

MURCOTTS DRIVING EXCELLENCE

**NATIONALLY RECOGNISED TRAINING PROVIDER
REGISTERED TRAINING ORGANISATION**

STUDENT HANDBOOK

September 2019 Version 2

STUDENT HANDBOOK SUMMARY

Students will be provided with information covering the following points:

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ABOUT US

Welcome to Murcotts Driving Excellence.

Congratulations on your recent decision to further your study. We hope our time with you will be both enjoyable and prosperous for you.

Murcotts is Australia's largest fleet and driver risk management organisation. We specialise in safe driving programs and serve the need of around 13,000 drivers each year.

We also deliver vocational education and training to the Transport & Logistics Industry.

These programs include:

- TLIC1051 Operate commercial vehicle
- TLIC2015 Operate four wheel drive vehicle
- TLIC3036 Apply safe car driving behaviours
- FWPCOT3259 Operate a four wheel drive on unsealed roads
- FWPCOT3260 Recover four wheel drive vehicles
- FWPFGM3215 Perform complex 4x4 operations
- SISODRV302A Drive and recover a 4WD vehicle
- SISODRV404A Drive a 4WD vehicle in difficult terrain
- SISODRV405A Coordinate recovery of 4WD vehicles

MURCOTTS' CODE OF PRACTICE

Murcotts Driving Excellence will implement policies and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the educational interests and welfare of staff and students.

Administration and Management

Murcotts will meet the following minimum administrative and management standards:

1. Ensure that persons with relevant qualifications and experience will undertake responsibility for the management and coordination of training delivery, assessment, verification, staff selection and professional development of its staff.
2. Maintain adequate and appropriate insurance including Public Liability and WorkCover.
3. Advise the Registering Authority in writing within 10 working days of any change to the information contained in its Registration/Endorsement Application.
4. Allow the Registering Authority or its agents access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement.
5. Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain currency of registration.
6. Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.
7. Treat all personal records of clients with the strictest confidentiality.
8. Provide for staff and students to be able to access their own records.

COURSE DELIVERY

Murcotts will:

1. Provide, prior to course commencement, pre-enrolment information that includes the code, title and will ensure currency of the training product the student is or may be enrolled in as set out on training.gov.au
2. Ensure that a current copy of the accredited course curriculum is available to staff and students.
3. Ensure that training and assessment occur in accordance with the requirements of the accredited course.
4. Ensure that course guidelines are followed when customising courses to meet the needs of particular clients and advise the OTFE of customisation proposals.
5. Obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses.
6. Ensure that all courses in the Scope of Registration remain accredited.
7. Provide quality Training and Assessment
8. Comply with the Standards for RTOs 2015
9. Issue AQF certification

COURSE DURATION AND DELIVERY METHODS

National Code	Title	Delivery Hours	Pre-reading Private study, Theory Assessments	Total
TLIC1051	Operate commercial vehicle	16	9	25
TLIC2025	Operate four wheel drive vehicle	20	5	25
TLIC3036	Apply safe car driving behaviours	16	9	25
FWPCOT3259	Operate a four wheel drive on unsealed roads	20	5	25
FWPCOT3260	Recover four wheel drive vehicles	20	5	25
FWPFGM3215	Perform complex 4x4 operations	20	5	25
SISODRV302A	Drive and recover a 4WD vehicle	20	5	25
SISODRV404A	Drive a 4WD vehicle in difficult terrain	20	5	25
SISODRV405A	Coordinate recovery of 4WD vehicles	20	5	25

DELIVERY LOCATIONS & FACILITIES

National Code	Title	Delivery Location/facilities
TLIC1051	Operate commercial vehicle	<ul style="list-style-type: none"> The theory session will be held in a suitable venue at the client's premises, a suitable conference room or in a Murcotts office training room and be as close to where the practical activities will take place (if practicable). The venue chosen will have all facilities for conducting a theory session of this type. <p>Practical training and assessment takes place at various locations including a closed public road network area. The area chosen may have facilities to conduct additional theory as well as sufficient practical areas for all required skills to be demonstrated. A suitable area of the open public road network will be used after appropriate assessment and risk mitigation have been carried out.</p>
TLIC2025	Operate four wheel drive vehicle	<ul style="list-style-type: none"> The theory session will be held in a suitable venue at the client's premises, a suitable conference room or in a Murcotts office training room and be as close to where the practical activities will take place (if practicable). The venue chosen will have all facilities for conducting a theory session of this type. <p>Practical training and assessment takes place at various locations including the public road network. The area chosen may have facilities to conduct additional theory as well as sufficient practical areas for all required skills to be demonstrated. A suitable area of state forest will be used after appropriate assessment and risk mitigation have been carried out.</p>
TLIC3036	Apply safe car driving behaviours	<ul style="list-style-type: none"> The theory session will be held in a suitable venue at the client's premises, a suitable conference room or in a Murcotts office training room and be as close to where the practical activities will take place (if practicable). The venue chosen will have all facilities for conducting a theory session of this type. <p>Practical training and assessment takes place at various locations including a closed public road network area. The area chosen may have facilities to conduct additional theory as well as sufficient practical areas for all required skills to be demonstrated. A suitable area of the open public road network will be used after appropriate assessment and risk mitigation have been carried out.</p>
FWPCOT3259	Operate a four wheel drive on unsealed roads	<ul style="list-style-type: none"> The theory session will be held in a suitable venue at the client's premises, a suitable conference room or in a Murcotts office training room and be as close to where the practical activities will take place (if practicable). The venue chosen will have all facilities for conducting a theory session of this type. <p>Practical training and assessment takes place at various locations including the public road network. The area chosen may have facilities to conduct additional theory as well as sufficient practical areas for all required skills to be demonstrated. A suitable area of state forest will be used after appropriate assessment and risk mitigation have been carried out.</p>
FWPCOT3260	Recover four wheel drive vehicles	<ul style="list-style-type: none"> The theory session will be held in a suitable venue at the client's premises, a suitable conference room or in a Murcotts office training room and be as close to where the practical activities will take place (if practicable). The venue chosen will have all facilities for conducting a theory session of this type. <p>Practical training and assessment takes place at various locations including the public road network. The area chosen may have facilities to conduct additional theory as well as sufficient practical areas for all required skills to be demonstrated. A suitable area of state forest will be used after appropriate assessment and risk mitigation have been carried out.</p>

DELIVERY LOCATIONS & FACILITIES CONTINUED

National Code	Title	Delivery Location/facilities
FVPFGM3215	Perform complex 4x4 operations	<ul style="list-style-type: none"> The theory session will be held in a suitable venue at the client's premises, a suitable conference room or in a Murcotts office training room and be as close to where the practical activities will take place (if practicable). The venue chosen will have all facilities for conducting a theory session of this type. <p>Practical training and assessment takes place at various locations including the public road network. The area chosen may have facilities to conduct additional theory as well as sufficient practical areas for all required skills to be demonstrated. A suitable area of state forest will be used after appropriate assessment and risk mitigation have been carried out.</p>
SISODRV302A	Drive and recover a 4WD vehicle	<ul style="list-style-type: none"> The theory session will be held in a suitable venue at the client's premises, a suitable conference room or in a Murcotts office training room and be as close to where the practical activities will take place (if practicable). The venue chosen will have all facilities for conducting a theory session of this type. <p>Practical training and assessment takes place at various locations including the public road network. The area chosen may have facilities to conduct additional theory as well as sufficient practical areas for all required skills to be demonstrated. A suitable area of state forest will be used after appropriate assessment and risk mitigation have been carried out.</p>
SISODRV404A	Drive a 4WD vehicle in difficult terrain	<ul style="list-style-type: none"> The theory session will be held in a suitable venue at the client's premises, a suitable conference room or in a Murcotts office training room and be as close to where the practical activities will take place (if practicable). The venue chosen will have all facilities for conducting a theory session of this type. <p>Practical training and assessment takes place at various locations including the public road network. The area chosen may have facilities to conduct additional theory as well as sufficient practical areas for all required skills to be demonstrated. A suitable area of state forest will be used after appropriate assessment and risk mitigation have been carried out.</p>
SISODRV405A	Coordinate recovery of 4WD vehicles	<ul style="list-style-type: none"> The theory session will be held in a suitable venue at the client's premises, a suitable conference room or in a Murcotts office training room and be as close to where the practical activities will take place (if practicable). The venue chosen will have all facilities for conducting a theory session of this type. <p>Practical training and assessment takes place at various locations including the public road network. The area chosen may have facilities to conduct additional theory as well as sufficient practical areas for all required skills to be demonstrated. A suitable area of state forest will be used after appropriate assessment and risk mitigation have been carried out.</p>

TRAINERS AND ASSESSORS

1. Demonstrated competencies at least to the level of those being delivered
2. For Trainers: demonstrated achievement of at least Certificate IV in Assessment and Workplace Training Competency Standards or their equivalent
3. For Assessors: demonstrated achievement of at least the three assessor competencies from the Certificate IV in Assessment and Workplace Training Competency Standards or their equivalent
4. Industrial experience that is current and relevant to the particular courses or modules that they are involved in delivering.

Training Environment

Murcotts will meet the following minimum training environment standards:

1. Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti harassment, privacy and fire safety regulations.
2. Ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
3. Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.
4. Awards and Statements of Attainment will be issued to students who satisfactorily complete courses or units within the Scope of Registration in the form of certificates containing the following information:
 - name and registered number of the provider as shown on the Certificate of Registration;
 - name of the person receiving the qualification;
 - name of the course or units as shown on the Scope of Registration;
 - the Nationally Recognised Training Logo
 - the appropriate Australian Qualifications Framework statement
 - identification of the recognition authority
 - date issued; and
 - authorised signatory of the Registered Training Organisation
5. Identify units of competency achieved on any certification issued in relation to courses based on national competency standards.
6. Accept and mutually recognise the qualifications and Statements of Attainment awarded by any other registered training organisation.

MARKETING AND RECRUITMENT

Murcotts will meet the following minimum publicity and promotion standards:

1. Market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons are to be drawn with any other provider or course.
2. Not state or imply that courses other than those within the Scope of Registration are recognised by the registering authority.
3. Advise prospective students of:
 - its Scope of Registration;
 - application processes and selection criteria;
 - fees and costs involved in undertaking training;
 - fee refund policy (commercial providers only);
 - qualifications to be issued on completion or partial completion of courses;
 - competencies to be achieved during training;
 - assessment procedures including recognition of prior learning;
 - literacy and numeracy requirements
 - grievance procedure;
 - staff responsibilities
 - facilities and equipment; and
 - student support services.
4. Recruit students at all times in an ethical and responsible manner consistent with the requirements of courses.
5. Ensure that application and selection processes are explicit and defensible and equity and access principles are observed.

ACCESS AND EQUITY OPERATING PRINCIPLES

1. The Registered Training Organisation aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
2. The Organisation's training services are delivered in a non-discriminatory, open and respectful manner.
3. The Organisation's staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
4. The Organisation's facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
5. Client selection for training opportunities is conducted in a manner that includes and reflects the diverse client population.
6. The Organisation actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
7. The Organisation provides culturally inclusive language, literacy and numeracy advice and assistance that aids clients in meeting personal training goals.
8. The Organisation is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
9. The following State and Commonwealth legislation reinforces the importance of having an Access and Equity Policy, as well as providing a legal framework for each of the Registered Training Organisation's Access and Equity Operating Principles:
 - Equal Opportunity Act, 1995 (Vic)
 - Sex Discrimination Act, 1984 (Cth)
 - Sex Discrimination Amendment Bill, 1995 (Cth)
 - Disability Discrimination Act, 1992 (Cth)
 - Workplace Relations Act, 1996 (Cth)
 - Affirmative Action (Equal Employment Opportunity for Women) Act, 1986 (Cth)
 - Equal Opportunity for Women in the Workplace Amendment Bill, 1999 (Cth)
 - Human Rights and Equal Opportunity Commission Act, 1986 (Cth)
 - Public Records Act, 1973 (Cth)
 - Racial Discrimination Act, 1975 (Cth)
 - Racial Hatred Act, 1995 (Cth)
 - Racial Vilification Act, 2001 (Vic)
10. Staff and students of the Registered Training Organisation are required to comply with the requirements of this legislation at all times.
11. If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information on anything included in this policy, please contact the Training Manager.

ASSESSMENT AND PROCEDURES

Assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether or not competency has been demonstrated.

Effective and objective assessment is the key to the successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards.

Assessment is carried out by the comparison of a candidate's evidence of skills and knowledge, against the requirements of the Standards.

What is Competency?

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. Aspects of work performance included in this concept involve:

- performance at an acceptable level of technical skill;
- organising one's tasks;
- responding and reacting appropriately when things go wrong; and
- transferring skills and knowledge to new situations and contexts.

Fairness and Equity

An assessment system and its processes must not disadvantage any person or organisation. All eligible candidates must be guaranteed access to assessment, which does not discriminate on any basis. Assessment guidelines must include an approach for working with candidates who have special needs.

To achieve these principles, the assessment system must exhibit the following characteristics:

- the standards, assessment processes and all associated information are straight forward and understandable;
- the characteristics of potential candidates are identified, to enable all potential assessment issues to be identified and catered for;
- the chosen processes and materials within the system of assessment do not disadvantage candidates;
- an appropriate and effective review and dispute resolution mechanism is in place to investigate, examine and redress any issue of unfairness or disadvantage identified, involving access, assessment, certification or any other related issue; and
- where potential disadvantages are identified, the system is amended to avoid or counter them, or appropriate steps taken to overcome them including reassessment if required.

Candidates with Special Needs

One fundamental principle of an assessment system is that each candidate must have access to fair and open assessment. Candidates with special needs should be offered the same opportunities as any other candidate.

As special needs extend to more than identified physical or learning difficulties, an assessor will also need to consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.

An assessor must take special needs into consideration from the planning stage onwards and adopt particular assessment methods as appropriate. Depending on any specification given in the standards, the assessor may be able to accept alternative evidence from a candidate with special needs.

If there is uncertainty, the assessor should call on other assessors or a verifier for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the candidate at all stages.

Feedback

Where students are assessed as not competent they will be provided with additional feedback on their assessment outcome to assist in achieving the required performance standard on reassessment.

Reassessment

Students who are dissatisfied with their assessment outcome may apply for reassessment by contacting their trainer or assessor.

Assessment Procedures

The following describes the Murcotts preferred process for conducting assessments conducted for the purposes of national recognition in both institutional and workplace contexts. Equally it applies to assessment only pathways or training and assessment pathways.

Step 1: *Establish the assessment context*

The assessor: establishes the context and purpose of the assessment identifies the relevant competency standards, assessment guidelines and qualification framework in this Training Package identifies any NTQC noted support materials that have been developed to facilitate the assessment process analyses, the competency standards and identifies the evidence requirements identifies potential evidence collection methods.

Step 2: *Prepare the candidate*

The assessor meets with the candidate to:

- explain the context and purpose of the assessment and the assessment process
- explain the Competency Standards to be assessed and the evidence to be collected
- advise on self-assessment including processes and criteria
- outline the assessment procedure, the preparation which the candidate should undertake, and answer any questions
- assess the needs of the candidate and, where applicable, negotiate reasonable adjustment for

assessing people with disabilities without compromising the integrity of the competencies

- seek feedback regarding the candidate's understanding of the competency standards, evidence requirements and assessment process
- determine if the candidate is ready for assessment and, in consultation with the candidate, decide on the time and place of the assessment
- develop an assessment plan

Step 3: Plan and prepare the evidence gathering process

The assessor must:

- establish a plan for gathering sufficient and quality evidence about the candidate's performance in order to make the assessment decision (and involve industry representatives in the development of plans for the validation of assessment)
- source or develop assessment materials to assist the evidence gathering process
- organise equipment or resources required to support the evidence gathering process
- coordinate and brief other personnel involved in the evidence gathering process

Step 4: Collect the evidence and make the assessment decision

The assessor must:

- establish and oversee the evidence gathering process to ensure its validity, reliability, fairness and flexibility
- collect appropriate evidence and assess this against the Elements, Performance Criteria, Range Statement and Evidence Guide in the relevant Units of Competency
- evaluate evidence in terms of the four dimensions of competency - task skills, task management skills, contingency management skills and job/role environment skills
- incorporate allowable adjustments to the assessment procedure without compromising the integrity of the competencies
- evaluate the evidence in terms of validity, consistency, currency, equity, authenticity and sufficiency
- consult and work with other staff, assessment panel members or technical experts involved in the assessment process
- record details of evidence collected
- make a judgement about the candidate's competency based on the evidence and the relevant Unit[s] of Competency.

Step 5: Provide feedback on the assessment

The assessor must provide advice to the candidate about the outcomes of the assessment process. This includes providing the candidate with:

- clear and constructive feedback on the assessment decision
- information on ways of overcoming any identified gaps in competency revealed by the assessment, the opportunity to discuss the assessment process and outcome information on reassessment and the appeals processes
- an opportunity for reassessment on appeal by the candidate

Step 6: Record and report the result

The assessor must:

- record the assessment outcome according to the policies and procedures of the RTO
- maintain records of the assessment procedure, evidence collected and the outcome according to the policies and procedures of the RTO
- maintain the confidentiality of the assessment outcome
- organise the issuance of qualifications and/or Statements of Attainment according to the policies and procedures of the RTO

Step 7: Review the assessment process

On completion of the assessment process, the assessor must:

- review the assessment process
- report on the positive and negative features of the assessment to those responsible for the assessment procedures
- make suggestions (if necessary) on improving the assessment procedures to appropriate personnel in the RTO

Step 8: Participate in the reassessment and appeals process

The assessor must:

- provide feedback and counselling to the candidate, if required, regarding the assessment outcome or process including guidance on further options
- provide the candidate with information on the reassessment and appeals process
- report any assessment decision that is disputed by the candidate to the appropriate personnel in the RTO
- participate in the reassessment or appeal according to the policies and procedures of the RTO

COMPLAINTS AND APPEALS

1.0 Method

- I.1 Participants are encouraged to formally register their grievance or complaint by completing the participant grievance and complaint notification form and submitting it to the course administrator.
- I.2 The date of submission of a grievance is noted on the participant file.
- I.3 The details of the grievance, procedures followed and outcome are placed in the participant hardcopy file.

Local level resolution

- I.4 Any participant with a grievance may raise the matter with the other party concerned. A meeting can be requested by the participant, at which time the grievance may be raised and a resolution sought.

Resolution by the Managing Director

- I.5 Should the grievance remain unresolved following local level resolution or if local level resolution is inappropriate then the participant should contact the Managing Director and arrange a meeting. At this meeting the grievance can be raised and a resolution attempted.
- I.6 At this stage:
 - the grievance must be recorded in writing and signed and dated by the complainant and the Managing Director.
 - the outcome of the grievance must be recorded in writing and signed and dated by the complainant and the Managing Director.
 - the RTO will act upon any complaint found to be substantiated by a thorough and objective investigation undertaken by the Managing Director.

Resolution by External Party

- I.7 If resolution at a local level or by the Managing Director does not occur, or is inappropriate then the participant may appeal and the Managing Director must appoint, at no expense to the participant, an independent external arbiter to review the grievance and propose a resolution. The independent, external arbiter must be appropriately qualified and acceptable to both parties.
- I.8 At this stage:
 - the appellant must have an opportunity to formally present their case.
 - the appeal must be recorded in writing and signed and dated by the complainant and the Managing Director.
 - the outcome of the appeal must be recorded in writing and signed and dated by the complainant and the Managing Director and a copy containing the reasons for the decision will be provided to the appellant.

WHAT HAPPENS IF MURCOTTS ARE UNABLE TO DELIVER THE TRAINING AND ASSESSMENT

In the event that Murcotts have commenced delivery of training and are unable to fulfil the full delivery, a full refund will be provided to the employer.

CONFIDENTIALITY AND PRIVACY

At Murcotts we believe an individual's right to keep their personal information private is highly important. We are committed to protecting and maintaining the privacy, accuracy and security of your personal information.

This Privacy Policy outlines all the ways in which Murcotts aims to protect your personal information and what sort of information we hold about you, for what purposes, how it is collected, held, used and disclosed.

Murcotts Driving Excellence Pty Ltd, its associated entities and subcontractors are bound by the Privacy Act 1998 (as amended by the Privacy Amendment Private Sector Act 2000) and the associated 10 National Privacy Principles (NPPs), The Spam Act 2003, Australian e-Marketing Code of Practise, and are committed to respecting the privacy of your personal information.

Murcotts holds personal information about its clients, customers, suppliers and staff. This information includes names, addresses, phone numbers and email addresses and may also include other personal information where necessary. This information is held principally in order to enable Murcotts to provide driver training and related services to its clients, to procure goods and services from its suppliers and to manage the associated financial transactions. Murcotts also hold information to enable us to contact clients and others to inform them of services we provide, to inform them of new programs and special offers, and to maintain records.

Murcotts also collects personal information for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Victorian Government who is the registering authority. The requirements of the registering authority may mean the release of your personal information for the purposes of audit.

Only employees of the Murcotts Group and those who perform services on our behalf are authorised to handle or have access to your personal information. All Murcotts employees are bound both by the Murcotts Code of Conduct and by confidentiality clauses in their employment agreements. Those who perform services on our behalf are also bound by privacy and confidentiality agreements.

PERSONAL INFORMATION

We may also use your personal information for the following:

- To communicate purchasing and booking confirmations, pre and post course/program information
- To respond to your request for information
- To communicate road safety messages and tips, e-newsletters
- To inform you about special offers, and products and services offered by Murcotts
- To conduct our business which includes performing internal administration and operations such as accounting, risk management, record keeping, archiving, testing and staff training
- To develop new programs, products and services
- To undertake planning, research and statistical analysis
- To fulfil our legal requirements such a disclosure to law enforcement agencies or the courts
- To provide statistical information to Skills Victoria Training System (SVTS) on behalf of the Commission

Murcotts Driving Excellence is obligated to provide your personal information to the National Centre for Vocational Education Research (NCVER) – a non-profit agency owned by State, Territory and Federal ministers responsible for vocational education and training. Whilst studying with Murcotts or after completion of your certificate, you may be contacted by NCVER with the request to participate in their Student Outcomes Survey (SOS). You can read more about the NCVER Student Outcomes Survey here: <http://www.ncver.edu.au/sos/faq.html>.

Disclosing Your Personal Information

Murcotts will only disclose your personal information where we are allowed to or obliged to do so by law or where we have your express or implied consent.

Where we disclose your personal information to organisations that perform specific essential services for us, we limit this disclosure to the information they need to perform the service. Importantly, we bind these companies and service providers through contractual arrangements to the same standard of care as we uphold ourselves.

They are only given the right to use the personal information for the specific service or function that they are performing and cannot legally provide or use this information for any other purpose.

We will never sell, or rent individual personal information with anyone without your advance permission or unless ordered by a court of law.

Destroying Personal Information

We will take all reasonable steps to destroy personal information in a secure manner or remove identifying features from it, if it is no longer required by us. This is subject to any legal obligations we have to retain information for a certain period of time such as training records required to be maintained by the Australian National Training Authority.

ELECTRONIC COMMUNICATIONS AND DATA COLLECTION

Email Privacy

If you received an email from Murcotts your email address is either listed with us as someone who has expressly shared this address for the purpose of receiving information in the future ("opt-in"), or you have booked and/or attended a program or purchased a product or service from us or otherwise have an existing relationship with us.

Inferred Consent

Section 2.3.2 of the Australian e-Marketing Code of Practice states that "Message Originators and Message Service Providers may send...Commercial Communications to Recipients...providing that... it can be reasonably Inferred ... that the Recipient has Consented to receive such Commercial Communications (Inferred Consent)." According to section 2.4.1 'Inferred consent' is deemed to exist if Murcotts can show that the Recipient has an existing and continuing relationship with us, and would have a reasonable expectation of receiving such commercial communications. Recipients therefore include all customers, account holders, subscribers, members, licensees, registered users, employees and contractors. For this reason, every person who requests information or submits an order for a Murcotts product or service will automatically be added to our subscriber database.

We use security measures to protect against the loss, misuse and alteration of data used by our system.

How can you stop receiving emails from us?

We will respond immediately if you notify us at anytime that you do not wish to receive emails from us.

Each email sent contains an easy, automated way for you to cease receiving emails from us, or to change your expressed interests. If you wish to do this, simply follow the instructions at the end of any email.

Website Privacy

Murcotts understand that when you access our website or interact with us online, the privacy and confidentiality of your personal information is important to you. Murcotts is therefore committed to safeguarding the personal details you provide us.

The Information We Collect

Each time someone visits our site, our web server may collect the following types of information:

- The number of users who visit
- The date and time of visits
- The number of pages viewed
- How users navigate through the site

No attempts are made to identify anyone browsing our site.

This data is captured so that we can evaluate the effectiveness and quality of website and its content for the purposes of improving our services.

CONTACT US

These principles and obligations are embraced by Murcotts as part of our standard business procedures and Quality Assurance System.

Under the National Privacy Principles you can access personal information we hold on you and you may request corrections of information which is incorrect or out of date.

If you would like to access or update any personal information held by Murcotts about you, or if you have any other queries relating to privacy, please contact our Student Administrator on 1300 555 576 or by email: studentadmin@murcotts.edu.au.

In line with our quality assurance system Murcotts will regularly review this Privacy Policy to ensure it is current therefore this information can be subject to change. Please return periodically to review our latest Policy.

AVAILABLE SUPPORT SERVICES

Students will have Trainers who will act as mentors and assist in study management, goal setting activities and advice on external counselling services. Students are encouraged to discuss any difficulties that may be affecting or inhibiting their studies with their Murcotts Trainer. Students seeking further support may do by emailing attention to the Business Development and Compliance Coordinator studentadmin@murcotts.edu.au or via phone on 1300 555 576.

STUDENTS RIGHTS AND RESPONSIBILITIES

Students are entitled to the following rights:

- Receive training and assessment that is in accordance with the requirements of the accredited course and endorsed training package that may lead to AQF qualifications or Statements of Attainment
- Receive a copy of the current accredited course curriculum and information regarding the program of study, availability of learning resources and appropriate services
- Learn from Trainers who have demonstrated competencies, including industry experience, in the area of study and who possess the minimum qualification of Certificate IV in Workplace Training and Assessment
- Have RPL applications assessed fairly and adequately by a trained assessor
- Be part of a learning environment, where respect for the individual is highly regarded, is free from harassment and discrimination, and has fair and equitable procedures for dealing with student grievances, complaints and appeals.

Students are responsible for:

- Being fully committed to your own learning, the decisions taken in relation to it, and the challenges involved
- Avoid at all costs the temptation of plagiarism
- Work with honesty and integrity
- Accept responsibility for decisions made about courses and program choices
- Respect Murcotts staff, facilities and resources, and follow relevant policies, and safety and security advice.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal training, work experience and/or life experience. The purpose of this process is to identify and assess previously acquired skills and knowledge against the required competency standards.

Course participants applying for RPL must provide evidence to the satisfaction of the CMTO. This evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge.

Information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available upon request.

Please note that RPL cannot be granted for part of a unit. Any applicant may appeal in writing against a decision regarding RPL to the Managing Director by following the 'Complaints and Appeals Policy and Procedure.'

LANGUAGE LITERACY AND NUMERACY

Murcotts recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. Murcotts is committed to assisting all students in their learning, no matter what the barrier.

As part of the enrolment process, you will need to complete a language, literacy and numeracy (LLN) exercise which will be used to assess your LLN ability.

If you have a Language Literacy or Numeracy concern that is affecting your training program, we encourage you to raise the matter directly with your Trainer.

For Indigenous and ethnic broadcasters we are able to provide support with a cultural liaison person who will assist you at training and assessment sessions.

A range of support services can be provided for students upon request. Please see the bottom of this document for a list of external support services.

COPYRIGHT AND PLAGIARISM

“Plagiarism” is a broad term referring to the practice of using someone else’s ideas or work and presenting them as their own. Plagiarism is a form of cheating and is not permitted at Murcotts. Acts of plagiarism include:

- Copying the work of another student
- Copying any section, no matter how brief, from a book, journal, article or other written or electronic sources, without duly acknowledging it as a quotation
- Copying any map, diagram, table or figures without duly acknowledging the source
- Claiming someone else’s practical work for an observation assessment

Where plagiarism is suspected, the matter shall be brought to the attention of the Managing Director, Operations. If it is found that plagiarism or breach of copyright has occurred, students will automatically fail the assignment. Further breaches may result in the student being removed from the Course.

QUALIFICATIONS, STATEMENTS OF ATTAINMENTS, CERTIFICATES AND LICENCES

Murcotts will issue qualifications, statements of attainment, certificates, permits and licences within the guidelines of the AQTF, Training Packages, AQF and VicRoads.