

Refer to the Privacy Policy for further information.

Feedback

MiTraining is dedicated to ensuring that the practices of the RTO are continually reviewed to ensure the best possible outcomes. Qualifications, units and resources are reviewed on a regular basis to ensure relevancy and currency. This approach to continuous improvement relies on input from students regarding their experience while studying with MiTraining.

MiTraining welcomes feedback at any time but will also specifically request it via a Learner Questionnaire emailed to each student at the completion of the course.

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 is committed to ensuring that all aspects of its operations as a Registered Training Organisation (RTO) comply with relevant legislation, standards and guidelines.

Commonwealth legislation which may apply to students include, but is not limited to:

- Age Discrimination Act 2004
- Competition and Consumer Act 2010
- Copyright Act 1968
- Disability Discrimination Act 1992
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Student Identifiers Act 2014

Students are encouraged to access the following policies applicable to their enrolment on the MiTraining website:

- Access and Equity Policy
- Artificial Intelligence Student Usage Policy
- Complaints and Appeals Policy
- Enrolment Policy
- Fees and Charges Policy
- Plagiarism and Academic Misconduct Policy
- Privacy Policy
- Recognition of Prior Learning Policy
- Refund Policy

Students can access the following forms on the MiTraining website as required:

- Appeals Form
- Certificate Request Form
- Complaint Form
- Credit Transfer Application Form
- Enrolment Cancellation, Withdrawal or Deferment Form
- Recognition of Prior Learning Application Form
- Special Consideration Application Form

Policies and forms can be provided by email or post by request.

Privacy

MiTraining is committed to protecting the privacy of the people whose personal information it collects and manages this information in accordance with the National Vocational Education Training Act 2011, the Privacy Act 1988 and Australian Privacy Principles.

MiTraining will always treat student's personal information as confidential and will only use it in connection with MiTraining's business activities.

MiTraining will not sell, distribute, rent, licence, disclose or reveal, share or pass student information or personal details onto any third parties, other than in accordance with the Privacy Policy.

Students may request access to their personal information held by MiTraining at any time by submitting a Student Records Request Form.

Refer to the Privacy Policy for further information.

Notes

<i>Related Policies/Procedures:</i>	<i>Access and Equity Policy</i> <i>Artificial Intelligence Student Usage Policy</i> <i>Certification Issuance Policy</i> <i>Complaints and Appeals Policy</i> <i>Enrolment Policy</i> <i>Fees and Charges Policy</i> <i>Language, Literacy and Numeracy Policy</i> <i>Plagiarism and Academic Misconduct Policy</i> <i>Privacy Policy</i> <i>Reasonable Adjustment Policy</i> <i>Recognition of Prior Learning Policy</i> <i>Refund Policy</i> <i>Student Support Policy</i>
<i>Related Documents/Forms:</i>	<i>Appeals Form</i> <i>Certificate Request Form</i> <i>Complaint Form</i> <i>Credit Transfer Application Form</i> <i>Enrolment Cancellation, Withdrawal or Deferment Form</i> <i>Recognition of Prior Learning Application Form</i> <i>Special Consideration Application Form</i> <i>Student Records Request Form</i>
<i>Related Legislation:</i>	<i>National Vocational Education and Training Regulator Act 2011</i> <i>Standards for Registered Training Organisations (RTOs) 2015</i>
<i>Approved By:</i>	<i>Chief Executive Officer</i>
<i>Date of Next Review:</i>	<i>30/01/2026</i>