

STUDENT HANDBOOK 2019

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MINRES TRAINING INSTITUTE Pty Ltd

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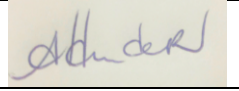
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1.0 INTRODUCTION



Message from the CEO – Leigh Willson

Welcome and thank you for choosing to study with MinRes Training Institute.

As CEO of this organisation I can assure students that I will fully support the implementation of all quality, management and operational functions articulated in this student handbook I welcome your input and will ensure myself and the MinRes Training Institute team adhere to our underlying philosophy of continuous quality improvement in all aspects of MinRes Training Institute's operations.

This student handbook provides the direction that informs and guides MinRes Training Institute towards the provision of best practice in training development, management and service delivery. For MinRes Training Institute, it will facilitate compliance with the standards regulated by the Australian Skills Quality Authority. For clients of MinRes Training Institute, it will ensure that their investment in training provides the best possible training experience and outcomes.

The quality accredited training you will receive upon completion with MinRes Training Institute could lead to:

- Career advancement;
- A role or new industry change;
- A qualification to reflect your years of work experience;
- Or study that can catapult your current passion and be able to make this into a career.

Context

Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the **Standards for Registered Training Organisations 2015 (SNRs)** to ensure nationally approved quality standards for training are met. The focus of these standards is the demonstration of preparedness of registered training organisations to deliver quality training and assessment services and focus on continuous improvement.

Services

All programs offered by MinRes Training Institute are aligned to either the RII Resources and Infrastructure Industry; the Jewellery Manufacturing Trade and Jewellery Enterprise Sectors in combination with the Metal and Engineering Training Industry, for quality assurance and best practice. Currently MinRes Training Institute can offer students accredited training in the following:

| QUALIFICATIONS | | COMPETENCIES | |
|--------------------|---------------------------------------------------------------------|---------------------|--------------------------------------------------------------------------------------------|
| RII20115 | Certificate II in Resources & Infrastructure Work Preparation | MSMPER200 | Work in accordance with an issued permit |
| RII20215 | Certificate II in Surface Extraction Operations | MSMWHS217 | Gas Test Atmospheres |
| RII30115 | Certificate III in Surface Extraction Operations | RIIBHD302D | Conduct Underground Long Hole Drilling |
| RII40115 | Certificate IV in Surface Extraction Operations | RIIBHD303D | Conduct Long Hole Drilling |
| RII50115 | Diploma of Surface Operations Management | TLILIC2005 | Licence to Operate a Boom-type Elevating Work Platform (Boom length of 100 metres or more) |
| RIIERR601D | Establish & Maintain Mine Emergency Preparedness & Response Systems | TLILIC3006 | Licence to Operate a Non-slewing Crane (greater than 3 tonnes capacity) |
| RIIRIS601D | Establish & Maintain the Risk Management Systems | TLILIC3008 | Licence to Operate a Slewing Crane (up to 20 tonnes) |
| RII30813 | Certificate III in Civil Construction (Plant Operations) | TLILIC4009 | Licence to Operate a Slewing Mobile Crane (up to 60 tonnes) |
| RII30815 | Certificate III in Underground Metalliferous Mining | TLILIC4010 | Licence to Operate a Slewing Mobile Crane (up to 100 tonnes) |
| BSB30415 | Certificate III in Business Administration | TLILIC4011 | Licence to Operate a Slewing Mobile Crane (over to 100 tonnes) |
| CPCCWHS1001 | Prepare to Work Safely in the Construction Industry | CPCCLDG3001A | Licence to Perform Dogging |
| TLILID2022 | Conduct Weighbridge Operations | | |
| MEM30605 | Certificate III in Jewellery Manufacture | MEM50311 | Diploma of Jewellery & Object Design |
| MEM40311 | Certificate IV in Advanced Jewellery Manufacture | MEM60211 | Advanced Diploma of Jewellery & Object Design |

Table: Currently MinRes Training Institute can offer students accredited training in these qualifications.

MinRes Training Institute recognises the importance and benefits of combining industry experience with tertiary education when striving to deliver programs of highest quality and relevance to the client. All trainers and assessors employed or contracted by MinRes Training Institute have demonstrated significant industry experience in addition to obtaining tertiary qualifications, allowing them to provide a professional, well rounded learning environment for participants. Staff are equipped with the skills to ensure their teaching methods are suitable for all participants, utilising simple language where appropriate to communicate information most effectively. MinRes Training Institute strictly adheres to the SNR to continue delivering training services of the highest quality to their clients.

As a student with MinRes Training Institute, your feedback is critical to our continuous improvement policy, students are encouraged to give feedback throughout their enrolment.

To encourage and achieve continuous improvement based on the collection of the above-mentioned data, MinRes Training Institute has developed a best practice register which will include a written record of all improvement strategies. We are grateful you have chosen MinRes Training Institute to enable you to advance your education and look forward with excitement for you, as you complete your qualifications with us.

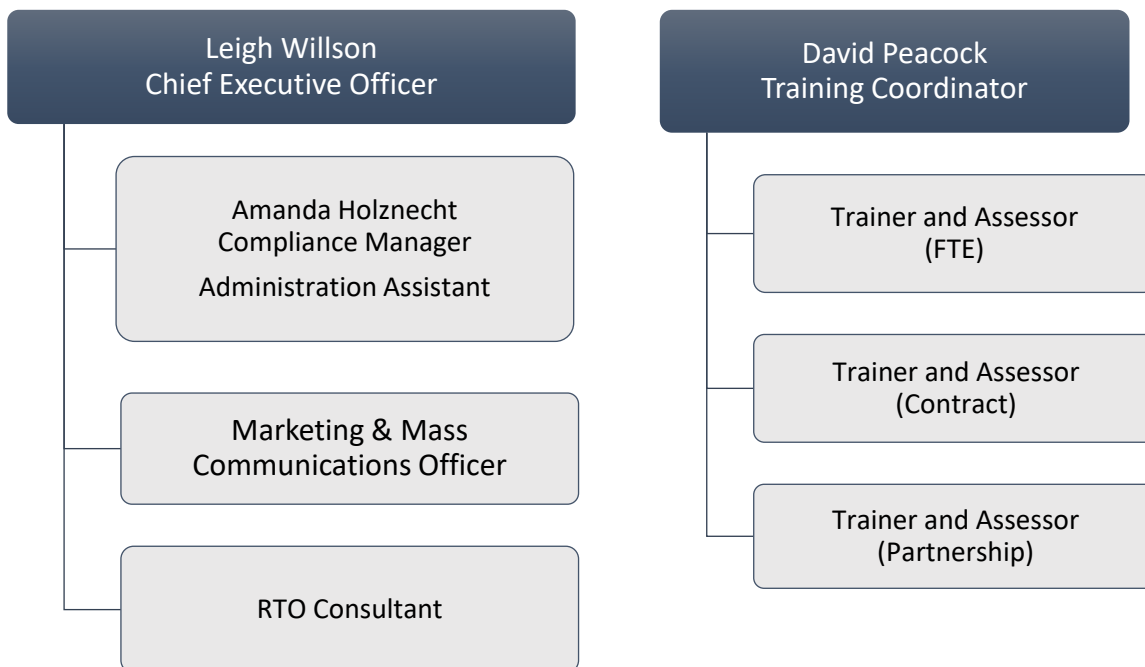
Thank you,



Leigh Willson

Chief Executive Officer
MinRes Training Institute Pty Ltd

Organisational Structure



This organisational chart illustrates the two-way lines of communication between the CEO, management and trainers which ensures the decision making of senior management is informed by the experiences of its trainers and assessors.

2.0 LEGISLATIVE REQUIREMENTS

Registered training organisations are subject to legislation pertaining to training and assessment, as well as business practice. MinRes Training Institute will comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its intended scope of registration.

MinRes Training Institute will also inform all staff and clients of the legislative and regulatory requirements that affect their duties or participation in vocational education and training. MinRes Training Institute recognises that compliance with legislative requirements underpins the effective implementation of its operations and ensures accountability and transparency of activities of both management and staff.

Complying with Legislation

Staff will be advised at induction and kept up-to-date with changes to legislation through monthly management meetings and written correspondence. Policies and procedures and associated tools and templates will be updated to reflect updates to legislation as soon as practical following advice. Any training that is required will be organised in a professional and timely manner.

Examples of legislation relevant to the training business and its staff includes but is not limited to:

| QUEENSLAND LEGISLATION | TRAINING AUTHORITIES/REGULATORS |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Work Health and Safety Act 2011 | National VET Regulator (NVR) |
| Disability Services Act 2006 | Department of Education and Training |
| Anti-Discrimination Act 1991 | Department of Employment |
| Fair Trading Act 1989 | Australian Skills Quality Authority (ASQA) |
| Further Education and Training Act 2014 | Council of Australian Governments Industry and Skills Council (COAGISC) |
| Commission for Children and Young People Act 2000 | WORK HEALTH AND SAFETY POLICY The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining workplace health and safety standards. The requirements of an RTO as specified in the above mentioned Act are to: <ol style="list-style-type: none"> 1. Secure the health, safety and welfare of employees and other persons at work; 2. Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work; 3. Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self employed persons; 4. Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards. |
| COMMONWEALTH LEGISLATION | |
| Copyright Act 1968 | |
| Commonwealth Privacy Act 1988/Privacy Amendment Act 2012/Privacy Regulation 2013 | |
| Commonwealth Sex Discrimination Act 1984 | |
| Commonwealth Racial Discrimination Act 1975 | |
| Commonwealth Age Discrimination Act 2004 | |
| Commonwealth Disability Discrimination Act 1992 | |
| National Vocational Education and Training Regulator Act 2011 <ul style="list-style-type: none"> • Standards for VET Regulators 2015; • Standards for Registered Training Organisations 2015. | |

MinRes Training Institute has initiated procedures, policies, guidelines and work instructions, practicing an ongoing commitment to workplace health and safety including each site used for training delivery.

The following presents a strategic overview of MinRes Training Institute's safety system and provides guidance for meeting the requirements of Work Health and Safety Act on MinRes Training Institute's premises thereby ensuring a high standard of workplace health and safety at all times.

It is obligation under legislation that all MinRes Training Institute employees and management contribute to and assist in maintaining workplace health and safety and risk management operations as part of their role within the RTO. MinRes Training Institute management is responsible for providing the following standards as part of its commitment to employees and clients:

- A safe workplace, with a safe system of work;
- Adequate workplace health and safety professional development for MinRes Training Institute students, employees, management and stakeholders;
- Properly maintained facilities and equipment;
- A clean, tidy, suitably designed workplace with the safe storage of goods.

The following procedures and standards are observed by MinRes Training Institute to achieve a safe working and learning environment:

| | |
|--------------------------------------------------------------------------------------------------------|----------------------------------------------|
| Maintain a safe, clean and efficient working environment | Evacuation plan (fire, bomb, major incident) |
| Emergency control | Accident / Incident reporting |
| Rehabilitation | Risk identification reporting |
| PPE / chemicals (storage) | Manual handling techniques and training |
| Store and dispose of waste according to WHS regulations | Equipment checks and maintenance |
| Equipment safe storage | Fire hazards identified and fire prevention |
| Student safety | Unsafe situations identified and reported |
| First aid and safety procedures displayed, for all MinRes Training Institute staff and students to see | |

Harassment and Discrimination Policy

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and students are treated fairly and have the opportunity to feel safe, valued and respected.

By definition, harassment includes any form of behaviour that is unwanted, unwelcome or unreciprocated by relevant persons. This may manifest as verbal or physical harassment but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

At MinRes Training Institute it is made known that in the event that a person considers that he or she has been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing the matter with the offending party, a trainer or other MinRes Training Institute staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff member to follow MinRes Training Institute policy and procedures to rectify the situation.

All students and staff working with MinRes Training Institute have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to MinRes Training Institute policy and procedures.

MinRes Training Institute ensures that all staff are adequately trained in dealing with harassment and discrimination in order to fulfil their roles and responsibilities in creating and contributing to a harassment and discrimination free workplace. In addition to relevant training, MinRes Training Institute management provides opportunities for communication and mentoring amongst staff to ensure that all employees understand and correctly apply the processes and procedures involved in identifying and addressing of all forms of harassment and discrimination.

MinRes Training Institute staff and students should be aware of the following definitions:

| | |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Racial harassment | Involves a person or persons being threatened, abused, insulted or taunted in relation to their race, descent, nationality, colour, language, ethnic origin or any other racial characteristic. It may include but is not limited to; derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, exclusion, allocation of least favourable jobs or positions, or unfair treatment. |
| Sexual harassment | Involves any verbal or physical conduct of a sexual nature, which is inappropriate, unwelcome or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms of non-work-related communication, offensive noises, or displays of sexually graphic or suggestive material. |
| Bullying | Involves any behaviour that suggests a real or perceived power over another party, or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time. It may include, but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion or isolation, inflicting unnecessary work stresses, or sabotage of a person's work or their ability to work by withholding resources or information. |
| Confidentiality | Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO this may refer to private verbal discussions, student assessments, managerial decisions and legal proceedings. |

| | |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Discrimination | Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. All forms of victimisation are also treated as a type of discrimination. |
| Harassment | Involves any behaviour intended to disturb, offend or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race. |
| Personnel | Refers to all employees and contractors of MinRes Training Institute. |
| Victimisation | Involves any process that results in the unfavourable treatment of a person on unjust terms. It may include, but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment, or denial of access to work related resources. |

Specific Principles:

- It is the right of all staff and students to work and study in an environment free of any form of harassment and discrimination;
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by MinRes Training Institute;
- When MinRes Training Institute management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it;
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained;
- It is the intention of MinRes Training Institute management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation;
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue from MinRes Training Institute management;
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimized;
- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted;
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution.

Working with Persons Under 18 Years of Age

Students under 18 years of age may enrol with MinRes Training Institute. According to the law, a child is considered any individual less than 18 years of age. MinRes Training Institute will ensure that all students are protected from all forms of harm, including bullying, harassment, discrimination and intimidation. All staff are required to report to MinRes Training Institute management any behaviour that can reasonably be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm.

In cases where allegations or information indicate it is reasonable to believe a student has suffered from or may require protection from harm, MinRes Training Institute will report to the Department of Communities, Child Safety and Disability Services MinRes Training Institute.

The initial information that a child protection officer will require is:

- The name, age and address of the child or young person;
- The reasons you suspect the child or young person may have experienced or is at risk of experiencing harm;
- The immediate risk to the child or young person;
- Contact details. You may remain anonymous; however, it is preferable to provide these details so that the officer can call you if further information is needed.

If allegations may constitute child abuse by a person external to MinRes Training Institute, the MinRes Training Institute CEO will report the matter to the Police or the Department of Communities, Child Safety and Disability Services. MinRes Training Institute will comply with all relevant State and Federal legislation in the area of working with children.

Consumer Rights and Protection

On 1 January 2011, the Australian Consumer Law commenced, and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010. The Australian Consumer Law provides for:

- National consumer protection and fair-trading laws;
- Enhanced enforcement powers and redress mechanisms;
- A national unfair contract terms law;
- A new national product safety regime;
- A new national consumer guarantees law.

Contractual Agreement

Students who enrol in a training program with MinRes Training Institute should be aware that they are entering into a contractual agreement. With a view to ensuring all students are fully aware of their rights and obligations, MinRes Training Institute will design agreements, enrolment forms, pre-enrolment forms or similar using a logical format and simple English. This may include, but is not limited to:

- Wording that allows the perspective student to know what he / she is agreeing to;
- Clearly explained disclaimers;
- No misleading or deceptive behavior;
- No actions, omissions or dialogue (written or verbal) that may force or coerce the student;
- Fair dealings for disadvantaged students.

Privacy Principles

The *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Privacy Amendment Act) made many significant changes to the *Privacy Act 1988* (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

Privacy Principles that are strictly applied to all aspects of MinRes Training Institute's operations include:

| | |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Collection | MinRes Training Institute will only collect necessary information pertaining to one or more specific operations. The student will be informed as to the purpose for which details are being collected. |
| Use and disclosure | MinRes Training Institute will ensure student personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the student, unless a prescribed exception applies. |
| Data quality | MinRes Training Institute will take all reasonable measures to ensure that all students' personal information that is collected, used or disclosed is accurate, current and complete. |
| Data security | MinRes Training Institute will take all reasonable measures to ensure all collected students' personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure. |
| Openness | MinRes Training Institute will maintain documentation which detail how students' personal information is collected, managed and used. When a student makes an enquiry in relation to information collected, MinRes Training Institute will explain what information is held, for what purpose it is held and what procedures outline the collection and use of information. |
| Access and correction | MinRes Training Institute will allow students access to personal information held in all circumstances unless prescribed exceptions apply. If the student identifies errors within the information, MinRes Training Institute will correct and update to file. |
| Unique identifiers | MinRes Training Institute will not assign students unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued. |
| Anonymity | MinRes Training Institute will provide students the opportunity to interact with the business without requiring the student to make their identity known in any circumstances it is practical and possible to do so. |
| Sensitive information | MinRes Training Institute will request specific consent from a student in circumstances where it is necessary to collect sensitive information. Sensitive information may include but is not limited to; information relating to a student's health, criminal record, racial or ethnic background. |
| Student progress | Students have the right to request information about or have access to their own individual records. MinRes Training Institute trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hardcopy of their own individual file that can be supplied as a printout from records retained within the data management system. |

Please feel free to ask your MinRes Training Institute Trainer and Assessor or Administration Team at any time for a statement of your progress.

3.0 STUDENT OVERVIEW

What courses can I study with MinRes Training Institute?

MinRes Training Institute strictly adheres to Standards for RTOs 2015 with all programs aligned to the qualifications contained in the RII Resources Infrastructure and Industry Package. Ensuring best practice in service and delivery at all times.

What qualification will I receive?

Upon successful completion of your course with MinRes Training Institute you will be eligible to receive the following award.

| CERTIFICATION | | | |
|--------------------|---------------------------------------------------------------------|---------------------|--------------------------------------------------------------------------------------------|
| QUALIFICATIONS | | COMPETENCIES | |
| RII20115 | Certificate II in Resources & Infrastructure Work Preparation | MSMPER200 | Work in accordance with an issued permit |
| RII20215 | Certificate II in Surface Extraction Operations | MSMWHS217 | Gas Test Atmospheres |
| RII30115 | Certificate III in Surface Extraction Operations | RIIBHD302D | Conduct Underground Long Hole Drilling |
| RII40115 | Certificate IV in Surface Extraction Operations | RIIBHD303D | Conduct Long Hole Drilling |
| RII50115 | Diploma of Surface Operations Management | TLILIC2005 | Licence to Operate a Boom-type Elevating Work Platform (Boom length of 100 metres or more) |
| RIIERR601D | Establish & Maintain Mine Emergency Preparedness & Response Systems | TLILIC3006 | Licence to Operate a Non-slewing Crane (greater than 3 tonnes capacity) |
| RIIRIS601D | Establish & Maintain the Risk Management Systems | TLILIC3008 | Licence to Operate a Slewing Crane (up to 20 tonnes) |
| RII30813 | Certificate III in Civil Construction (Plant Operations) | TLILIC4009 | Licence to Operate a Slewing Mobile Crane (up to 60 tonnes) |
| RII30815 | Certificate III in Underground Metalliferous Mining | TLILIC4010 | Licence to Operate a Slewing Mobile Crane (up to 100 tonnes) |
| BSB30415 | Certificate III in Business Administration | TLILIC4011 | Licence to Operate a Slewing Mobile Crane (over to 100 tonnes) |
| CPCCWHS1001 | Prepare to Work Safely in the Construction Industry | CPCCLDG3001A | Licence to Perform Dogging |
| TLILID2022 | Conduct Weighbridge Operations | | |
| MEM30605 | Certificate III in Jewellery Manufacture | MEM50311 | Diploma of Jewellery & Object Design |

| | | | |
|-------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|-----------------|-----------------------------------------------|
| MEM40311 | Certificate IV in Advanced Jewellery Manufacture | MEM60211 | Advanced Diploma of Jewellery & Object Design |
| <i>Table: Currently MinRes Training Institute can offer students accredited training in these qualifications.</i> | | | |

How is Training Delivered?

Training courses with MinRes Training Institute are delivered by:

- Face-to-face classroom training;
- Blended learning;
- Onsite in student's workplace.

What are the Prerequisites?

Prerequisites are specific to individual courses. Please consult the course outline for your chosen course for prerequisite information.

How do I Enrol?

Enrolment is initiated by you contacting MinRes Training Institute. We will dispatch to you by suitable means an enrolment form and literature on the course(s) being considered and any other relevant documentation.

What are the Costs?

| Current Course Availability | Student Contribution Fee | | |
|-----------------------------------------------------------|--------------------------|------------------|----------------------------------|
| | Concessional | Non-Concessional | Certificate 3 Guarantee |
| RII30115 Certificate III in Surface Extraction Operations | \$ 13 | \$ 40 | See flyer for breakdown of costs |

4.0 FEES

MinRes Training Institute operates predominately as a 'fee for service' training business. This means all training programs attract fees. All fees owing will be paid at or prior to the commencement of training unless prior arrangements are made with MinRes Training Institute management.

A maximum of \$1,500 is collected prior to the commencement of training and should the course cost more than that, the remaining amount of fees are spread out over the course and on completion. At no point in time is the student more than 25% in fees in advance. These fees can be paid by the student or the student's employer.

Where the total course fee is more than \$1,500, MinRes Training Institute will observe the requirements of Schedule 6 of the Standards for RTOs 2015. This schedule outlines requirements for protecting fees prepaid by individual students or prospective students for services. MinRes Training Institute adheres to this by not collecting more than \$ 1500 on commencement of the qualification.

MinRes Training Institute clearly identifies all fees and charges, including optional charges such as Recognition of Prior Learning (RPL) fees. The RTO's fee policy will be updated regularly so that both MinRes Training Institute and our clients will be protected.

MinRes Training Institute will provide the following fee information, to each student:

- a) The total amount of all fees including course fees, administration fees, materials fees and any other charges;
- b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- c) The nature of the guarantee given by the RTO to complete the training and / or assessment once the student has commenced study in their chosen qualification or course;
- d) The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
- e) The organisations refund policy.

Fees for Funded Courses.

Certificate 3 Guarantee students are charged at non-concessional \$ 3.07 per unit and concessional \$1 per unit of competency. These fees can be paid by a third party i.e.: your employer or family member, as long as the RTO does not pay the fees for you. This fee must be paid prior to any Certificate 3 Guarantee claims being made for your studies.

User choice students are charged a student contribution fee on completion of their qualification at the rate of \$1.60 per nominal unit per unit of competency.

| Current Course Availability – Certificate 3 Guarantee | Student Contribution Fee | | |
|-----------------------------------------------------------|--------------------------|------------------|-------------------------------------|
| | Concessional | Non-Concessional | Certificate 3 Guarantee |
| RII30115 Certificate III Surface Extraction Operations | \$ 13 | \$ 40 | See flyer for breakdown of costs |

Fee Structure

Total Course Fee

Each qualification, unit of competency or accredited course offered by MinRes Training Institute has a specific course fee. The course fee is the maximum fee that may be charged to the student for his/her selected training program. It is MinRes Training Institute's policy that the course fee will be *all-inclusive*. Students will not be 'surprised' by unexpected requirements, fees or expenses.

Where additional resources normally associated with a program of study are required (for example; reference material, research documents, own computer) the student will be clearly advised of exactly what is required in the student study guide for that program.

Sample Program Fees are:

- | | | |
|------------|--------------------------------------------------|-----------|
| • RII30115 | Certificate III in Surface Extraction Operations | \$ 5,000 |
| • RII40115 | Certificate IV in Surface Extraction Operations | \$ 6,000 |
| • RII50115 | Diploma of Surface Operations Management | \$ 10,000 |

Further program, workshop, Individual Units of Competency (UoC) and Recognition for Prior Learning (RPL) is available please contact the MinRes Team directly for further information here.

Enrolment Fee/ Withdrawal Fee

No fee is applicable.

Re-assessment Fee

Should you be deemed 'Not Yet Competent' for a unit of competency you will have the opportunity to be reassessed once at no charge. Subsequent reassessments on the same unit of competency incur a fee of \$350.

Produce Partial Completion Statement of Attainment (SoA)

No fee applies to produce a Statement of Attainment (SoA) when the student has partially completed the training program and must withdraw.

Re-print Certification

Where the student requests a new copy of his / her certification, the following fees apply:

- Statement of attainment \$50.00;
- Qualification (with academic transcript) \$50.00.

Contact Us

| | |
|-----------------------|---------------------------------------|
| Head Office | 8/135 Ferny Way, Ferny Hills QLD 4055 |
| Postal Address | P.O. Box 24, Ferny Hills QLD 4055 |
| Quarry Site | 270 Sorenson Road, Gunalda QLD 4570 |
| Telephone | 1800 MINRES (646 737) |
| Email | admin@minres.com.au |
| Website | www.minres.com.au |

Receiving Payments

Fees Paid in Advance

No fees are payable in advance. However, fees are payable on commencement.

Refund Policy

The intent of this policy is to establish a system for ensuring that students can make a claim for a credit or a partial or full refund of any monies paid towards a course if they withdraw from that course before successful completion. MinRes Training Institute protects fees paid in advance and has a fair and reasonable refund policy in line with the VET Quality Framework (VQF).

In the case of a student requesting a refund for any reason the following policy applies. Clients are encouraged to contact the Management of MinRes Training Institute if they have issues or concerns prior to requesting a refund via email in the first instance.

Refunds are calculated according to the type of enrolment/invoice which will be one of the following:

1. Fee-for-Service Qualifications;
2. Government Assisted Qualifications - including Traineeships;
3. Certificate 3 Guarantee Qualifications.

Fee for Service Qualifications

Students enrolled in fee-for-service qualifications will be invoiced as agreed at of enrolment and detailed on the Payment Agreement. If the student cancels within 30 days of enrolment, all fees will be refunded provided no training has commenced. If training or assessment has commenced, the balance will be available for refund on a pro-rata basis, calculated from the date that formal notification was received. Refunds will be calculated using the following formula: Cost of qualification/number of units in qualification x number of units withdrawn.

Government Assisted Qualifications – including:

Traineeships Co-Contribution Fees (Tuition Fees) Refunds

MinRes Training Institute provides for refunds to participants for Co-Contribution Fees charged for units of competency that have not been completed at the time of cancellation of enrolment.

MinRes Training Institute provides for 100% refunds to participants for Co-Contribution fees charged for units of competency where training delivery that has not commenced at the time of cancellation of enrolment.

MinRes Training Institute provides for 50% refunds to participants for Co-Contribution fees charged for units of competency where training delivery has commenced at the time of cancellation of enrolment.

Certificate 3 Guarantee Refunds

MinRes Training Institute provides refunds for student contribution fees to the payer, where training has not been undertaken.

MinRes Training Institute provides a 50% refund where the student has withdrawn from a unit of competency/module.

Claims for refunds must be made by the payer of the fees in writing and supported with proof of payment and addressed to MinRes Training Institute Administration or emailed to admin@minres.com.au.

Method of Claiming a Credit/Refund

Claims for refunds must be made by the payer of the fees in writing and supported with proof of payment and addressed to MinRes Training Institute Administration or emailed to admin@minres.com.au.

Claimants must specify how they want to receive their refund. Refunds may be taken in the form of a credit note which may be applied to further training or deposited into a nominated bank account.

Claims for refunds will be reviewed and processed within 30 days of the final decision made for the claim. The final decision will be based on this MinRes Training Institute Refund Policy.

Students will have recourse against decisions made regarding refunds via the Grievance - Complaint Policy and Procedure.

Records

MinRes Training Institute has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by MinRes Training Institute and committees, individuals or organisations acting on its behalf.

Data is collected and stored in accordance with the processes outlined in this document and MinRes Training Institute's record management procedures ensure timely and accurate records inform the continuous improvement processes of MinRes Training Institute. In addition, these records management procedures will ensure that all documentation providing evidence of compliance to the essential standards of registration is accurately maintained.

Record Keeping Procedures

MinRes Training Institute has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by MinRes Training Institute and committees, individuals or organisations acting on its behalf.

Upon enrolment, student's details will be entered into the MinRes Training Institute secure database system. This process initiates the establishment of the student's individual file which is then used to record all future details pertaining to the client. The file is retained by MinRes Training Institute and management of the file will be in accordance with the MinRes Training Institute training records policy.

Completed Assessments

Each and every assessment submitted by every student will be retained for a minimum period of six (6) months. At the expiration of six (6) months period, the student's assessments will be scanned and stored electronically for thirty (30) years.

When in paper format, student's work will be filed according to the competency/unit number, competency/unit cluster or alphabetically according to the students' names. Individual student records will be stored in a lockable steel filing cabinet in a locked secure office area. If the files are stored in a location where student or public access is possible, the cabinets will remain locked.

For ease of application and consistency, a similar filing process will be used for electronic files. The electronic records are stored utilising AVETMISS compliant software and access is restricted by a password system.

Results of Assessment Records

Student assessment results will be recorded electronically within the MinRes Training Institute database system. This information may be used to provide annual competency completion reports and/or AVETMISS reports, as required.

- Sufficient information to re-issue the testamur, if required, will be retained;
- Results of assessment will be retained for thirty (30) years.

Security

MinRes Training Institute ensures further security of records by complying with the storage requirements detailed in ASQA's General directive: *Retention requirements for completed student assessment items*, 22 June 2012. This directive includes requirements for storage including: safeguards against unauthorised access, fire, flood, termites or any other pests, and to ensure that copies of records can be produced if the originals are destroyed or inaccessible. MinRes Training Institute enhances its compliance with this directive by protecting electronic files with up-to-date virus protection, firewall and spy ware protection software.

The data management system is Cloud based and offers the security and integrity expected of a reputable Cloud storage system. In addition, electronic records are copied to a portable hard drive, every four (4) week period. The portable hard drive is stored off site in a fire proof secure location.

MinRes Training Institute software and hardcopy systems will retain student's results for a period of no less than thirty (30) years. If requested, enrolment information, training and assessment information or results of assessment will be provided in electronic format wherever possible.

Paper based records will be scanned and saved in Adobe PDF format. Paper records will be securely shredded every twelve (12) months in accordance with MinRes Training Institute CEO's directions.

A copy of each testamur issued is scanned and retained in Adobe PDF format. If requested, the testamur may be re-printed at any time within the thirty (30) year period after issue. This method ensures the original format, design, signature, date and units of competency are re-printed accurately and with a minimum of effort and expense.

The database system is used, and data/files/records are converted and saved in Adobe PDF format. MinRes Training Institute has chosen Adobe PDF because research indicates this software will be able to be opened and read for up to thirty (30) years.

Ceasing Operation

In the event that MinRes Training Institute ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by the Department at the time of ceasing RTO operations.

All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years.

MinRes Training Institute will ensure that any confidential information acquired by the business, individuals, committees or organisations acting on its behalf is securely stored.

Access to Records

MinRes Training Institute has implemented a secure record management system that ensures that all students have access to accurate information regarding their learning in a timely fashion. To ensure this, employees are informed of their responsibilities for record keeping and the process is monitored through the continuous improvement process and improved where necessary. This section outlines the data management procedures that support our records management system.

Access to Student Records

Access to individual student training records will be limited to those required by the SNR, such as:

- Trainers and assessors to access and update the records of the students whom they are working with;
- Management staff as required to ensure the smooth and efficient operation of the business;

- Officers of ASQA or their representatives for activities required under the standards for registered training organisations.

MinRes Training Institute trainers and assessors will maintain accurate and current records of each student's progress and achievement of competencies in the area of their study. These records will be entered on the MinRes Training Institute database system during training and assessment or immediately at the completion of training and assessment.

As students complete each competency, the trainer or assessor will check the achievements against the relevant qualification packaging rules and sign off successfully completed competencies.

All details of full or partially completed competencies will be recorded and stored on the student's file.

Upon completion of all relevant competencies within a qualification, the student will be entitled to receiving the full qualification. The certificate and academic record and / or statement of attainment will be produced and signed by MinRes Training Institute management, trainer and / or assessor, and presented to the student.

A scanned electronic copy of all signed qualifications issued will be converted to PDF format and secured in the student's file.

Student Access to Records

Students have the right to request information about or have access to their own individual records. MinRes Training Institute trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hard copy of their own individual file that can be supplied as a printout from records retained within the data management system. You should feel free to ask your MinRes Training Institute trainer and assessor or administration staff at any time for a printout of your progress.

Privacy

MinRes Training Institute considers student privacy to be of utmost importance and will practice a high standard of care and concern in regard to maintaining student privacy in all aspects of business operations. Any persons external to the organisation acting on behalf of MinRes Training Institute are made aware of the confidentiality procedures and privacy policies prior to commencing work with MinRes Training Institute.

MinRes Training Institute will comply with all legislative requirements including the Privacy Act 1988 (Commonwealth) and Australian Privacy Principles (2014). The *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Privacy Amendment Act) made many significant changes to the *Privacy Act 1988* (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

MinRes Training Institute ensures no student information is disclosed without the student's consent, except as required by law or in adherence to the SNR. Student consent must be obtained in writing from the student, unless the student is under the age of 18 years, in which case written consent from their parent or guardian must be obtained. Consent to disclosure of information forms and / or letters will be recorded.

Recognise Qualifications of Another RTO

MinRes Training Institute will recognise all AQF qualifications and statements of attainment issued by any other RTO. If any ambiguity is detected when validating a student's certification, MinRes Training Institute will seek verification from the relevant RTO before recognising the qualification or statement of attainment.

Procedure for Recognition of Qualifications

Students enrolling with MinRes Training Institute will be made aware of the recognition of qualifications policy by MinRes Training Institute staff at the time of enrolment to offer the opportunity of recognition of relevant qualifications or statements of attainment prior to the commencement of training. MinRes Training Institute trainers will remind students of the policy progressively throughout the duration of their course.

When a student presents an AQF qualification or statement of attainment to a trainer or staff member, a copy of the certificates will be taken and submitted to MinRes Training Institute for verification. MinRes Training Institute will verify the authenticity of the qualification or statement of attainment.

The verified copy of the qualification or statement of attainment is placed in the student's file. Once verification of the qualification or statement of attainment has been established, MinRes Training Institute staff will inform the student and offer exemption from the relevant unit(s) of competency. Staff will ensure the student is aware of and understands what component(s) of their training and assessment are affected.

MinRes Training Institute staff will update the student's records accordingly.

Credit Transfer

Credit transfer refers to the transference of academic credit obtained by students through participation in courses or national training package qualifications with other RTOs, towards a qualification offered by MinRes Training Institute. Credit transfer is granted on the basis that the credit validates the student's competency within the relevant qualification / unit of competence. Credit transfer of a qualification / unit of competence is available to all students enrolling in any training program offered by MinRes Training Institute.

Unique Student Identifier

The [Unique Student Identifier \(USI\)](#) scheme, enabled by the Student Identifiers Act 2014, allows students to access a single online record of their VET achievements. The scheme also allows for reliable

confirmation of these achievements by employers and other RTOs. The online system provides each student with a USI.

The USI scheme will provide a national online authenticated record of student's training attainment and will serve as a building block for a range of vocational education and training reforms. Over time, the ability of students to access and share their training records will make enrolment processes more efficient for training providers and students. Training providers will have access to an online information source to manage student transfers between training providers, and the assessment of credit transfer and pre-requisites.

MinRes Training Institute will only issue a qualification or statement of attainment to a student after the student has provided a verified USI or MinRes Training Institute applies for a USI on behalf of the student. To avoid any delays in issuing certification documentation MinRes Training Institute will ensure that student's USIs are applied for or verified USI at the time of enrolment.

MinRes Training Institute will protect the security of all information related to USIs. Security measures are in place to protect both digital and hard-copy records from loss, damage or unauthorised access. MinRes Training Institute stores paper-based records in locked cabinets. Digital records are backed up on a Cloud system. All AQF certification documentation issued by MinRes Training Institute is kept for 30 years. Where a qualification or statement of attainment is recorded in the USI scheme, MinRes Training Institute does not retain additional records to demonstrate this because the required records will exist within the USI scheme.

When reporting data about the training, each record of nationally recognised training that is provided to the national centre for vocational education research (NCVER) national VET provider collection will have a USI attached. This USI will be used to draw down on this data collection in real time. This means that, in the future, students will be able to draw down a record of their VET achievements from one place. They can view this online or they can use the data to develop a transcript that they can attach to a job application, for example.

The USI will be increasingly useful for MinRes Training Institute when the data builds, MinRes Training Institute (with the student's permission) will be able to draw down information about that student's previous VET attainments throughout Australia. This will assist with assessing student's admission to courses, for credit transfer and in some circumstances, their eligibility for funding. More information is available from the [Department of Industry's website](#) where a comprehensive [video](#) outlines the USI scheme for MinRes Training Institute staff.

5.0 TRAINING AND ASSESSMENT

MinRes Training Institute is committed to delivering high quality training and assessment services that exceed the expectations of their students. To ensure this, MinRes Training Institute has implemented processes for data collection and analysis within its operations that ensure the continuous improvement

of training and assessment. Continuous improvement measures in this area respond to the results of data analysis and involve all internal and external stakeholder groups.

The quality and continuous improvement policy and procedure defines the methods of data collection and analysis. To provide high quality outcomes to their clients and students, MinRes Training Institute ensures that strategies for training and assessment are developed with effective consultation, validation and moderation with industry and stakeholders.

Principles of Training and Assessment

[Training and assessment strategies](#) developed by MinRes Training Institute will adhere to the following principles:

- Training and assessment strategies are developed for each qualification / unit of competency that will be delivered and assessed;
- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification;
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders;
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups;
- Training and assessment strategies will be validated annually through the internal review procedures.

Quality Training and Assessment Principles

MinRes Training Institute will apply the *Principles of Assessment and the Rules of Evidence*. To ensure quality outcomes, assessment should be:

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| Fair | Fairness in assessment requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the student to ensure that the student is fully informed about, understands and is able to participate in the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be re-assessed if necessary. |
| Flexible | To be flexible, assessment should reflect the student's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the student; and support continuous competency development. |
| Valid | Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that: <ul style="list-style-type: none"> • Assessment against the units of competency must cover the broad range of skills; • Knowledge that are essential to competent performance; • Assessment of knowledge and skills must be integrated with their practical application; • Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment |

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| | methods). The specific evidence requirements of each unit of competency provide advice on sufficiency. |
| Reliable | Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results are consistent with assessment outcomes. Reliability requires the assessor to have the essential competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed. |

Rules of Evidence

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

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| Valid | <p>Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:</p> <ul style="list-style-type: none"> • Assessment against the units of competency must cover the broad range of skills; • Knowledge that are essential to competent performance; • Assessment of knowledge and skills must be integrated with their practical application; • Judgement of competence must be based on sufficient evidence (that is, evidence gathered on several occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency. |
| Sufficient | Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency. |
| Authentic | To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the student's own work. |
| Current | In assessment, currency relates to the age of the evidence presented by a student to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past. |

Connecting Training and Assessment with the Workplace

To maximise the outcomes for students, MinRes Training Institute ensures that every opportunity to connect training and assessment with the workplace is utilised. Opportunities will be developed in consultation with the relevant workplace personnel and responsibilities clearly communicated to all involved.

To identify a range of delivery and assessment methods that meet a variety of needs, an ongoing schedule of industry liaison and consultation will be adhered to. These consultations will be documented with meetings and memorandums acknowledged by those industry and enterprise representatives involved in consultation relative to the development of assessment strategies.

Students enrolled in a traineeship program will normally be working for an employer within the industry. In some circumstances employers may offer a contribution towards the cost of training and assessment, which is encouraged by MinRes Training Institute.

MinRes Training Institute will:

- Involve workplace personnel in planning workplace programs, where they are relevant to the training and assessment program;
- Ensure that the training and assessment program makes full use of opportunities at the workplace;
- Monitor each student's progress and the support provided to them by workplace personnel;
- Consult with workplace personnel in the development of workplace training and assessment processes;
- Inform workplace personnel of their training and assessment roles and responsibilities, and accept these responsibilities, where relevant to the training and assessment program;
- Monitor support provided to each student by workplace personnel;
- Monitor the student's progress.

Information from workplace personnel is used to continuously improve training and assessment. A number of programs that engage employers or other parties who contribute to each learner's training, assessment and support services to meet their individual needs are available. Refer to 4.5 (Apprenticeships and Traineeships) below for examples of programs, government initiatives and opportunities for employers to be engaged with training and assessment.

Assessment Policy

MinRes Training Institute acknowledges the critical role that assessment plays in determining the competency of students. In developing the assessment (including RPL) for each qualification and unit of competence, the CEO will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification and unit of competence of accredited course;
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF);
- Assessment complies with the principles of competency-based assessment and informs the student of the purpose and context of the assessment;
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability;
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment;

- Timely and appropriate feedback is given to students;
- Assessment complies with MinRes Training Institute's access and equity policy;
- All students have access to re-assessment on appeal.

MinRes Training Institute implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. MinRes Training Institute recognises that each unit of competency contains assessment requirements relating to; performance evidence, knowledge evidence and assessment conditions.

Training Guarantee

It is the intention of the CEO of MinRes Training Institute that all students will receive the full training services paid for at all times, including but not limited to training and assessment, assessment only, recognition of prior learning or short courses. The corporate structure, governance and financial management systems and processes guarantee the training for students enrolled with MinRes Training Institute. Specifically, the integrity, business experience and training expertise of the CEO ensure continuity of training and completion of training is guaranteed for all students. The continuous improvement and quality management practices employed by MinRes Training Institute CEO and staff are designed to proactively identify any anomaly that might cause a business interruption or training failure and address this situation before any students are affected.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how, when or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience. In order to grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

MinRes Training Institute appreciates the value of workplace and industry experience, and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

MinRes Training Institute's Recognition of Prior Learning Process

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and / or partial or total completion of a VET qualification.

The recognition of prior learning (RPL) process will be offered to and explained to all relevant students. All students will have access to MinRes Training Institute's RPL policy which is contained in the MinRes Training Institute student handbook and is available on request.

Students who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification / unit of competence for which they intend to attain, should apply for RPL at the time of enrolment. The student's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged, and face-to-face training reduced.

As part of the MinRes Training Institute enrolment policy, trainers will advise students of the availability of RPL policy, explain what the process involves and how it relates to the attainment of the qualification. Trainers will remind students of this option progressively throughout their time in training, to provide multiple opportunities for students to engage in the RPL process.

Recognition of Prior Learning Fee

Where the student is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit by unit basis based on the scheduled course fee.

6.0 CLIENT SERVICES

MinRes Training Institute is committed to delivering high quality services that support students throughout their training and assessment. This commitment is based on a client focused operation that produces the best possible outcome for students. MinRes Training Institute will ensure students are informed of the services they are to receive, their rights and obligations, and the responsibilities of the RTO. Students who undertake training with MinRes Training Institute receive every opportunity to successfully complete their chosen training program. MinRes Training Institute will provide students with information prior to commencement of services including any subcontracting arrangements affecting the delivery of training and/or assessment.

Student Advice

MinRes Training Institute takes a systematic approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of the organisation they will be referred to an appropriate service or an alternate training organisation.

MinRes Training Institute delivers specialised training and assessment services¹. As such, it is vital that all students are informed of and understand the extent of the training course that they are enrolling in.

¹ Services include:

- (a) Pre-enrolment materials;
- (b) Study support and study skills programs;
- (c) Language, Literacy and Numeracy (LLN) programs or referrals to these programs;
- (d) Equipment, resources and/or programs to increase access for students with disabilities;

MinRes Training Institute has in place a process and mechanism to provide all clients information about the training, assessment and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement.

In summary, MinRes Training Institute will provide:

- Training programs and services that promote inclusion and are free from discrimination;
- Support services, training, assessment and training materials to meet the needs of a variety of individual students;
- Consideration of each individuals needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment;
- Opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs;
- Consideration of the views of students' community, government agencies and organisations, and industry when planning training programs;
- Access to information and course materials in a readily available, easily understood format;
- Information to assist students in planning their pathway from school or the community to vocational education and training.

While MinRes Training Institute guarantees that all students will receive the full training services paid for, it does not guarantee a student will successfully complete the course in which they are enrolled or that the student will obtain a particular employment outcome outside the control of MinRes Training Institute.

Student Information Policy

MinRes Training Institute will provide all relevant information and directions to each student prior to enrolment as part of the student induction to enable the student to make informed decisions about undertaking training with MinRes Training Institute. This information will be clear and readily available in print or referral to an electronic copy. This will include details required to source the MinRes Training Institute student handbook, available as PDF document on MinRes Training Institute website:

MinRes Training Institute will provide the following information specific to each student:

- The code, title and currency of the AQF qualification, skill set or VET course to which the student is to be enrolled, as published on the National Register the services the RTO will provide to the student including the:
 - Estimated duration of the services;
 - Expected locations at which the services will be provided;

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- (e) Learning resource centres;
 - (f) Mediation services or referrals to these services;
 - (g) Flexible scheduling and delivery of training and assessment;
 - (h) Counselling services or referrals to these services;
 - (i) Information technology (IT) support;
 - (j) Learning materials in alternative formats, for example, in large print; and
 - (k) Learning and assessment programs customised to the workplace.

- Expected modes of delivery;
- Name and contact details of any subcontractor which will provide training and assessment to the student;
- The student's obligations including any requirements that minres Training Institute requires the student to meet to enter and successfully complete their chosen AQF qualification, skill set or VET course;
- Any materials and equipment that the student must provide; the educational and support services available to the student.

Where there are any changes to agreed services, MinRes Training Institute will advise the student in writing and with a follow-up telephone call as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

Client Selection and Enrolment Procedure

Client Selection

Enrolment and admission into some MinRes Training Institute training programs is subject to meeting certain prerequisite conditions and/or entry requirements. Specific details of the prerequisites pertaining to these training programs are contained in individual course documentation and are made available prior to enrolment. In the case that a potential student does not meet the prerequisite conditions and/or entry requirements, MinRes Training Institute staff will endeavour to assist them in understanding their options in regard to meeting the standards. Any questions regarding these arrangements can be addressed by trainers or MinRes Training Institute management.

Pre-enrolment Information for Funded Courses

Pre-enrolment information is provided to the student prior to enrolment into the User Choice or Certificate 3 Guarantee programs. Please see appendix 1 at the back of this handbook for pre-enrolment information.

Enrolment

The enrolment procedure commences when a student contacts MinRes Training Institute expressing interest in a training program(s). MinRes Training Institute staff will respond by dispatching by suitable means an enrolment form, student handbook, literature on the program(s) being considered and any other documentation which may be relevant.

Enrolment applications will then be assessed to ensure that the student meets any prerequisites and/or entry requirements that have been set for the selected course. Students will be informed of successful enrolment and sent information on the course and their course induction. Students who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact MinRes Training Institute to discuss their training needs and alternative opportunities.

Pre-course Letter

As an additional support to enrolling students, MinRes Training Institute will send a pre-course letter to the student prior to the commencement of training. Information includes the time, date and location of training, the resources the student should bring to the course and overview of the units of competency to be studied and the format/style of training to be provided.

Pre-course Evaluation Checklist

A pre-course evaluation of each student is conducted. Questions are designed to identify the student's needs, so MinRes Training Institute staff members can evaluate any requirements the student may have to improve his/her learning experience and outcome. These questions are integrated within the enrolment form.

The designated MinRes Training Institute staff member will receive and assess each student's pre-course evaluation checklist. Based on the information in the checklist, the enrolment form, interview, induction and any other relevant correspondence and conversation, MinRes Training Institute staff and management may offer additional support. Examples of the support services may include:

- Study support and study skills programs;
- Language, Literacy and Numeracy (LL&N) programs or referrals to appropriate programs;
- Equipment, resources and / or programs to increase access for students with disabilities;
- Learning resource centres;
- Mediation services or referral to appropriate services;
- Flexible scheduling and delivery of training and assessment;
- Counselling services or referral to appropriate services;
- Information technology support;
- Learning materials in alternative formats i.e. large print;
- Learning and assessment programs customised to the workplace.

Induction

On successful completion of the enrolment process, all students will undergo an induction program including:

- Introduction to MinRes Training Institute training staff;
- Confirmation of the course being delivered;
- The training and assessment procedures including method, format and purpose of assessment;
- Qualifications to be issued;
- Student handbook provided.

Access and Equity

MinRes Training Institute is committed to practicing fairness and providing an equal opportunity for all current and potential students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category. MinRes Training Institute ensures that

its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. MinRes Training Institute will address access and equity matters as a nominated part of operational duties.

If a student identifies with one or more of the following priority groups, he/she may be able to receive additional assistance:

- Aboriginal and / or Torres Strait Islander people;
- Carers of people who are ill, aged or who have a disability;
- People with a disability;
- Women and girls who are returning to education and training;
- Women and girls who are seeking training opportunities in non-traditional roles;
- Young people aged 15 to 25;
- Australian South Sea Islanders;
- Parental job seekers;
- People with English language, literacy and numeracy needs;
- Mature aged workers who require up skilling;
- Long term unemployed and disadvantaged jobseekers;
- People from different cultural and ethnic backgrounds;
- People who speak a language other than English.

MinRes Training Institute has developed this quality management and operational framework to guide and inform all staff and students in their obligations regarding access and equity. Upon induction into MinRes Training Institute, all staff are provided with copies of the policies which they must adhere to throughout all their operations as a MinRes Training Institute staff member. Students are made aware of the access and equity policy via the MinRes Training Institute student handbook and informed of their rights to receive access and equity support and to request further information.

MinRes Training Institute access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carers' responsibilities.

Practicing these policies will guarantee that any student who meets MinRes Training Institute entry requirements will be accepted into any training programs. If any student or staff member have issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to MinRes Training Institute's management for consultation.

Language, Literacy and Numeracy Assistance (LLN)

MinRes Training Institute course information and learning materials contain written documentation and, in some cases, numerical calculations.

MinRes Training Institute recognises that not all students will have the same level of ability in relation to reading, writing and performing calculations. When an issue is identified by MinRes Training Institute staff or requested by a student, a language, literacy and numeracy test will be provided to assess the student's ability. This process is to ensure that all students who commence a training program possess the skills required to understand the presented material and complete assessments.

MinRes Training Institute will endeavour to aid students having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a student's needs exceed the ability of MinRes Training Institute staff to assist, the student will be referred to an external support agency, so they have the opportunity to obtain the skills required to complete the training program.

Student Support

Student Support Policy

MinRes Training Institute will make all reasonable effort and utilise a variety of available methods to assist all students in their efforts to complete training programs. MinRes Training Institute will determine the support needs of individual students and provides access to the educational and support services necessary for the individual student to meet the requirements of the AQF qualification, skill-set or VET course as specified in training packages or VET accredited courses. MinRes Training Institute will continue to develop strategies to make support available where gaps are identified.

Trainers are responsible for ensuring that all students are aware they can contact their trainer or other MinRes Training Institute staff members in the event that they are experiencing difficulties with any aspect of their studies. Staff will ensure students have access to the full resources of MinRes Training Institute to assist them in achieving the required level of competency in all nationally recognised qualifications.

In the event that a student is experiencing personal difficulties, training staff will encourage the student to contact MinRes Training Institute who will provide discreet, personalised and confidential assistance as according to the nature of the difficulties.

In the event that a student's needs exceed the capacity of the support services MinRes Training Institute can offer, they will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced online. MinRes Training Institute staff members will assist students to source appropriate support.

Flexible Delivery and Assessment Procedures

MinRes Training Institute recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of MinRes Training Institute respect these differences among students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the student can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods may include but are not limited to; having a trainer read assessment materials to students, having a student's spoken responses to assessment questions recorded or allowing a student to sit for an assessment alone in a different room.

MinRes Training Institute staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. In the event that a student's needs exceed the capacity of the support services MinRes Training Institute can offer, they will be referred to an appropriate external agency.

Reasonable Adjustment

Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not yet competent decisions (and / or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and / or individual being assessed; otherwise comparability of standards will be compromised.

7.0 APPRENTICESHIPS AND TRAINEESHIPS

MinRes Training Institute recognises that apprenticeships and traineeships are the perfect vehicle for training and developing new and existing staff. Because much of the training is in the workplace, the skills an apprentice or trainee acquires are customised to the specific needs of an organisation. Furthermore, employers may be eligible for various government financial incentives to assist with employing an apprentice or trainee.

State and Territory governments are responsible for all aspects of their training systems, including Australian Apprenticeships policy, priorities, regulatory and administrative arrangements. It also includes determining what qualifications are suitable for Australian Apprenticeships in each state or territory, approving registered training organisations to deliver them and distributing public funds to registered training organisation for training delivery.

8.0 DISCIPLINE

MinRes Training Institute makes every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same

disciplined behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students.

Professional Behaviour

MinRes Training Institute Management advises any trainer or staff member who is dissatisfied with the behaviour or performance of a student that they have the authority to:

- Warn the student that their behaviour is unsuitable, or;
- Ask a student to leave the class, without refund or acceptance into another course, or;
- Immediately cancel the class.

If a student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the MinRes Training Institute complaint procedure.

MinRes Training Institute staff are expected to maintain a professional and ethical working relationship with all other staff members, management and students. Breaches of the disciplinary standards will result in discussion between the relevant trainer and MinRes Training Institute, and appropriate action will be taken.

Plagiarism

Definition²

Plagiarism is the "wrongful appropriation" and "purloining and publication" of another author's "language, thoughts, ideas or expressions," and the representation of them as one's own original work.

Policy

Plagiarism is considered academic dishonesty and a breach of journalistic ethics. It is subject to serious sanctions such as expulsion. It is quite reasonable to research material in the course of undertaking assessment. All sources, however, must be clearly referenced. MinRes Training Institute's CEO takes a very strict approach to plagiarism and proven incidents will not be tolerated.

ACADEMIC AND NON-ACADEMIC GRIEVANCE POLICY AND PROCEDURE (COMPLAINTS AND APPEALS)

Academic and Non-Academic Grievance Policy

An academic and non-academic grievance handling policy and procedure is available to all persons wishing to make a grievance, appeal or any other manner of objection in relation to the conduct of MinRes Training Institute. The grievance procedure will address both formal and informal complaints. All formal complaints must be submitted in writing to MinRes Training Institute management and will be

heard and addressed, including a response to the aggrieved person, within ten (10) working days of receipt.

MinRes Training Institute management will maintain a grievance register to document the course of action and resolution of all formal grievances. All grievances substantiated by the grievance procedure will be reviewed as part of MinRes Training Institute continuous improvement procedure.

MinRes Training Institute is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible to all complainants.

MinRes Training Institute aims to:

- Develop a culture that views grievances as an opportunity to improve the organisation and how it works;
- Set in place a grievance handling system that is client focused and helps MinRes Training Institute to prevent grievances from recurring;
- Ensure that any grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- Ensure that the views of each complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimised;
- Ensure that there is a consistent response to grievances.

A grievance can be defined as a person's expression of dissatisfaction with any aspect of MinRes Training Institute's services and activities, including both academic and non-academic matters, such as:

- The enrolment, induction / orientation process;
- The quality of education provided;
- Academic issues, including student progress, assessment, curriculum and awards in a vet course of study;
- Handling of personal information and access to personal records;
- The way someone has been treated.

These grievance procedures are designed to ensure that MinRes Training Institute responds effectively to individual cases of dissatisfaction.

It is the responsibility of MinRes Training Institute management to ensure adherence to the grievance procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the grievance procedure and supply of complaint forms.

If the student is still not satisfied with the resolution of the grievance after following and exhausting the grievance procedure, the student may contact ASQA and lodge a written complaint via the online complaints form.

Academic and Non-Academic Grievance Procedure

All persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of MinRes Training Institute or any third party (such as other students, outsourced trainers, subcontractors, staff, trainers, assessors) have access to the following procedure:

This procedure can be utilised by complainants to submit a grievance of an academic or non-academic nature. Grievances of an academic nature include issues related to student progress, assessment, curriculum and awards in a VET course of study. Grievances of a non-academic nature cover all other matters including grievances in relation to personal information that MinRes Training Institute holds in relation to an individual.

During all stages of this procedure MinRes Training Institute will take all steps to ensure that:

- The complainant and any respondent will not be victimised or discriminated against;
- The complainant has an opportunity to formally present their case and each party to a grievance may be accompanied and assisted by a support person at any relevant meetings;
- A full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or a respondent;
- Where the internal or external grievance handling or appeal process results in a decision that supports the complainant, MinRes Training Institute will immediately implement any decision and/or corrective action required and advise the complainant of the outcome. This may include the updating of any relevant policies and procedures as well as the staff training handbook and the student handbook where appropriate.

STAGE ONE – Formal Grievance

Formal grievances must be submitted in writing marked to the attention of the CEO as follows:

Chief Executive Officer
MinRes Training Institute Pty Ltd
PO Box 24,
Ferry Hills
QLD 4055

Receipt of the grievance will be acknowledged in writing. The grievance handling process will commence within ten (10) working days of the receipt of the formal grievance and all reasonable measures will be taken to finalise the process as soon as practicable.

The CEO or their nominees, will then, if necessary, seek to clarify the outcome that the complainant hopes to achieve.

Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview, the complainant or respondent may ask another person to accompany them.

The CEO, or their nominee, will then endeavour to resolve the grievance and will provide a written report to the complainant on the steps taken to address the grievance, including the reasons for the decision, within ten (10) working days. The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal grievance.

STAGE TWO – Internal Appeal:

If a complainant is dissatisfied with the outcome of their formal grievance, they may lodge an appeal with the CEO (who is senior to the original decision maker) within twenty (20) working days of receiving notification of the outcome of the formal grievance. The CEO will appoint an appropriate person or committee to consult with the complainant and other relevant parties within ten (10) working days. Where possible, such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.

Following the consultation, the CEO or their nominee, will provide a written report to the complainant advising further steps taken to address the grievance, including the reasons for the decision, within ten (10) working days. The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of the internal appeal.

STAGE THREE – External Appeal:

If the complainant is dissatisfied with the outcome of their appeal, they may lodge an external appeal. If you wish to further appeal this decision you may lodge an appeal with an independent dispute resolution body such as Resolution Institute. Upon referral of a dispute and appointment of a mediator, the Resolution Institute mediator will charge an initial fee of \$385.00 for the first 4 hours of their services, or part thereof (current as of December 2015). This includes pre-mediation services. Subsequent hours are billed at a rate of \$137.50 per hour, or part thereof. The costs are shared between the parties unless prior arrangements are made.

As the fees listed may change, please call the Resolution Institute to find out updated fees and charges associated with a referral on 1800 651 650.

<http://www.resolutioninstitute.com.au>

The student may supply additional information to the independent dispute resolution body which they did not previously supply to MinRes Training Institute either in the original application or the request for review.

Publication

Further Action

Where the person reporting a grievance remains unsatisfied with the outcome of the grievance handling procedure, the person making a grievance is to be directed 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.

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law.

Nothing in this policy and procedure limits the rights of individuals to act under Australian Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

Enrolment Status

Where a current student chooses to access this policy and procedure, MinRes Training Institute will maintain that person's enrolment while the grievance handling process is ongoing.

Record Keeping and Confidentiality

A written record of all grievances handled under this procedure and their outcomes shall be maintained for a period of at least five (5) years to allow all parties to the grievance appropriate access to these records upon written request to the Privacy Manager. These records will be maintained at Suite 1, Level 5, 67 Astor Terrace, Spring Hill, QLD 4000. All records relating to grievances will be treated as confidential and will be covered by MinRes Training Institute's Privacy and Personal Information Procedures.

Delayed Processes

In the unusual circumstances where a delay in the grievance process occurs, where longer than sixty (60) calendar days are required to process and finalise the complaint or appeal, MinRes Training Institute will inform the complainant in writing. In line with the importance that MinRes Training Institute places on open and transparent processes and communication, the first written communication will be made at five (5) days. From that point, the complainants will be regularly updated on the progress of the matter. Including reasons why more time is required.

Record and Review

Both the complaints and appeals policies of MinRes Training Institute highlight the importance of accurate documentation through the maintenance of records of all processes and outcomes.

All grievances (complaints and appeals) will be reviewed at MinRes Training Institute monthly management meetings. Continuous improvement procedures may be actioned when the complaint/appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current MinRes Training Institute policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

9.0 PRE ENROLMENT INFORMATION

Student Pre-Enrolment Information - Certificate 3 Guarantee, User-choice

As a Pre-Qualified Supplier (PQS) of training programs funded by the Department of Education Queensland, we would like to notify you of the following information relevant to your enrolment.

Pre-Enrolment Considerations

The Department of Education Queensland provides funding for one funded Certificate 3 Guarantee qualification per eligible participant. This means, if eligible, once you complete a Certificate 3 funded qualification you will no longer be eligible for funding under this vocational education model.

An apprentice or trainee can only receive one government contribution for a User Choice funded qualification at any single point in time.

A maximum of two government contributions will be funded per participant under the User Choice program.

A second government contribution is approved for participants who have previously commenced and completed one funded qualification under the user Choice program and the second qualification is:

- A priority one qualification;
- A higher priority than the first qualification;
- Undertaken subsequent to a student have completed a qualification in the Skilling Queenslanders for Work initiative.

For further information, the Department of Education website provides Student Fact Sheets:

<https://training.qld.gov.au/home>

Evidence of Eligibility for Either program

You will need to complete an enrolment form and provide supporting documents that support your eligibility. Evidence required:

- Unique Student Identifier (USI) This can be obtained from www.usi.gov.au
- Enrolment form
- Photo ID: Drivers Licence (or Proof of Age card or Passport)
- QLD residency: QLD Drivers Licence (or Official Government letter, Utilities or Bank statement)
- Citizenship: Green Medicare card (or Passport or Birth Certificate)

If you completed any Certificate III courses while at School, you will need to provide a Statement of Attainment or Senior Certificate, in case you require a credit transfer.

How will the Training be Provided?

A training plan will be kept in the training file of each student and a copy will be provided to the student. The training plan outlines the units of competence that the student will be enrolled in and whether Recognition of Prior Learning (RPL) applies. RPL is an assessment process that involves the assessment of an individual's relevant prior learning towards achieving a competency outcome. This means that if the student has done site-based training and assessment or other formal training and assessment, the training time may be reduced. Timelines for the training will also be provided in the training plan. More information about MinRes training support can be found in this Student Handbook.

What is the Certificate 3 Guarantee?

The Certificate 3 Guarantee provides eligible individuals with access to a subsidised training place in a certificate III level qualification with a pre-approved registered training organisation (RTO). For more information, there is a student fact sheet available at the website:

<https://training.qld.gov.au/providers/funded/certificate3>

Are you Eligible?

To be eligible to receive the Certificate 3 Guarantee students must:

- Be 15 years of age or older;
- Have finished secondary school or are no longer at school (unless vet in school's students);
- Be an Australian or New Zealand citizen permanently living in Queensland;
- Not hold a Certificate III or higher qualification from the 1st July 2013.

This includes any equivalent certificate III or higher-level qualification irrespective of whether the qualification was completed as part of a university degree, apprenticeship or traineeship. However, a certificate level III qualification completed while at secondary school does not exclude you from accessing the Certificate 3 Guarantee.

What Does it Cost?

Students undertaking certificate III level training are required to contribute to the cost of their training through a co-contribution fee. The amount will depend on the course that you are doing and MinRes will provide clear details for the specific course. There may also be reduced fees for students eligible for concessional rates.

The employer can pay the co-contribution fee, but it cannot be paid by the training provider. Payment must be made prior to the training provider claiming any funding.

Do I Have to Complete the Survey?

As a condition of your enrolment, you will be required to complete a student training and employment survey within three months of finishing or discontinuing your training.

What is User Choice (Apprenticeship and traineeship funding)?

This program works in conjunction with the Commonwealth Australian Apprenticeships System, under which apprentices and trainees enter into legally binding training contracts with their employers and receive structured training to achieve a nationally recognised qualification.

QTIS (<http://qtis.training.qld.gov.au>) provides comprehensive information on all apprenticeships and traineeships that are approved in Queensland, including the priority level and government contribution.

What Does it Cost?

The co-contribution fee for User Choice is paid for by the employer and is based on nominal training hours as prescribed on <https://www.ncver.edu.au>. This means that the cost may change for individual students based on the selection of elective units.

10.0 ACKNOWLEDGEMENT

| | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------|--|
| I acknowledge that I have received a copy of the MINRES Training Institute Student Handbook and have read and understood the Terms and Conditions as outlined. | | | |
| Name | | Date | |
| Signature | | | |