

Mylestones Training Student Handbook



Table of Contents

Overview	Page 3
Scope of Registration	Page 3
Approach to training delivery	Page 3
What is a unit of competency?	Page 3
Elements and Performance Criteria	Page 3
Competency Based Training	Page 4
Enrolments	Page 4
Access and Equity	Page 4
Student Induction	Page 5
Skills Recognition	Page 5
Credit Transfer	Page 5
Language Literacy and Numeracy Support	Page 5
How are students assessed?	Page 6
Extra time for assessments	Page 7
Plagiarism	Page 7
Results	Page 7
Final grading	Page 7
Issuing of Certificates	Page 7
Complaints and Feedback	Page 8
Appeals Procedure	Page 8
Student Records	Page 9
Student Guidance	Page 9
Health Safety and Wellbeing	Page 10
Student Conduct	Page 10
Student misconduct and discipline	Page 11
Withdrawal from a training program	Page 11
Physical resources available	Page 11
Student Work Placement Programs	Page 11
Continuous Improvement	Page 11
Refund of Fees	Page 12
Legislation	Page 12
Acknowledgement sign off page	Page 14

Overview

Mylestones Training is the Registered Training Organisation (RTO) of the Choice, Passion, Life (CPL), which has its head office at New Farm. The RTO team is based at Strathpine and conducts training at other centres throughout Queensland.

Mylestones Training was established to help support the continued growth of a strong, skilled and sustainable disability sector. We offer nationally recognised qualifications and accredited training courses for people wanting to work or already employed in the disability field, through practical workplace based, classroom, and online learning.

Scope of registration

Mylestones Training offers the following:

- CHC33015 - Certificate III in Individual Support (Disability)
- CHC43115 - Certificate IV in Disability

At times Mylestones also offers other qualifications through partnership arrangements. In 2014 Certificate III in Business was an example of this.

Approach to training delivery

Mylestones Training gives an undertaking to provide only the highest quality professional services. This means that our trainers/assessors conducting training programs are well qualified, have extensive experience, and an excellent reputation.

We provide a suitable, safe learning environment, with appropriate facilities and equipment, and conduct effective training programs using proven training methods based on adult learning principles. Anonymous feedback is regularly obtained from students to ensure that we are meeting your needs.

Trainers work under a student driven model, which emphasises the role you as student take in determining your own success. You are responsible and accountable for using the information provided to turn up to class in a timely manner, meet assessment deadlines, complete feedback surveys, and generally drive your own training plan.

What is a Unit of Competency?

A unit of competency is like a subject, unit or module of study. It is made up of elements and their associated performance criteria. There may be a number of units of competency in a training program.

Elements and Performance Criteria

Competencies are subdivided into elements and elements are further subdivided into performance criteria. Students need to successfully demonstrate the skills contained in both the elements and the performance criteria. Contained within the Certificate III in Individual Support (Disability) are 13 units of competency, with the Certificate IV having 14 units.

Competency Based Training (CBT)

To be eligible to gain a qualification, all requirements of the unit of competency must be deemed as competent within a designated timeframe. Assessments focus on determining competency based on industry standards.

Competency based training focuses on what a learner can do as a result of participating in training. At the end of training, a learner needs to be able to demonstrate their competency in a new skill. There will also be situations where a learner doesn't need to do any training before they can demonstrate their competency. They may have learnt how to do the task in any other number of ways. What matters is that they can demonstrate their competency, not that they have taken part in training.

Under Competency Based Training (CBT), there are competency standards. The concept of competency focuses on what is expected of an employee in the workplace rather than on the learning process, and embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is a broad concept that includes all aspects of work performance and not only narrow task skills. Each unit of competency describes the work performed in the workplace.

Enrolments

Enrolments are accepted in order of application via website or hard copy. Deferred enrolment will be offered where an application is received after a class has been filled. In such cases, applicants will be notified as soon as possible by telephone and confirmed by email.

Where a number of applications are received at the same time, and insufficient places are available in a training program, preference will be given to the applicants who need to complete the training program to meet employment or skills requirements.

Applicants are advised to book early because places may be limited. On application, and again when they confirm their enrolment, Mylestones Training will discuss individual needs and provide information to assist them in choosing the training program most appropriate to their situation.

If a cancellation is received, Mylestones Training will notify those on the waiting list in order of listing to offer them a place. If there are sufficient people on the waiting list, Mylestones Training will endeavor to arrange another class.

Access and Equity

Mylestones Training is committed to promoting a learning environment which is fair and equitable and free from discrimination. Any behaviour which involves discrimination, intimidation, bullying or harassment is not tolerated and will attract disciplinary and/or legal action. Any claim of harassment or discrimination will be investigated and appropriate action taken.

Mylestones will liaise with relevant agencies and Government Departments when appropriate – e.g. for Austudy, literacy and numeracy support, migrant education and disability support in order to assist students achieve their educational goals.

Student Induction

New students have an induction/registration session at the commencement of programs of study. At this time, students are given information regarding their program, including delivery methods, assessment methods and dates and are advised of the RTO policies and procedures.

Each student is provided with an Induction Checklist for completion and sign off.

Skills Recognition/Recognition of Prior Learning (RPL)

An application can be made for RPL when the student believes that they have already attained the necessary skills and competencies elsewhere (workplace, other study etc).

A comprehensive application for RPL kit is available from Mylestones Training upon request. Documentation and other evidence will be required to provide to support an application. The application will be processed and an assessment made as to the outcome. The results will be provided in writing, and should the application be successful, the results are recorded on an Academic Statement.

Credit Transfer

Mylestones Training recognises previous training undertaken from National Training Packages with other accredited training providers who are registered by the relevant State Training Authority. By providing evidence of this previous learning (Statements of Attainment and results achieved for each unit), students can gain credit for those modules which have already been undertaken which means there will be no requirement to complete the same unit again.

Further information may be obtained from student services, and an application made available. There is no charge for successful credit transfers.

Language, Literacy and Numeracy Support

Mylestones Training is committed to providing guidance and support to students who have any identified barriers in relation to language, literacy or numeracy. Should a student require support, information can be provided and links to appropriate support made when available. Such support for LLN skills development is strictly confidential. More information can be obtained by visiting the following website:

<http://www.vetpd.qld.gov.au/resources/pdf/tla/literacy-numeracy-training.pdf>

How are students assessed?

All assessment is set out in the overview to each competency or competencies which are provided at the commencement of each workshop or class. Once this assessment has been successfully completed, a result is provided which will count towards the overall qualification.

Assessment will be conducted utilising the following sources:

- *Direct evidence* – demonstrating a workplace procedure through Workplace Observations
- *Indirect evidence* – participating in simulated work environments / situations
- *Supplementary evidence* – written or oral questioning, third party reports from workplace supervisors

Assessment methods may include a combination of the following:

Group discussions	Project Work
Demonstration/Simulation	Third Party Feedback
Practical Exercises Games / Role plays	Log books, resume, position description
Competency conversations	Journals/Training records
Short answer list/multiple choice/open book	Questions – direct/indirect
Portfolio Work – including RPL assessment portfolios	Observations in the workplace

Mylestones Training has an assessment policy that aims to ensure that students and trainers work as partners to achieve training program aims. The following principles will be applied to all assessment:-

- **Validity** – a true test, meeting the standards from the training package as well as industry requirements.
- **Reliability** – ensuring that assessments are conducted consistently with different groups or individuals to reflect a common standard.
- **Flexibility** – adjustments are allowed, taking into account the varying situations and circumstances of participants, but maintaining a consistent standard.
- **Fairness** – making allowances to ensure assessment is equitable and overcoming any disadvantage participants might have in relation to disabilities, language and literacy or capacity to apply what they are learning.

Students will be provided with instructions for assessment and recording of results.

Extra time for assessment completion

From time to time students need to adjust their study schedule to meet the required deadlines for assessment hand in.

If you miss a class, you will be expected to catch up using the work books provided, and may access after/outside class support with their trainer upon request e.g.: an hour with the trainer from 4-5pm may be negotiated next class.

If you would like to apply for extension due to unexpected or unavoidable circumstances, then you may do so by speaking with your trainer, then emailing mytraining@cpl.org.au with your request, and a reasonable timeframe that you expect to be able to hand your assessment in by. Your application will be assessed and the outcome provided to you within 48 hours.

Plagiarism

Taking an idea from any source without properly acknowledging that source is plagiarism.

Examples of plagiarism include:

- Copying another students work
- Copying and pasting from the internet and claiming the work as your own.

Your trainer will advise of the many ways to avoid plagiarism. Remember that plagiarism is likely to result in being assessed as Not Competent.

Results

Assessments will be determined “competent” or “not yet competent.” Units of competency results will be recorded. At the completion of the training program or individual unit the qualification will be issued showing the units of competency which have been achieved. If incomplete, a Statement of Attainment for only those units of competency achieved.

Final Grading

Final grading for individual competencies will be made through office issue of a written Statement of Attainment. Final grades in any competency will be made available to individual students by way of a Statement of Attainment or, on the completion of all competencies, a qualification award.

Issuing of certificates

All training undertaken at Mylestones Training is competency based. Assessments determine whether a student is competent/or not yet competent.

Students are issued with a Statement of Attainment or Certificate once full competency has been achieved, with a transcript listing all units that have been achieved.

Mylestones Training aims to issue Certificates and Statements of Attainment within 30 days of course completion.

Certificate or Statement of Attainment re issues are \$25 per request.

Complaints and Feedback

Students have the right to submit a complaint or appeal, preferably in writing, if they feel they have not been treated fairly in some way. Complaints are welcomed as a means of ensuring that there is an opportunity to improve the operation and delivery of training programs.

The complaints procedure is outlined below:

1. A complaint or appeal may be lodged in person or in writing with Mylestones Training, who will conduct an investigation, assess the situation and take appropriate action.
2. Students who are dissatisfied with any academic decisions, or procedural issues should submit in writing their complaint or appeal to the RTO Manager or delegate within fourteen (14) days of the issue or the assessment.
3. The Training Manager will conduct an investigation within fourteen (14) days of receiving the complaint or appeal in writing, assess the situation and take appropriate action to resolve the situation
4. If the complaint is related to training, Mylestones Training will arrange a meeting with you as a student to discuss the issue and seek to resolve it.
5. If the complaint is related to instruction or assessment, the RTO Manager or delegate will arrange a meeting with the trainer/assessor and the student to discuss the issue.
6. Complaints relating to fellow students will be handled in the same way, with a meeting between the students involved and the RTO Manager or delegate.
7. In the event of a complaint or appeal against Mylestones Training trainers/assessors involving an alleged breach of civil law, the matter should be reported to take appropriate action, and if not resolved to your satisfaction, referred to the appropriate authority or Government Department.
8. The outcome of the complaint or appeal stating the reasons for the decision will be provided in writing to the person making the complaint or appeal.

Mylestones Training supports a student’s right to lodge complaint, and will not restrict this right in any way. Complaints and appeals will be addressed in an unbiased and professional manner and outcomes will contribute to the continuous improvement strategy.

Appeals Procedure

Students have the right to appeal against an assessment decision with which they are not satisfied:

1. Appeals should be submitted within 14 days of receiving notification of your results personally or in writing to the RTO Manager or delegate of Mylestones Training, who will conduct a re-assessment as the trainer/assessor.
2. If the outcome of the appeal does not satisfy the student, a further appeal may be made within 14 days of notification of the result, and evidence being provided to an independent arbiter.
3. The results of the appeal will be provided to the student in writing.

Student Records

The primary reason for collecting your information is to fulfil our business commitments to you in providing education and training. We may use the information you provide to help improve the services we deliver to you, measure interest in our services, inform you of other products and services or to comply with requirements under the law.

We will not otherwise disclose your personal information to any other party without your consent and we do not sell personal information to third parties.

Student information is stored in both hard copy file and in a Student Management System database.

Hard copy student files are to remain at Mylestones Training administration office unless being utilised for workplace assessment. If required to leave the office, the files are to be returned to the office at the first available opportunity following completion of assessment for recording of assessment results into the Student Management System.

Student Guidance and Welfare

Mylestones Training is committed to providing guidance where possible to assist in meeting student learning needs, by providing/referring/recommending:

- support to assist with learning and any queries related to assignments e.g. ongoing monitoring contact with the trainer
- students to support agencies or Government Departments for guidance or assistance during and following training e.g. Australian Apprenticeship Centre.
- assistance when applying for RPL
- specialist support equipment or personnel is required
- Whether or not any reasonable adjustments need to be applied to suit the student
- Literacy and numeracy support
- Access and equity issues

Health, Safety & Wellbeing

There is the potential for accidents or injury when attending training, and all are responsible for taking precautions to avoid them. The RTO Manager or delegate will advise of the evacuation procedures in case of an emergency, and CPL has a Workplace Health and Safety policy.

All safety precautions are undertaken by Mylestones Training, and should a safety incident occur, students are provided with an Incident Report to document the incident and its outcomes.

It is in the interest of all that self-responsibility for health is maintained.

Anyone suffering from a temporary illness that is contagious (e.g. gastroenteritis, influenza and viral infections), should not participate in training until recovered.

It is the responsibility of the student to ensure that they keep up to date with their work. If the student misses a day of training they should ask their trainer what they need to do to catch up. Usually the student will be required to read the text and complete any activities from the training day/s lost.

As per CPL policy, the consumption and use of alcohol and/or prohibited drugs by any student during training is strictly forbidden.

Any student who is affected by the use of substances whilst attending training is breaching this policy and is therefore subject to disciplinary action. This can include suspension or withdrawal from the course.

Student Conduct

Today's workplace requires students to use their initiative, work as a team member and behave in a courteous and respectful manner towards others.

It is expected that you will be punctual for all classes and advise your trainer when this is not possible.

Trainers will support you to strive to achieve the following principles of interpersonal behaviour:

- Focus on the situation, issue or behaviour, not on the person
- Maintain the self-confidence and esteem of others
- Maintain constructive relationships with Mylestones Training staff and other students
- Take the initiative to find better ways
- Lead by example
- Respect the property of others
- Always use of appropriate language
- Turn off mobile phones during face to face classes

Student Misconduct and Discipline

Students are required to observe any lawful and reasonable direction given by a Mylestones Training staff member in order to ensure the safety of individuals and the orderly conduct of learning programs delivered by Mylestones Training.

Appropriate action will be taken by the RTO Manager should this be deemed appropriate, and an appeals process will be available to students upon any decision taken by the RTO Manager.

Withdrawal from a Training Program

Withdrawal from a training program or a unit of competency may be negotiated with the RTO Manager or delegate.

Physical Resources Available

As part of the CPL, Mylestones Training has state wide access to appropriate training facilities. Training rooms are well equipped with comfortable student seating with a large white-board and facilities. Video recorders, tape recorders, screens, mobile sound units and appropriate models and charts are available in rooms which require these resources. All training rooms have appropriate air and/or cooling, tea, coffee and cool water available, and are within walking distance to smoking areas and lunch options.

All students receive relevant learning materials and resources.

We encourage students to use the Mylestones Training website to gain up to date information.

Student Work Placement Programs

Some accredited courses and training package qualifications require students to undertake a Work Placement, which is essentially a facilitated work experience program.

For students not already employed in the sector, Mylestones Training will assist to set up a Student Work Placement Program with a supportive employer.

This program allows students to put into practise the skills and knowledge learnt in class. The trainer will then be able to assess competence in a real working environment.

At the time of writing, 120 hours of Vocational Placement is required for both Certificate III and IV Disability qualifications in order to complete the course.

Continuous Improvement

At Mylestones Training, the quality and approach to Training and Assessment is improved through a Continuous Improvement process of collecting, analysing and acting on relevant data. Relevant data includes information gathered through industry consultation, student feedback forms, DETE Surveys, Complaints Forms and AQTf feedback forms.

Refund of Fees

Students must advise of cancellation in writing or by email. All monies, less a 20% administration fee, will be refunded if cancellation occurs before any training or assessment takes place. Cancellation after training or assessment begins will attract a 20% administration fee and the deduction of the full cost of any training or assessment the learner had access to up until cancellation date.

Where a training program is cancelled by Mylestones Training, and alternative training programs do not suit, a full refund of fees will be made within fourteen (14) days of receipt of application for refund.

Mylestones Training will provide a full or partial refund of fees in exceptional circumstances or through illness or injury preventing the student from completing the unit/module within fourteen (14) days of receipt of application for refund.

In exceptional cases of financial hardship or other extenuating circumstances, the participant may make an application for full or partial refund and forward this in writing to RTO Manager. The RTO Manager will then determine whether the application is approved and if so, the full or part amount of refund is processed.

Legislation

Mylestones Training is subject to a range of legislation related to training and assessment. This legislation is continually being updated and, therefore, the following information is provided so that students may keep up with any amendments or changes.

Vocational Education, Training and Employment Act, 2000 (Qld)

This legislation governs the system for the effective and efficient provision of high quality vocational education and training and in particular encourages the generation of employment opportunities. The legislation provides pathways for all young people, and has a number of regulations and guidelines, the appropriate ones of which are encompassed in our quality system.

For more information, access the following website:

<https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/V/VocEdTrEmA00.pdf>

Privacy Legislation

The *Privacy Act 1988 (Cth)* means that student information is protected by this privacy legislation. The primary purpose in Mylestones Training collecting your information is to fulfil our business commitments to you in providing education and training. We may use the information you provide to help improve the services we deliver to you, measure interest in our services, inform you of other products and services or to comply with requirements under the law. We shall not otherwise disclose your personal information to any other party without your consent and we do not sell personal information to third parties.

For more information, access the following website:

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



Anti Discrimination

This legislation promotes equality of opportunity for everyone, protecting them from unfair discrimination and from sexual harassment, as well as other objectionable forms of conduct.

In particular, the legislation is aimed at protecting the rights of the four target groups such as: women; people with disability; people for non-English speaking backgrounds; and people of Aboriginal and/or Torres Strait Island origin. It is not acceptable for any members of staff, or students to engage in any forms of sexual harassment or other objectionable behaviour and any incidents of this type of behaviour should be reported to the relevant authority and will be dealt with by the RTO Manager or delegate.

For further information, access the following website:

<http://www.adcq.qld.gov.au/>

Work Health and Safety Act 2011 (Qld)

This legislation applies to all workplaces and work activities, and is one which all students need to be aware of. The purpose of this Act is to prevent a person’s death, injury or illness being caused by a workplace. There is a responsibility by both employers and employees to ensure the workplace is safe and any hazards or unsafe practices are identified and acted upon. Any incidents or issues should be reported to the RTO Manager or delegate if identified by students so that the workplace health and safety issues can be resolved. This policy and procedure is also encompassed in our Quality System.

For further information, access the following website:

<http://www.workplaceinfo.com.au/legislation/ohs/qld-ohs-legislation>

Australian Skills Quality Authority (ASQA) Standards

As a student of an RTO training process you can achieve a nationally accredited qualification. This qualification can only be delivered to you in Queensland by an organisation that has met the required standards of the Department of Education, Training and Employment of Queensland. The required standards are defined in the Australian Skills Quality Authority (ASQA). The Department of Education, Training and Employment (DETE) QLD audits Registered Training Organisations (RTOs) to ensure compliance with these standards.

<http://www.asqa.gov.au/>

<http://deta.qld.gov.au/>

The Australian Qualifications Framework (AQF)

This is a framework which sets out all nationally agreed education and training qualifications in Australia. The vocational education and training sector delivers eight qualifications under this framework, i.e. Certificate I to Vocational Graduate Diploma. As stated in this handbook, you will see the qualifications offered by us, and their equivalent level under AQF.

For more information, access the following website:

<http://www.aqf.edu.au/>



Acknowledgement Declaration

I acknowledge that I have read and fully understand the contents of this Student Handbook, which outlines the conditions as a student of Mylestones Training and that I have received induction into my training program.

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Name

.....
Signature

.....
Date

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Name of Witness

.....
Signature of Witness

.....
Date

Please call student services on 07 3240 4080 or email mytraining@cpl.org.au if you have any questions at any time during your training program