

Learner Handbook



This booklet contains information about being a learner at Maxima Training Group, including your responsibilities, our responsibilities to you and the services we provide. If you have any questions regarding this or any other information about being a learner at Maxima please contact us.

**We see
potential.**

1300 669 859
maxima.com.au

3	Contacting Maxima	9	Fees, Charges and Refunds
3	About Us	10	Recognition of Prior Learning (RPL)
4	Welcome from the National Training Manager	11	Equal Opportunity, Access and Equity
4	Terminology Used	13	Learner Responsibilities
5	Maxima Training Group Pre-Enrolment and Enrolment	15	Assessment
5	Commitment to Quality and Continuous Improvement	20	Unique Student Identifier (USI)
5	RTO Obligations	21	Issuing Qualifications and Statements of Attainment
6	Legislation	22	Complaints and Appeals
7	Language Literacy and Numeracy		
7	Educational and Support Services		
7	Learning Support and Counselling		
8	Work Health and Safety		

Disclaimer

This publication contains information which is current as of 04/06/2021. Maxima Training Group strives to ensure the accuracy and reliability of the information contained in this Learner Handbook distributed to you at the commencement of your training.

Changes in circumstances after this date may impact upon the accuracy or currency of the information. Maxima Training Group takes all due care to ensure that the information contained within this handbook is accurate, but reserves the right to vary any information described in this publication without notice. All authorised amendments to this Learner Handbook and latest versions can be accessible from Reception.

Readers are responsible for verifying information which pertains to them by contacting Maxima Training Group.

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About Us

Maxima Training Group is part of the Maxima Training Group (AUST) Ltd. Maxima Training Group (AUST) Ltd, is a South Australian based not-for-profit organisation established in 1985 to provide employment and training services to the State's Local Governments.

Since then, Maxima has developed a reputation for reliability and integrity evidenced by the growth in service delivery to a wide range of industries and organisations nationally covering all aspects of human resource management. The Group operates five divisions employing more than 400 staff.

As an integrated workforce management organisation, Maxima and its staff have the relationships, service delivery experience, and financial and managerial capacity to help organisations and individuals achieve their potential.

We have a proven track record in effectively managing publicly funded services and programs and accessing available government support for corporate workforce development projects.

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Thank you for choosing Maxima Training Group as your training provider

This handbook provides you with useful information about Maxima Training Group including:

- Terminology used
- Our obligations
- Work health and safety
- Fees, charges and refunds
- Recognition of prior learning
- Access and equity
- Learners responsibilities
- Assessment
- Issuing Qualifications/Statements of Attainment
- Complaints and appeals

I am confident that you will enjoy your training, I wish you the best in your future training and employment opportunities.

Tori Christian

General Manager

Terminology Used

Australian Skills Quality Authority (ASQA)

Australian Skills Quality Authority (ASQA) is the national regulator for Vocational Education and Training (VET) and it monitors the National standards designed to ensure the quality of VET.

Australian Qualifications Framework (AQF)

The AQF provides a nationally consistent and flexible framework for all qualifications gained through the workplace, post compulsory education and training. This means that qualifications are designed to be consistent and to be recognised nationally across Australia.

Training Package

A Training Package defines the skills and knowledge that are required for learners to perform a job competently in the workplace.

A Training Package comprises of the following endorsed components:

- Units of competency
- Unit assessment requirements
- Qualifications
- Credit arrangements

Unit of Competence

A unit of competency describes the skills and knowledge that are required to perform competently to the specific standards in the workplace. demonstrated by the student to demonstrate competence.

Resources/Learning Materials

The supplementary material needed to support learning, for example, workbooks/learner guides, background reading, video and audio recordings, online portal, internet sites, etc.

Maxima Training Group Pre-Enrolment and Enrolment process is structured to identify specific needs of learners. We will discuss with you:

- Relevant legislative requirements and accessibility
- Language, Literacy and Numeracy support
- Fees and Charges
- Recognition of Prior Learning (RPL) and Credit Transfer arrangements
- Learner Responsibilities
- The training and assessment program; your role and where applicable your employer/supervisor/host role
- Assessment processes
- Appeals and grievance procedures
- Client support, welfare and guidance services arrangements
- Venue safety and facility arrangements
- Consent and release of information

We have a responsibility to you as a learner to provide you with a quality of service that will support you in obtaining your qualification. Maxima Training Group recognises that learners have different and diverse needs. Learning support is available to learners if required.

Commitment to Quality and Continuous Improvement

Maxima Training Group welcomes feedback from all learners; this as a valuable mechanism to ensure that we are continuing to meet the needs of our learners. We are committed to providing quality training and assessment services to our learners and welcome feedback that enables us to continue to improve.

Throughout the course you will be offered two formal methods for feedback; (i) at the completion of each unit of competency and (ii) at the completion of your course. The feedback forms provided will give you the option to make comment on the staff, course content, trainer and resources. Informal feedback may be given at any time during the course. All feedback is reviewed by the leadership team and is followed up.

Registered Training Organisation (RTO) Obligations

Maxima Training Group must comply with the (National) Standards for Registered Training Organisations (RTOs) 2015.

Maxima Training Group must comply with all National or State based funding agreements that it enters, to provide subsidised training places to learners.

Maxima Training Group must always work to protect the learner. Where the learner feels their rights have not been protected they should contact the National Training Complaints Hotline on 13 3873 or ntch@dese.gov.au

Maxima takes all practical measures to ensure that staff and students are provided with a safe work environment and safe systems of work.

In the event that the RTO or a third party, who is delivering training on their behalf, ceases to deliver training and or assessment, the Maxima Group will work with ASQA to ensure that all learners are reassigned to a suitable RTO to complete training and assessment.

Maxima Training Group will advise all learners, as soon as practicable, where there are changes to agreed services including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

Maxima Training Group is responsible for the issuance of AQF qualifications.

Maxima Training Group is required to make you aware of the following Commonwealth and State legislation that may apply to you during your study.

South Australia

- Controlled Substances (Poisons) Act 1984
- Children's Protection Act 1993
- Equal Opportunity Act 1984
- Family and Community Services Act 1972
- Freedom of Information Act 1991
- Guardianship and Administration Act 1993
- Mental Health Act 2009
- Police Act 1988
- Racial Discrimination Act 1985
- WorkCover Corporation Act 1994
- Disability Services Act 1993
- Training and Skills Development Act 2008

Queensland

- Corporations (Queensland) Act 1990
- Anti-Discrimination Act 1991
- Education and Training Legislation Amendment Act 2009
- Education Legislation Amendment Act 2009
- Fair Trading Act 1989
- Fair Trading Regulation 2001
- Fair Work (Commonwealth Powers) and Other Provisions Act 2009
- Industrial Relations Act 1999
- Industrial Relations Amendment Act 2009
- Information Privacy Act 2009
- Right to Information Act 2009
- Vocational Education, Training and Employment Act 2000
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011
- Further Education and Training Act 2014

Commonwealth

- Aged Care Act 1997
- Age Discrimination Act 2004
- Competition and Consumer Act 2010
- Copyright Act 1968
- Corporations Act 2001
- Corporations Regulations 2001
- Competition and Consumer Act 2010
- Disability Discrimination Act 1992
- Disability Discrimination Act 1992 - Education Standards 2005
- Environment Protection Act 1993
- Fair Work (Registered Organisations) Act 2009
- Fair Work Act 2009
- Fair Work Regulations 2009
- Financial Framework (Supplementary Powers) Act 1997
- Freedom of Information Act 1982
- Home and Community Care Act 1985
- Human Rights and Equal Opportunity Commission Act 1986
- Income Tax Act and Regulations
- Mental Health Act 1986 (Commonwealth)
- National Health Act 1974
- National Occupational Health and Safety Commission (Repeal, Consequential and Transitional Provisions) Act 2005
- National Vocational Education and Training Regulator Act 2011
- Occupational Health and Safety (Commonwealth Employment) Amendment Act 2006
- Privacy Act 1988
- Racial Discrimination Act 1975
- Safety, Rehabilitation and Compensation Act 1988
- Sex Discrimination Act 1984
- Social Security Act 1991
- Superannuation Act 2005
- Trade Practices Act 1975
- Vocational Education and Training Funding Amendment Act 2001
- Workplace Gender Equality Act 2012
- Work Health and Safety Act 2011

Language Literacy and Numeracy

Maxima Training Group recognises that all vocational training includes language, literacy and numeracy tasks.

All enrolments, including Apprenticeships and Traineeships must undergo a Language Literacy and Numeracy Assessment (LLN). The purpose of undertaking LLN assessments during the enrolment phase is to identify any special assistance/support that the learner might require to complete their course. The LLN assessment process is not a test, it aims to determine level of proficiency leading to reasonable conclusions about:

- What the learner can read, write and calculate at the time of assessment
- LLN needed to be worked on to ensure completion of their training
- What special training/assessment assistance they may require to ensure completion of their training
- All Maxima Training Group trainers and assessors provide:
- Materials, resources and assessment tools and tasks that do not require learners to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed
- Opportunities for repeated and supported practice
- Opportunities for independent practice

Where some learners require additional practice and training, Maxima Training Group will advise on appropriate language, literacy and numeracy support to suit the learners' individual needs.

Educational and Support Services

Maxima Training Group aim to ensure students receive training, assessment and support services that meet their individual needs. As part of the enrolment process, we ask students to identify disability, impairment or long term conditions and any reasonable adjustments or support requirements, Maxima will work with the student to identify appropriate support, and may include:

- LLN referral program
- Learning resources
- Changes to delivery and assessment
- Learning materials in alternate format such as large print
- Additional tutorials
- Any other suitable support.

Learning Support and Counselling

Please contact your Trainer if you would like to access extra support. Maxima Training Group has expertise in developing and adapting learning materials to assist learners to work towards attaining their desired qualification.

Learners requiring counselling or support should discuss the matter with their Course Coordinator who will assist where possible and in the event that further action is required, refer the learner to the appropriate personnel or external organisation.

Additional help and support with language, literacy and numeracy will be provided. Our trainers have experience in the use of a variety of delivery techniques. Our learning packages are suitable for adaptation to diverse needs.

Staff will assess learner learning support and personal needs to determine if early intervention is required.

Work Health and Safety

Maxima Training Group aims to maintain a healthy culture in our organisation by identifying and assessing risks and implementing appropriate risk controls and safe systems of work. All staff and learners will be encouraged to use safe work practices and will be aware of all workplace health and safety issues which relate to their work and study.

At Maxima Training Group the Work Health and Safety of all employees, learners and visitors is of the utmost importance.

We will work together to ensure that:

- All tasks are appropriately risk assessed prior to commencement.
- Learners and trainers are provided with appropriate supervision by a qualified/experienced person.
- Maxima Training Group offers a safe workplace and ensures compliance with work health and safety legal requirements.
- Promote a culture of responsibility and accountability for work health and safety at an organisational unit and employee level, through the development of appropriate policies, procedures and monitoring mechanisms.
- Receive summaries of reports on incidents, injuries, hazards and WorkCover performance and identify any trends requiring attention.
- Any issues relating to Work Health and Safety should be reported to your trainer or Health and Safety Representative.

Our WH&S Policy and Procedures, and the Emergency Procedures are located on the WH&S board, next to the Reception area. If you would like a copy of either, please ask at Reception.



Fee for service students:

- The enrolment fee, as specified in the Payment Agreement, must be paid for prior to course commencement, unless other arrangements have been approved by the Manager.
- All courses, except for state-funded traineeship and apprenticeship fees, include a non-refundable enrolment fee and/or deposit, as specified in the Payment Agreement.
- Full fees will be refunded if the training course does not commence and or is terminated by Maxima.
- If, upon review, it has been deemed that Maxima failed to provide the agreed services, a refund will be negotiated. Application for refund must be made in writing to training@maxima.com.au
- Eligibility for a refund will be assessed on the merit of each case and will be based on the services provided to the learner and the costs incurred by Maxima in order to provide those services.
- The outcome of the refund assessment will be provided in writing outlining the decision and reasons for the decision, as well as any applicable refund of adjustment notice.
- All Fee paying learners will be required to sign a payment agreement at the time of enrolment, which outlines the total course fees, payment terms and schedule of fee payments. The payment agreement is designed to provide clear and concise information to the learners about applicable fees and charges and provide options for payment.
- Where a student is more than thirty(30) days overdue with payments, Maxima reserves the right to suspend training services until payment is made to bring fees up to date.
- Learners who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- For long-term outstanding amounts, Maxima utilises the services of a debt recovery agency to ensure the collection of all fees.
- A cooling off period of 2 business days applies for training fees. Application for refund during the cooling off period must be made in writing to: training@maxima.com.au
- Learners who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to Maxima in writing, outlining the details and reason for their request. Learners who have not completed a withdrawal form are not eligible for consideration of a refund or reduction in fees.
- Parchments and/or academic transcripts will be issued when all fees have been paid in full.
- Payment terms are 14 days from the date of all invoices.
- Any loss of and replacement of materials will be at the learners cost.
- Course fees include one copy of Parchment/Academic results and learning resources (unless otherwise indicated).

PaTH Students:

- \$0 cost to students. There is no enrolment fee, resource fee or other costs to students enrolled in this course.
- All materials and equipment required to complete this course will be provided by Maxima Training Group.
- No refunds are applicable.

Additional fees: All Students:

Assessment of units in a course:

- All course fees include up to a total of 3 assessment submissions per unit of competency. Additional assessment submissions will incur a fee of \$100 per submission, to be further assessed in the unit of competency.
- Re-issuing of a qualification parchment & academic transcript:
- \$25 for photocopy of Parchment/Academic results (includes search fee)
- \$50 for issuance of original Parchment/Academic results
- Note: Students can access their training records through USI at no charge.

RPL is a chance to have your skills, knowledge and experience valued, and count towards formal qualifications. RPL is about recognising your skills and knowledge, no matter where, or how you gained them. You may have gained your skills through formal or informal training and education, work experience, general life experience such as sporting activities, and volunteer work and/or committee activities.

Your skills and knowledge are matched with formal competency standards so you can gain formal recognition.

Why apply for RPL?

Applying successfully for RPL may:

- Improve your job security
- Reduce the time in a training room and/or improving work/life balance
- Reduce study load

The Process

Prior to applying for RPL, a training plan is provided regarding the qualification you are enrolled in. The evidence list identifies the documents you can provide to assist the RPL process.

- You may choose to apply for RPL in one or more units or an entire qualification
- After the RPL process you will be notified of:
 - » RPL granted for unit/units
 - » Further evidence required
 - » Units to be completed

What can you expect from the RPL experience?

You can expect to be treated fairly, flexibly and with respect. You will be given appropriate information and support. For your RPL application to be successful you will need to take the accountability and meet all the requirements for RPL.

Credit Transfer (National Recognition)

Maxima Training Group recognise previous training undertaken from the National Training Packages with other accredited training providers who are registered by ASQA. This is available for a range of relevant formal studies undertaken. By providing evidence of this learning (statements of attainment and results achieved for each unit of competence) learners may gain credit for those Units of Competence which may be linked into the course content of study they have elected to undertake. Further information may be obtained from administration or mentors ask for details.

Maxima Training Group seeks to maintain a harmonious training environment free from discrimination, intimidation, victimisation and harassment, and one which allows for equal opportunity.

In all our training, Maxima Training Group aims to ensure that everyone has the opportunity to successfully gain skills, knowledge and experience through education and training. If you feel you have been treated unfairly by a staff member or another learner because of, including but not limited to: your sex, sexuality, race, age, religion, political beliefs or because you have a disability, please bring this matter to the attention of your Program Manager.

Access and Equity

Maxima Training Group is committed to ensuring that:

- Access and equity principles are applied to all aspects of its operations, promoting full and equal opportunities for all learners, prospective learners and other clients.
- No person is discriminated against, harassed or treated unfairly in their dealings with Maxima Training Services.
- Each learner has access to the level of support required to enable them to reach their full potential without it causing unjustifiable hardship to the organisation.
- It complies with relevant Equal Opportunity legislation and Discrimination Acts.

Maxima Training Group provides equity in access to the level of training and support required by each learner. (All learners are supported in a manner that supports them to achieve their full potential and success in their training outcomes.) All learners are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

Diversity

Maxima Training Group recognises and values the individual differences of its learners and the community and recognises that learners come into its programs with a wealth of personal knowledge and life experiences.

Maxima Training Group recognises that diversity is an opportunity to enrich and extend opportunities for all, by creating an inclusive environment for all people regardless of their background.

This is ensured by:

- Providing a welcoming and supportive training community
- Offering flexibility in the way in which training and assessment is provided
- Providing reasonable adjustments to training and assessment activities
- Having transparent learner and staff recruitment and selection procedures
- Determining the needs of all individuals upon engagement with the organisation
- Providing learners, staff and clients access to a range of support services.

Discrimination

In accordance with legislation, no person or organisation will be treated unfairly or discriminated against, on the basis of age, colour, race, gender, religious or political conviction, sexuality, ability or disability, location, family responsibilities, membership or non-membership of an association or for any other stereotypical or illegal reason.

Harassment

Maxima Training Group is committed to providing all people with an environment free from all forms of harassment. Maxima Training Group will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Fairness

The principles and practices adopted by Maxima Training Group aim to ensure, that current and perspective learners, clients and other stakeholders are treated fairly and equitably in their dealings with Maxima Training Group.

Maxima Training Group aims to provide open, fair, clear and transparent policies and procedures for use by staff and learners.

Maxima Training Group has fair and equitable processes for selecting learners for enrolment into its courses. Decisions about learner selection are based on clearly defined entry requirements. Learners will be selected on merits, based on the course's publicised criteria. Entry requirements as well as application and enrolment procedures are published in Maxima Training Group marketing materials, course guides and on the organisation's website.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.



General

- Ensure that all personal information provided to Maxima Training Group is accurate.
- Abide by the policies and procedures of Maxima Training Group.
- Notify Maxima Training Group of any contact changes (email, phone, address, etc.).
- Be adequately prepared for and fully participate in sessions.
- Notify Maxima Training Group Management of any difficulties or problems they may experience with Maxima Training Services staff, procedures or training.
- Be diligent in their application to study.
- Achieve satisfactory progress with their studies through participation or attendance as required.
- A learner may withdraw from program/course by giving notice in writing to Maxima Training Group. They will be given recognition for any completed Units of Competence and a Statement of Attainment will be issued, once all relevant fees are up to date.

Class Attendance

If at any time and for any reason, you are unable to attend classes, please:

1. Speak to your Course Coordinator to arrange an alternative date to make up for your missed class.
2. If your training is funded by the Government or an organisation, a medical certificate will be required if there is non-attendance in class of more than three consecutive training days.

Use of Mobiles in Classrooms

Mobile phones are to be on silent during class times. Mobiles are not to be used whilst during class times; may only be used during class breaks.

Behaviour in the Classroom

Any behaviour or distractions in class by a learner which interferes with the 'Trainers capacity to Teach' and the 'Learners Right to Learn' will be initially dealt with by the trainer. Further actions required will be in a meeting with Maxima Training Group National Training Manager.

Attire

Please wear suitable casual clothing and comfortable shoes to all training sessions. Please bring safety clothing (as required) for practical site-based training.

Learner Conduct

All learners have the right to be treated fairly and with respect by their peers and Maxima Training Group will defend the right of learners to learn or work, free from any form of conduct that challenges that right.

Maxima Training Group may, through the National Training Manager, apply any of the following penalties if any rights have been over stepped:

- A verbal or written reprimand
- A requirement to attend counselling at a specified time and place
- Payment of compensation by a learner for damages or loss of resources
- Compensation of property removed or damaged

- Termination of tuition

Examples of conditions under which training may be terminated:

- Non-payment of fees or charges
- Serious violations of Maxima Training Group policies
- Endangering the health, safety and welfare of any other learner, member of staff, visitor or member of the public
- Preventing, through your actions, any other learner from enjoying the full benefit of training and assessment services offered

Smoking

Smoking is not permitted in any building operated by Maxima Training Group. All sites provide designated outdoor smoking areas, which are the only places where smoking is allowed.

Information and support to help you give up smoking can be found at <http://www.quitnow.gov.au> and the phone number for the 'Quitline' is 13 78 48.

Drugs and Alcohol

Learners will attend training, free from the effects of any drug including alcohol. Anyone found using or in possession of drugs or alcohol whilst at training may be suspended from training. Apprentices and trainees should note that this may also result in their employment being suspended or terminated.

Declaration of Medical Condition or Special Circumstances

Learners must advise Maxima Training Group about any special circumstances or medical condition which may impact on the ability of the learner to undertake or complete any of the required training activities or which may place at risk or affect the safety or well being of the learner, other learners, trainers and any other third parties or which may affect the orderly delivery and outcomes of the training programme.

Subject to prior notification and the level of risk associated with the special circumstances or medical condition, Maxima Training Group will make reasonable endeavours to accommodate these requirements within our standard training delivery framework. Notwithstanding any rights which may exist under relevant Legislation; Maxima Training Group reserves the right to refuse learner access to training activities if the circumstances or medical condition continues to present an unacceptable risk to the learner or third parties.

Maxima Training Group warrants only the delivery of training and the provision of training information and materials for the agreed fee for service and assumes no liability whatsoever for any additional costs or losses incurred or caused by the learner resulting from any such circumstance or medical condition regardless of providing prior advise or otherwise to Maxima Training Group.

- Maxima Training Group assessment procedures comply with guidelines of the applicable nationally endorsed training packages and adhere to the principles of validity, reliability, fairness and flexibility.
- All assessment will be competency based.

- The following methods of assessment are utilised:
 - » Written work, reports, personal projects
 - » Short answer questions
 - » Field logs, reports and journals
 - » Collection of materials/information, resource folders
 - » Practical demonstrations of skills and competencies
 - » Oral assessments
 - » Practical skills and competencies in the field as specified in work experience log books
 - » Validated workplace assessment reports/references
- To achieve competency in any unit all specified assessment activities must be attempted and demonstrated to the required standards.
- Learners will be given three opportunities to demonstrate their competencies within the time-span of the unit.
 - » Re-submission of assignments or reassessment is to be negotiated between the learner and relevant trainer, and to occur within the time-span of the unit. No late assignments will be accepted after course closing date.
- Grievances in assessment should follow a two-step procedure:
 1. Reassessment by another trainer
 2. If learner is still not satisfied, then request Course Coordinator to attribute

Submitting Assessments

Dates will be set for submitting assignment or assessment activities. Learners will be made aware of these dates at course commencement.

When submitting assessment work you need to include an 'Assessment Cover Sheet' at the front of your work. All fields on the Cover Sheet must be filled in appropriately. Each unit of Competency requires its own Assessment Cover Sheet and needs to be signed to declare that it is your own work.

Assessment Cover Sheets are provided in each Assessment Pack.

You will be provided with Feedback and results for every Unit of Competency submitted within 3 weeks of the due date. This will be provided by email or in class. If you do not wish Maxima Training Group to use your email address to provide you with results please advise your Course Coordinator.

Written assessments may be submitted to the Reception at one of our offices either in person or by mail before or on the due date.

For off-site and work based training learners can submit an assessment directly to the appropriate assessor in class or during the contact visits. Assessments can also be emailed to assessments@maxima.com.au.

It is strongly recommended that learners keep a copy of all assessments. If an original has not been received, and a copy is not available, the learner will be required to re-do the work.

Assessments submitted by post should be addressed to the appropriate site as listed on page 6 in this handbook.

Reasonable Adjustment

If learners need to negotiate any element of their assessment including due dates they must complete a Reasonable Adjustment Form prior to the due date.

These forms are available at the front of all classrooms, and Reception.

Failure to Submit

14 day extension given to resubmit unit - Reasonable Adjustment Form completed by learner and trainer, retained by Administration, due date will be recorded and followed up by administration.

Return of Assessment Submissions

Completed assessments are required to be retained at Maxima Training Group for a period of 6 months after completion of your training. After the 6 months, notification will be sent to you and it is your responsibility to collect your assessment work. Assessments will only be held for a further month after this period.

Please contact Maxima Training Group Administration to arrange the return of any uncollected assignments if you are a distant learner.

If another person is collecting your assessments, please provide the person with a signed letter giving authorisation.

Plagiarism, Cheating and Collusion

In a study environment, cheating means to act dishonestly in any way so that the assessor of the work accepts what you present as genuinely representing your understanding of, and ability in, the subject concerned.

Plagiarism is to copy work without acknowledging the source and is a form of cheating.

Maxima will not tolerate plagiarism or cheating, and a penalty may be imposed if you are accused of either.

It is cheating to:

- Use notes or other resources without permission during formal testing
- Hand in someone else's work as your own (with or without that person's permission)
- Hand in a completely duplicated assignment
- Take work without the author's knowledge
- Allow someone else to hand up your work as their own
- Use any part of someone else's work without the proper acknowledgement

It is not cheating to:

- Discuss assignments with trainer or other students to understand what is being asked for
- Hand in work done alone or with the help of staff
- Get help to correct minor errors
- Discuss assignment requirements and course materials so that you can better understand the subject
- Submit one assignment from a group of students where this is explicitly permitted or required
- Use other people's ideas where they are acknowledged in the appropriate way, such as referencing using footnotes, end notes or the Harvard system of referencing.



Remember that the integrity of a group project is the joint responsibility of all members of the group. Therefore, if cheating of any kind is found in a group project, all members of the group will be held responsible and will be subject to the disciplinary processes.

Penalties

If you are suspected of cheating, the trainer will investigate to establish evidence to support the suspicion.

If there is evidence to support the suspicion, the trainer will notify the Program Manager and set out the concerns to you in writing, requesting a time to discuss the matter. You will have the opportunity to counter the allegations made against you.

Once you have provided your information, the trainer may come to one of two decisions:

It is a minor or unintentional offence and you will need to undergo an alternative form of assessment.

It is a serious offence and you will fail the unit. Repeated offences of cheating - minor or serious - will result in failure of the unit plus a record on your student file, together with the reason.

You will be advised of all penalties in writing.

What if I don't agree with the decision?

If you are accused of an penalised for cheating and believe that the accusation is unjust, you have the right to appeal against the charge. This appeal must be lodged in writing with the program manager within one week of the penalty being imposed.

The appeal may be lodged against:

- The process
- The decision
- The penalty

The appeal will be investigated and a decision will be advised to you within a week of your appeal.

Copyright

Learners must ensure that any materials they access for their study are obtained legally and that any copies of such materials represent a fair amount. When completing assessment tasks any information that comes from another source should be used in accordance with relevant copyright law and clearly referenced.

Information about plagiarism and referencing styles will be provided by the trainer and assessor. You can find more detail at the following websites:

<https://www.adelaide.edu.au/writingcentre/sites/default/files/docs/harvard-referencing-guide.pdf>

<http://www.copyright.org.au>

Maxima Training Group are strongly committed to protecting the internet of copyright owners and complying with copyright laws through management practices that include clear guidelines, training and monitoring compliance.

Materials	<p>Copyright works of any type including but not limited to:</p> <ul style="list-style-type: none"> • Images of any sort and in any format <ul style="list-style-type: none"> » Line drawings » Reproductions of paintings » Photographs » Mixed Media images • Text of any sort and in any format • Plans or schematic drawings • Audio of any sort and in any format • Video of any sort and in any format • Legislation, regulations and standards • Sculpture
Training Resources	<p>Examples include but are not limited to:</p> <ul style="list-style-type: none"> • Manuals and workbooks • Hand outs • Examples of work (e.g. landscape plans, word documents etc.) • Slides, presentations (PowerPoint etc.) • Training videos • Assessments • Manufacturers manuals (machinery etc.)
Permission	<p>A grant by the copyright owner at Maxima Training Group allowing the use of their copyright materials. This may be through:</p> <ul style="list-style-type: none"> • Direct communication with the copyright owner • Purchase or granting of a licence or other authority to use the copyright work • Complying with licence requirements or conditions set out by the copyright owner for the materials use e.g. whether the material can be used in resources that will be sold to others.
Moral Rights	<p>Wikipedia defines moral rights as "...rights of creators of copyrighted works generally recognised in civil law jurisdictions and, to a lesser extent, in some common law jurisdictions. They include the right of attribution, the right to have a work published anonymously or pseudonymously, and the right to the integrity of the work." http://en.wikipedia.org/wiki/Moral_rights</p>
Act	<p>The Copyright Act 1968 Available from http://www.austlii.edu.au/au/legis/cth/consol_act/ca1968133/</p>

Principles

The following principles underpin this Policy. Maxima Training Group:

- Owns copyright of all materials used in the production of training resources, or
- Obtains permission from the copyright holder and retains evidence that permission has been granted, and
- Ascribes the moral rights of attribution and integrity where possible, and
- Always cites the legal right we claim we have to use the material, and
- Records the copyright detail for all materials incorporated in training resources, and
- Always uses the material in line with conditions placed on its use by the copyright owner.

Scope

This policy applies to:

- All Maxima Training Group staff and contractors
- Learners engaged in any form of training

UNIQUE STUDENT IDENTIFIER (USI)



If you are a student undertaking nationally recognised training, you need a USI in order to receive your Qualification or Statement of Attainment.

Your USI will give you access to an online record of the training you have done since 1st January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking credit transfer or demonstrating a pre-requisite when undertaking further training.

You must identify your USI number on the enrolment form.

Further information is available at <https://www.usi.gov.au>

Maxima Training Group issues Course Certification and Qualification Transcripts that meet the requirements of the Australian Qualifications Framework, Endorsed Training Packages and accredited courses within our scope of registration.

A **Parchment** is issued when the learner has completed all the requirements of a qualification as defined in the relevant Training Package and the learner has paid all monies owed to Maxima Training Group. The Parchment will be accompanied by a Qualification Transcript which provides the details of each unit of competence and the accompanying result.

A **Statement of Attainment** is issued where a learner partially completes a qualification or withdraws from a qualification. This is provided when the learner has paid all monies owed to Maxima Training Group. The Certificate will be accompanied by a Qualification Transcript which provides the details of each unit of competence and the accompanying result.

A **Certificate of Participation** will be issued to learners who complete non-accredited courses.

All Qualifications or Statement of Attainment will be issued within 30 calendar days of a learner being assessed as meeting the requirements of the training program:

Reprinting Certificates

Learners who request to have their certificates reprinted for any reason need to contact a Maxima Training Group administration officer on 1300 669 859. Reprinting certificates can take up to two weeks to process and for reasons of privacy and confidentiality, learners may need to provide photo ID. For reissuing of a Qualification, Certificate or Statement of Attainment a fee of \$25 will be incurred.

Learner Records

Learner files are available to the learner for perusal during normal trading hours by indicating your request in writing.

Purpose

The purpose of this policy and procedure is to outline Maxima Training Group's approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community. It provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

This policy and procedure ensures compliance with Standard 6 of the Standards.

Definitions

Appeal means a request for a decision made by Maxima Training Group to be reviewed

Complaint means a person's formal expression of dissatisfaction with any product or service provided by Maxima Training Group

Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support.

SRTOs means the Standards for RTOs 2015 - refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Policy

1. Nature of complaints and appeals

- Maxima Training Group responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third party providing Services on behalf of Maxima Training Group.
 - Any student or client of Maxima Training Group.
- Complaints may be made in relation to any of Maxima Training Group's services and activities such as:
 - The application and enrolment process
 - Marketing information
 - The quality of training and assessment matters, including student progress, student support and assessment requirements.
 - The way someone has been treated
 - The actions of another student
- An appeal is a request for a decision made by Maxima Training Group to be reviewed. Decisions may have been about:
 - Course administration
 - Refund assessments
 - Response to a complaint
 - Assessment outcomes/results
 - Other general decisions made by Maxima Training Group

2. Principles of resolution

- Maxima Training Group is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Maxima Training Group ensures that complaints and appeals:
 - » Are responded to in a consistent and transparent manner.
 - » Are responded to promptly, objectively, with sensitivity and confidentiality.
 - » Are able to be made at no cost to the individual.
 - » Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- Maxima Training Group will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.
- Where a student chooses to access this policy and procedure, Maxima Training Group will maintain the student's enrolment while the complaints/appeals handling process is ongoing.

3. Timeframes for resolution

Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

4. Records of complaints and appeals

Maxima Training Group will maintain a record of all complaints and appeals and their outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.

5. Making a complaint or appeal

- Complaints about a particular incident should be made within ninety (90) calendar days of the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals must be made in writing using the MTSADMIN130 Complaints and Appeals Form, or other written format and sent to Maxima Training Group's head office at 180 Port Road, Hindmarsh SA 5007 or PO Box 210, Hindmarsh 5007 attention to the General Manager, Recruitment and Training.
- When making a complaint or appeal, provide as much information as possible to enable Maxima Training Group to investigate and determine an appropriate solution. This should include:
 - » The issue you are complaining about or the decision you are appealing - describe what happened and how it affected you.
 - » Any evidence you have to support your complaint or appeal.
 - » Details about the steps you have already taken to resolve the issue.
 - » Suggestions about how the matter might be resolved.
- Your complaint or appeal will be acknowledged in writing via email or post within 7 days.

6. Resolution of complaints and appeals

- Some or all members of the management team of Maxima Training Group will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third party delivering Services on behalf of the RTO is involved, they will be included in the process of resolving the complaint or appeal.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

7. Independent parties

- Maxima Training Group acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated will be paid by Maxima Training Group. Maxima Group reserves the right to recover reasonable costs where it is deemed by the Executive to be reasonable to do so
- Maxima Training Group may also appoint the independent party to be involved in the resolution of a complaint or appeal where it is deemed necessary.
- Maxima Training Group will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

8. External complaint avenues

Complaints can also be made via the following avenues:

- **National Training Complaints Hotline**

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- **Phone:** 13 38 73, Monday - Friday, 8am to 6pm nationally.
- **Email:** ntch@dese.gov.au

For more information about the National Training Complaints Hotline, refer to the following webpage:

<https://www.employment.gov.au/national-training-complaints-hotline>

- Australian Skills Quality Authority (ASQA):
Complainants may also complain to Maxima Training Group's RTO's registering body: Australian Skills Quality Authority (ASQA)

However, ASQA will only use the information you provide to inform its regulatory approach and will not contact Maxima Training Service on behalf of the complainant or act as their advocate. For more information, refer to the following webpage: <https://www.asqa.gov.au/students/complaints-about-providers>

9. Publication

This policy and procedure will be published in the Student Handbook.

**We see
potential.**

Hindmarsh Head Office

180 Port Road, Hindmarsh SA 5007

1300 669 859

