

# Macarthur Tourism, Travel & Events College

## Student Handbook



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## Introduction

This handbook is designed to provide you with information about the services provided by the Macarthur Tourism, Travel and Events College and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by Macarthur Tourism, Travel and Events College. This information is contained under [Courses](#) on our website.

## About Macarthur Tourism, Travel and Events College

Macarthur Tourism, Travel and Events College is a Registered Training Organisation (Code: 41365) providing high-quality training to students in Australia. Macarthur Tourism, Travel and Events College utilises modern, up to date facilities, and boasts a team of qualified and dedicated trainers, tutors and assessors. You can find out more about Macarthur Tourism, Travel and Events College at the following website: [www.mttec.com.au](http://www.mttec.com.au)

<https://training.gov.au/Organisation/Details/41365>

Macarthur Tourism, Travel and Events College is responsible, under its registration with the Australian Skills Quality Authority, for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF certificate that may result based on your achievement of the course requirements.

## Our Services

Macarthur Tourism, Travel and Events College provides training and/or assessment services

in support of the following nationally endorsed training products:

SIT30116 Certificate III in Tourism  
SIT30516 Certificate III in Events  
SIT30616 Certificate III in Hospitality  
SIT30816 Certificate III in Commercial Cookery  
SIT31116 Certificate III in Asian Cookery  
SIT40416 Certificate IV in Hospitality  
SIT40516 Certificate IV in Commercial Cookery  
SIT50116 Diploma of Travel & Tourism Management  
SIT50316 Diploma of Event Management  
SIT50416 Diploma of Hospitality Management

## Our mission

Macarthur Tourism, Travel and Events College mission is to deliver quality training and assessment that meets the needs of learners and industry.

## Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to work with quality stakeholders, to ensure our learners have the opportunity to network and gain an understanding of best practice within this dynamic industry.
- **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.

- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

### Finding Us

We deliver training across the Macarthur region, in NSW, at various locations:



These locations include, but are not limited to, the Camden Region Economic Taskforce (CRET) Ltd offices and the South West

Sydney Business Enterprise Centre, both located in the Camden LGA.

We also collaborate with education consultants and third-party trainer/assessors who deliver specialist hospitality training either at their own premises, in suitable training rooms, or at offshore locations.

Please go to [mttec.com.au/hospitality/](http://mttec.com.au/hospitality/) for information on specific courses, including delivery and assessment by our third party assessor, [Workskills International](http://Workskills International).

### Our Trainers

All Macarthur Tourism, Travel and Events College trainers and/or assessors, as well as third-party trainers and/or assessors, are qualified, dedicated professionals who have current industry experience and qualifications in the tourism, travel, events and hospitality industries. Their industry experience is continually up to date by participating in professional development activities, therefore giving our students the best practical industry experience.

At Macarthur Tourism, Travel and Events College we deliver a nationally accredited qualification via online training, RPL and in face-to-face workshops. When you study with Macarthur Tourism, Travel and Events College, your trainer and/or assessor is there to assist you throughout your course. You can either attend a study group/tutorial environment, or receive workplace visits and even skype or email for advice, which means you get the support you need when you need it.

Macarthur Tourism, Travel and Events College trainers are all professionally qualified trainers and have personal industry and job role experience. Our trainers deliver their training in a way that students will enjoy.

### **Our expectation of you**

Macarthur Tourism, Travel and Events College expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of Macarthur Tourism, Travel and Events College.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others?
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with units of competency.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and Macarthur Tourism, Travel and Events College publications with respect and to honour our copyrights and prevent our

publication from being distributed to unauthorised persons.

- To respect other students and Macarthur Tourism, Travel and Events College staff members and their right to privacy and confidentiality.

### **Unique Student Identifier**

If you're studying nationally recognised training in Australia today, you are required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

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

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.

### **Your safety**

Macarthur Tourism, Travel and Events College is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our

responsibilities to maintain a safe environment.

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

- Know and observe details of emergency response and evacuation plans at training premises;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to MTTEC staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

### **Electrical equipment**

- Electrical equipment that is not working should be reported to Macarthur Tourism, Travel and Events College staff.

- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

### **Fire safety**

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

### **First aid**

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to your trainer.
- The accident and any aid administered must be recorded by staff involved, in the injury register.

## Lifting

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Macarthur Tourism, Travel and Events College unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

## Your equity

Macarthur Tourism, Travel and Events College is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Macarthur Tourism, Travel and Events College staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from Macarthur Tourism, Travel and Events College staff members and we apply complaint handling procedures advocated

by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Macarthur Tourism, Travel and Events College that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant.

Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to Macarthur Tourism, Travel and Events College, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

## Your privacy

Macarthur Tourism, Travel and Events College takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12<sup>th</sup> March 2014).

Here's what you need to know:

Macarthur Tourism, Travel and Events College will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.

Your personal information is retained within our computer systems. Your information is

collected via the enrolment form and through your completion of administrative related forms, and based on your training outcomes. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure. No hard copy student records are retained.

Under the Data Provision Requirements 2012, Macarthur Tourism, Travel and Events College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained on your enrolment form (or online enrolment application) and your training activity data) may be used or disclosed by Macarthur Tourism, Travel and Events College for statistical, regulatory and research purposes. Macarthur Tourism, Travel and Events College may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies; NCVER;
- Organisations conducting student surveys; and Researchers.
  
- Our third-party partners in training and assessment.

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

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

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

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

We reserve the right to verify any of the details you have provided on this form in order to process your application.

You have the right to access information that Macarthur Tourism, Travel and Events College is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".

If you have concerns about how Macarthur Tourism, Travel and Events College is managing your personal information, we



encourage you to contact us and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at:

<https://www.oaic.gov.au/individuals/howdo-i-make-a-privacy-complaint>

### **Fees payable**

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

### **Student cancellation**

Students who cancel their enrolment part way through a training program must notify Macarthur Tourism, Travel and Events College in writing via email or letter at the soonest opportunity. Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Students are advised to consider alternative options such as

requesting to suspend their enrolment and recommencing in another scheduled training program.

### **Replacement of text & training workbooks**

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to Macarthur Tourism, Travel and Events College schedule of fees and charges.

### **Refunds**

Students, who give notice to cancel their enrolment **10 business days** or more prior to the commencement of a program, will be entitled to a full refund of fees paid. This policy complies with the Australian Consumer Law required statutory cooling off period for the sale of goods and services. It is a requirement under the Standards for Registered Training Organisations that an RTO must allow the minimum statutory cooling off period applicable for the jurisdiction in which they operate. Australian Consumer Law introduced in 2010 has made this consumer protection consistent in all States and Territories.

Students who give notice to cancel their enrolment **9 business days** or less prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by Macarthur Tourism, Travel and Events College is required to cover the costs of staff and

resources which will have already been committed based on the student's initial intention to undertake the training.

Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

Where a student has purchased a text or training workbooks and subsequently cancels, Macarthur Tourism, Travel and Events College will not refund monies for the text.

### **Payment method**

Macarthur Tourism, Travel and Events College accepts payment for fees using:

- Paypal
- Electronic Funds Transfer (account details available on request)
- Cheque
- Payment in cash is discouraged.

### **Substitutions**

Requests for substitutions are to be made in writing and can be made at any time up to 2 working days before the program commencement date.

### **Transfers**

Requests for transfers to alternate programs can be arranged if Macarthur Tourism, Travel and Events College is advised in writing more than 10 working days prior to the program commencement date and there is availability on the selected program. One transfer will be accepted without charge where Macarthur Tourism,

Travel and Events College has been notified in writing at least 10 working days prior to the scheduled commencement date. All subsequent transfers will attract an administration charge of \$55.00 (incl. GST).

### **Statutory cooling off period**

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

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

### **Our Guarantee to Clients**

If Macarthur Tourism, Travel and Events College cancels or ceases to provide training, Macarthur Tourism, Travel and Events College must issue a full refund for any services not yet provided. The basis for determining

“services not yet provided” is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is ceased.

As an example: A student enrolled in a course of 10 units of competency and paid \$1,500.00 up front as the total course fee. The course was cancelled due to the trainer falling ill and the student at that time had completed 4 of the 10 units. The student’s enrolment would be finalised and the student would receive a Statement of Attainment for the 4 completed units. The student would also receive a refund of \$900.00 which represents that value of the training not delivered.

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

Macarthur Tourism, Travel and Events College reserves the right to amend the conditions of the student’s enrolment at any time. If amendments are made that effect the student’s enrolment the student will be informed 7 days prior to changes taking effect.

### **Access to your records**

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

- student file,
- learning and assessment record, □  
administrative records,
- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by Macarthur Tourism, Travel and Events College, you are welcome to have access anytime just ask your trainer and it will be organised immediately.

You can access hard copy records and reports from our student management system, but only relating to you personally. You can request this access using the Student Records Request Form. Access to requested records during a work day will be arranged as soon as possible and definitely within 24 hours. Students should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, Macarthur Tourism, Travel and Events College reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to simply view records at our office.

In the case of accessing a reissuance of a previously issued Statement of Attainment or Qualification certificate, if you have lost or misplaced your AQF certificate you may obtain a reissued certificate from Macarthur Tourism, Travel and Events College. To obtain this you must complete the Student Records Request Form and return this to the Office Manager. The cost of \$50.00 will apply for each issued AQF certificate. These monies must be paid in advance. Reissued AQF certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued. AQF certificates may only be collected in person or can be posted via registered post. A student may also

nominate another person to collect the certificate, however these persons must be notified to Macarthur Tourism, Travel and Events College beforehand and the person must provide photo ID to validate their identity.

### **Continuous improvement**

Macarthur Tourism, Travel and Events College is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

### **Suggesting improvements**

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Report template is available on request. Students are encouraged to provide feedback to Macarthur Tourism, Travel and Events College so we can improve our services in the future.

### **Learner satisfaction survey**

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey

tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to Macarthur Tourism, Travel and Events College for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

### **Assessment**

At Macarthur Tourism, Travel and Events College assessment is conducted using a combination of Written Knowledge Assessment, Research Tasks, Case Studies, Work Log Book, Supervisor Feedback and Workplace Observation.

The following provides a brief explanation of the primary assessment methods:

- **Written Knowledge Assessment:** The student is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice.
- **Research Tasks:** The student is required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the student will largely be specific to their workplace.

- **Case Study Response:** The student is required to provide a written response to a situation presented in a case study scenario. This will usually require the student to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.
- **Workplace Log book:** The student is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks which are predesigned for the student to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.
- **Supervisor Feedback:** The assessor will periodically engage with workplace supervisors to seek their feedback about the student's performance. This is undertaken as an interview with a duration of approximately 15 to 20 minutes. This interview can be undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record.
- **Workplace Observation:** The student will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the student performing tasks relevant to the units of competency being assessed. The student will be briefed on these observation activities in events and is required to make arrangements to undertake these activities when the

assessor is in attendance at the workplace.

### Re-assessment

Students who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of Macarthur Tourism, Travel and Events College to provide three opportunities for additional training and reassessment at no additional cost to the student or employer. Students who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the current fee schedule to identify the reassessment fee.

Students requiring additional learning support are to be brought to the attention of Macarthur Tourism, Travel and Events College management so the progress of the student can be monitored closely and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment can be determined through mutual agreement.

## Issuing Qualifications and Statements of Attainment

Macarthur Tourism, Travel and Events College will issue all AQF certification documentation (Qualifications and Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete, and providing all agreed fees the student owes to Macarthur Tourism, Travel and Events College have been paid.

## Language, literacy & numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in tourism, hospitality and events where language, literacy and numeracy skills influence the performance of workplace tasks such as providing customer service and comprehending written work instructions.

To support this approach Macarthur Tourism, Travel and Events College will:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the details of the language, literacy and numeracy assistance available. Macarthur Tourism, Travel and Events

College generally recommend the LLN training courses provided by TAFE. These institutes have specialist teachers to support the student's development.

- Refer students to external language, literacy and numeracy support services that are beyond the support available within Macarthur Tourism, Travel and Events College and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

## Making complaints & appeals

Macarthur Tourism, Travel and Events College is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or an appeal, you are requested to complete one of the following forms:

- Complaint Form
- Request for Appeal of a Decision

These forms are available via our website at the following address:  
[www.mttec.com.au](http://www.mttec.com.au)

Once you have completed the required form you are requested to submit this to the Office Manager either in hard copy or electronically via the following contact details:

PO Box 366 Campbelltown NSW 2560  
[admin@mttec.com.au](mailto:admin@mttec.com.au)

If you are having any difficulty accessing the required form or submitting to us, please contact us at the following number: 02 9820 4494 **What is a complaint?**

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by Macarthur Tourism, Travel and Events College in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

### **What is an appeal?**

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Macarthur Tourism, Travel and Events College within **28 days** of the student being informed of the assessment decision or finding.

### **Early resolution of complaints & appeals**

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

### **Complaint and appeals handling**

Macarthur Tourism, Travel and Events

College applies the following principles to its complaints and appeals handling:

- Written records of all complaints / appeals are to be kept by Macarthur Tourism, Travel and Events College including all details of lodgement, response and resolution. Macarthur Tourism, Travel and Events College will maintain complaints / appeals register to be used to record the details of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint / appeal handling are stored securely to prevent access to unauthorised personnel.
- A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each person may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint / appeal is to commence within seven (7) working days of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a complaint or seeking an appeal is to be provided a written response to the complaint / appeal, including details of the reasons for the outcome. A written response must be provided to the person within fourteen (14) days of

- the lodgement of the complaint / appeal.
- Complaints / appeals must be resolved to a final outcome within sixty (60) days of the complaint / appeal being initially received. Where Macarthur Tourism, Travel and Events College Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint / appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 60 calendar days are required. As a benchmark, Macarthur Tourism, Travel and Events College will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within thirty (30) days is considered acceptable and in the best interest of Macarthur Tourism, Travel and Events College and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of four (4) weekly intervals.
  - Macarthur Tourism, Travel and Events College shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.
  - Decisions or outcomes of the complaint / appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.
  - Complaints / appeals are to be handled in the strictest of confidence. No Macarthur Tourism, Travel and Events College representative will disclose information to any person without the permission of Macarthur Tourism, Travel and Events College Chief Executive Officer. A decision to release information to third parties can only to be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.
  - Complaints / appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a



proper purpose and must not take into account irrelevant considerations.

- Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [Principles of Natural Justice and Procedural Fairness](#)

### **Review by an independent person**

Macarthur Tourism, Travel and Events College provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. In these circumstances the Macarthur Tourism, Travel and Events

College Chief Executive Officer will advise of an appropriate party independent of Macarthur Tourism, Travel and Events College to review the complaint (and its subsequent handling) and provide advice to Macarthur Tourism, Travel and Events College in regards to the recommended outcomes.

Where the Macarthur Tourism, Travel and Events College appoints or engages an appropriate independent person to review a complaint / appeal, the Macarthur Tourism, Travel and Events College will meet the full cost to facilitate the independent review. Where the person making a complaint or seeking an appeal objects to this appointment and requests to engage a person or organisation they nominate to undertake the review, the Macarthur Tourism, Travel and Events College may seek the person making a complaint or seeking an appeal to contribute to the cost of engaging this person and undertaking the review.

Following an independent review, advice received from the independent person is to be accepted by Macarthur Tourism, Travel and Events College as final, advised to the person making a complaint or seeking an appeal in writing and implemented without prejudice.

### **Unresolved Complaints and Appeals**

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

Students who are not satisfied with the process applied by Macarthur Tourism, Travel and Events College may refer their grievance to the following external agencies:

- In relation to consumer protection issues, these may be referred to the Office of Fair Trading.
- In relation to the delivery of training and assessment services, these may be referred to the National Training Complaints Service via the following phone number: 13 38 73.

### **Recognition of your existing skills & knowledge**

In accordance with the requirements of the Standards for NVR Registered Training Organisations, Macarthur Tourism, Travel and Events College provides the opportunity for students to apply to have prior learning

recognised toward a qualification or units of competence for which they are enrolled.

### **What is recognition?**

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

### **Recognition guidelines**

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

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in Macarthur Tourism, Travel and Events College scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before

commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.

- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

### **Forms of evidence for recognition**

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

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

Forms of evidence toward recognition may include:

- Work records;

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

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

### **What is national recognition?**

National recognition is the recognition of learning achieved through formal education and training. Under the Standards for NVR Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

### **Evidence requirements**

If you are seeking national recognition you are required to present your statement of attainment or qualification for examination to Macarthur Tourism, Travel and Events College. These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as true copies of the original. **National recognition guidelines**

The following guidelines are to be followed in relation to national recognition:

- Any student is entitled to apply for national recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for national recognition for units of competence or qualification which are not included in Macarthur Tourism, Travel and Events College scope of registration.
- Whilst students may apply for national recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition and Macarthur

Tourism, Travel and Events College does not receive any funding when national recognition is granted.

- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered

for national recognition and applicants will be advised to seek recognition.

### **Legislative and Regulatory Responsibilities**

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

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

Copies of State and Federal legislation can be found on the Internet. The following is a summary of the legislation that will generally apply to your day-to-day work and training.

#### **Work Health and Safety Act 2011**

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act

protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

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

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

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

#### **Privacy Act 1988**

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

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

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

### **Disability Discrimination Act 1992**

#### Sect 5 - Disability Discrimination

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

For the purposes of subsection (1), circumstances in which a person treats or

would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

### **Sex Discrimination Act 1984**

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women. **Age Discrimination Act 2004** The

objects of this Act are:

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

### **Racial Discrimination Act 1975**

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

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

### **Copyright Act 1968**

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

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

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

**Fair Work Act 2009**

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

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

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

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

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