



**MARSS Australia Inc.**  
Migrant and Refugee Settlement Services

# Student Handbook

**MARSS Australia Incorporated**

**RTOID: 41417**

**The Theo Notaras Multicultural Centre Level 2 / 180 London Circuit, Canberra ACT 2601**

**(02) 6248 8577**

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# Student Handbook

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## **WELCOME**

Welcome to MARSS Australia Incorporated.

We look forward to helping you develop your vocational skills and knowledge to prepare you for a rewarding career.

The purpose of this Handbook is to provide you with all the information that you need to know about studying with MARSS Australia Incorporated.

## **STUDYING THROUGH MARSS AUSTRALIA INCORPORATED**

MARSS Australia Incorporated aims to provide courses which are:

- Practical
- Informed by industry needs
- Flexible
- Affordable
- Delivered by friendly, professional and supportive staff

## **OUR OBLIGATION AS YOUR RTO**

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

## **OUR CONTACT DETAILS**

Address: The Theo Notaras Multicultural Centre Level 2 / 180 London Circuit, Canberra ACT 2601

Phone: (02) 6248 8577

Email: [rto@marss.org.au](mailto:rto@marss.org.au)

Office hours are 9am – 5pm Monday to Friday.

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## ***COURSES PROVIDED BY MARSS AUSTRALIA INCORPORATED***

There are currently no courses available for enrolment.

## ***SELECTION AND ENROLMENT***

MARSS Australia Incorporated accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Enrolment Form. If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated on the Course Outline) such as verified copies of qualifications, CV or other evidence.

If you are applying for Credit you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook below.

You will be contacted within 10 days to let you know the status of your application and to confirm your details. At that point, if your enrolment is proceeding, we will arrange an entry interview to confirm your suitability and support needs. This may be done over the phone or face-to-face depending on your location.

To confirm your enrolment you will be required to sign the Student Agreement we send you and make payment of the deposit amount indicated.

Upon approval of your application, you will be sent further information about how to get started in your course such as when and where you will need to attend, which information or course materials you need to read prior and who to contact if you have any questions.

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## **UNIQUE STUDENT IDENTIFIER (USI)**

### **Unique Student Identifier (USI)**

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

## **CREDITS**

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

MARSS Australia Incorporated can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your /application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

## **RECOGNITION OF PRIOR LEARNING**

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

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MARSS Australia Incorporated has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Please refer to the Course Outline for an outline of applicable RPL fees.

For more information about submitting an application for RPL, contact the head office.

## COURSE LOCATIONS

MARSS Incorporated's Head Office is located at the The Notaras Multicultural Centre, Level 2, 180 London Circuit, Civic, Canberra, ACT 2601.

## COURSE INDUCTION

At the start of your course you will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your first set of learning materials so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

## STUDENT CODE OF CONDUCT

All students are expected to abide by this Code of Conduct during their participation in their course with MARSS Australia Incorporated. Students who do not abide by this Code of Conduct will be followed up through the disciplinary procedures

### 1. Students' rights

All students have the right to:



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- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information MARSS Australia Incorporated holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to MARSS Australia Incorporated on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

## 2. Students' responsibilities

All students, throughout their training and involvement with MARSS Australia Incorporated, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to MARSS Australia Incorporated in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify MARSS Australia Incorporated if any difficulties arise as part of their involvement in the program.
- Notify MARSS Australia Incorporated if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

## WORK PLACEMENT EXPECTATIONS

Throughout a work placement students will be required to:

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- Ensure they work safely in line with workplace organisational policies and procedures
- Undertake tasks under supervision at all times ensuring these are within their abilities and training
- Notify their workplace supervisor if tasks are outside their skill/knowledge level or if they are having any issues with a task
- Advise their workplace supervisor of upcoming visits from their trainer/assessor
- Keep records in accordance with assessment instructions, such as hours logs, supervisor logs or other evidence of participation as directed by your Trainer/Assessor and seek verification by the workplace supervisor where required.
- Advise their trainer/assessor and the Supervisor if they will be absent from a scheduled work day as soon as possible.
- Advise their trainer/assessor if there are any changes to their details or workplace (a new agreement must be signed with each workplace).
- Notify their trainer/assessor if any difficulties or issues arise

### ***COURSE EXPECTATIONS AND REQUIREMENTS***

The training and assessment offered by MARSS Australia Incorporated focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Some of our courses may be delivered in clusters. This means groups of similar units have been packaged together and to avoid repetition. You will receive training and assessment for all units in a cluster at the same time.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally our courses may involve classes, work placement, workplace training and assessment visits and homework.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

### ***ATTENDANCE AND HOMEWORK REQUIREMENTS***

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. You are also required to attend work placement shifts and you might need to see a trainer/assessor in your work placement in order to complete certain assessment tasks. Please notify your trainer/assessor at least 30 minutes prior to class or a scheduled workplace visit if you are unable to attend for some reason. Similarly please make prior arrangements with your work placement provider if you cannot make agreed shifts.

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline.

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## ASSESSMENT ARRANGEMENTS

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

### Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor or sent by registered mail to:

The Theo Notaras Multicultural Centre Level 2 / 180 London Circuit, Canberra ACT 2601

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

### Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your resubmission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

### Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

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Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

## Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

## ***STUDENT PLAGIARISM, CHEATING AND COLLUSION***

MARSS Australia Incorporated has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

## ***SUPPORT SERVICES***

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

MARSS will provide additional support for any students experiencing:

- Disability or access issues
- Issues relating to settlement and community engagement
- Language, literacy and numeracy issues
- Any other issues that may affect their ability to achieve their training goals
- Barriers to completing course components such as work placement (e.g. social or economic barriers)

Services that we can offer to you include:

- One to one mentoring support from trainers/assessors
- Classes to assist with study skills
- Computer and technology support
- Study groups

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- Referral to other relevant external services (such as those listed in the Student Handbook or other specific to the student needs)
- Assigning a volunteer mentor.
- Referral to other MARSS programs such as settlement engagement and support services, legal aid, non-accredited foundation skills training (through ACE funding), volunteer programs, community development and sports programs such as:
  - The following ACE Funded Programs
    - Foundation Workplace English and Communication: will be recommended for students needing to improve Oral Communication, Reading and Learning Skills. Students will be recommended to undertake this course before starting their work placements.
    - English for Work Entry: will be recommended for students needing to improve Oral Communication, Problem Solving, Reading, Planning and Organising. Students will usually complete this after their work placement and before they finish their RTO studies.
  - Other community development programs offered by MARSS such as:
    - English for Living
    - English for Employment
    - Computer Class
    - Road Ready Program
    - Learn to Drive Program
    - Job Ready Program

For all students that have had individual support requirements identified, an Individual Support Plan is developed to outline the strategies used to provide the student with additional support over and above what is normally offered in the course.

Where students require support outside of what MARSS can offer, they will be provided with referrals to specialised community organisations to assist - these external services are outlined in the Student Handbook under External Support Services (below). A range of free and paid online English language resources are also provided in the Student Handbook (overpage).

Contact us at (02) 6248 8577 to discuss your support needs.

## **EXTERNAL SUPPORT SERVICES**

For students requiring additional support with their studies, work or life, MARSS Australia Incorporated provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

### **Reading and Writing Hotline**

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

### **Lifeline**

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available

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in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

### Reach Out

Website: [www.reachout.com.au](http://www.reachout.com.au)

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

### Healthdirect Australia

<https://www.healthdirect.gov.au/>

Phone: 1800 022 222

Symptom checker, medicines and health information.

### MindSpot

<https://mindspot.org.au/>

Phone: 1800 614 434

Free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood. Provides online screening assessments and treatment courses, or can help find local services.

### Butterfly Foundation

Phone: 1800 334 673 website: <https://thebutterflyfoundation.org.au/>

Support for those experiencing an eating disorder and want to talk to someone.

When: 8am to 9pm M-F (no public hols)

### My Future

Website: <https://www.myfuture.edu.au>

Career information and resources provided as a joint initiative of the Commonwealth, state and territory governments:

### Rape & Domestic Violence Services Australia

<https://www.1800respect.org.au/>

Phone 1800 737 732 (1800 RESPECT)

A range of support services are available for people who have experienced sexual assault, domestic or family violence.

### Legal Aid ACT [www.legalaidact.org.au](http://www.legalaidact.org.au)

Legal helpline: 1300 654 314

Canberra based organisation providing legal services to socially and economically disadvantaged people across the Australian Capital Territory. Provider of legal services in most areas of criminal, family and civil law.

## ENGLISH LANGUAGE RESOURCES

### English Central - Free

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<https://www.englishcentral.com/>

A platform full of English language videos that progressively build your comprehension.

**BBC Learning English** - Free/Paid versions

<https://www.bbc.co.uk/learningenglish>

Watch their well-crafted videos and then complete the related activities to increase your knowledge of the English language.

**italki** - Paid service

<https://www.italki.com/>

Choose between native speakers and qualified tutors (more expensive) to have a 1-on-1 video chat with you.

**Aussie English** - free ebook & resources

<https://aussieenglish.lpages.co/ae-guide2/>

## ***YOUR FEEDBACK***

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

You may also be contacted by our regulating body ASQA (Australian Skills Quality Authority) to verbally interview or survey you in regards to the quality of the course we have provided you with or your experience studying with us. It is your choice to participate, responses may be kept confidential on request.

We also welcome feedback from you at any time by email and phone or by completing a Suggestion for Improvement Form, available on request by email or at our head office.

## ***ACCESS TO YOUR RECORDS***

You may access or obtain a copy of the records that MARSS Australia Incorporated holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Administration Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records however there is a cost of 20 c per page for photocopying or printing.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- emailing you reports or exports of data or by providing a link or portal to access records online.

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## Amendment to records

If a student considers the information that MARSS Australia Incorporated holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

## ***NOTIFYING YOU IF THINGS CHANGE***

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, MARSS Australia Incorporated will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or call you. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Student Change of Details Form.

## ***LEGISLATION AND YOU***

As a student, you have both rights and responsibilities under applicable legislation.

### Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, MARSS Australia Incorporated must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. MARSS Australia Incorporated has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with MARSS Australia Incorporated emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.



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- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

## Harassment, victimisation or bullying

MARSS Incorporated is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. MARSS Australia Incorporated will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per MARSS Australia Incorporated Complaints and Appeals procedure and detailed in this Handbook.

## Equal opportunity

The principles and practices adopted by MARSS Australia Incorporated aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with MARSS Australia Incorporated.

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

MARSS Australia Incorporated provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

## National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

## Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

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

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and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

### ***YOUR PRIVACY***

In collecting personal information, MARSS Australia Incorporated complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4) and the Information Privacy Act 2014 (ACT).

Personal information, including sensitive information, is collected from individuals in order that MARSS Australia Incorporated can carry out its business functions. MARSS Australia Incorporated only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

Sensitive information is only collected by MARSS Australia Incorporated if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:

- The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.
- It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.
- It genuinely and reasonably believes that:
- The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
- Unlawful activity, or misconduct of a serious nature, that relates to MARSS Australia Incorporateds functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.
- The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.
- The collection, use or disclosure is reasonably necessary for the establishment, exercise or defense of a legal or equitable claim.

MARSS Australia Incorporated ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.
- Is made aware of any legal requirement for MARSS Australia Incorporated to collect the information.
- Is able to access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.

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- Can make a complaint about MARSS Australia Incorporated if they consider that their personal information has been mishandled.
- Is made aware of any consequences for not providing the information requested.
- Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.

MARSS Australia Incorporated retains evidence that that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process:

<https://www.education.gov.au/privacy-notice-and-student-declaration>

The full privacy policy is available on our website here: <https://www.marss.org.au/rto-privacy>

## ***FEES AND REFUNDS POLICY***

### **1. Information about fees and charges**

- Fee information relevant to a course is outlined in detailed in the Student Agreement and summarised on the Course Outline as well as the MARSS website, detailed fee information is provided prior to enrolment.
- Fee information includes, but is not limited to:
  - compulsory fees
  - additional charges or co-contributions
  - application process for exemptions and concessions
  - methods of collection
  - refund information
- The *Student Agreement* and the *Student Handbook* are provided prior to enrolment, this include this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are asked to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy prior to enrolment.

### **2. Skilled Capital - Tuition Fee amounts**

- Students are required to contribute to the cost of their training
- Students are charged at least the minimum Tuition Fee in accordance with the specific Training Initiative and
- MARSS Incorporated must publish the tuition fee and concession fee amount payable for each Skilled Capital qualification, per delivery mode, on the ACT Qualifications Register.
- A student is eligible for a fee concession if, at the commencement of training they:
  - hold a current Health Care Card or Pension Card, or
  - can prove genuine hardship.
- There are no exemptions available.

### **3. Tuition fee inclusions**

- Tuition fees as applicable to each course are detailed on the Student Agreement and include:
  - All of the training and assessment as well as educational support services required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
  - Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, the student will need to re-enrol into the unit or units in question and will be charged a pro-rata course fee based on the number of units required to be undertaken.
  - One copy of the required text books and learning materials for each student unless otherwise stated on the Course Outline.
  - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion).
  - Additional support services including the delivery of foundation skills training.
- Tuition fees do not include:

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- Any optional textbooks and materials that may be recommended but not required to complete a course.
- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.
- Stationery such as paper and pens or other personal use items such as computers or internet access that may be required to complete homework tasks.
- Printing costs (if required).
- Uniform (if required for placement).
- Re-issuance of AQF certification documents. Re-issuance or additional copies of these documents will attract a fee of \$50 per document plus the cost of postage if required.
- MARSS Australia Incorporated cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

### 4. Skilled Capital Student Completion payments

- Students who successfully complete their qualification are eligible for a completion payment from Skills Canberra. A completion payment will be paid directly to the student upon completion of the qualification and a survey. The completion payment is:
  - \$300 for each qualification
  - \$100 for each skill set

### 5. Payments to MARSS Australia Incorporated

- MARSS Australia Incorporated protects fees that are paid in advance by students by not requiring a student to ever pay more than \$1,500 in advance for services not yet provided, either prior to course commencement or at any stage during their course.
- MARSS Incorporated collects, records and retains all evidence relating to fee transactions.
- Payments can be accepted by electronic transfer, cheque, money order or in person at our head office.
- Students 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.

### 6. Refunds for fee-for-service students

7. No cooling-off period applies as MARSS Australia Incorporated does not use unsolicited consumer agreements (such as tele-marketing, door-to-door selling or direct approach marketing in a public places).
- All course fees for fee-for-service students include an Enrolment Fee (or non-refundable deposit) which will only be refunded where MARSS Australia Incorporated is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
  - A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
  - RPL application fees are non-refundable.
  - Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the *Application for Refund Form*. The application must

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include the details and reason for the request. Students who have not completed a *Withdrawal Form* are not eligible for consideration of a refund or reduction in fees.

- In the unlikely event that MARSS Australia Incorporated or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:
  - Where MARSS Australia Incorporated or any third parties delivering training and assessment on its behalf ceases to operate.
  - Where MARSS Australia Incorporated ceases to deliver the course in which a student is enrolled and the agreement is terminated.
  - Where MARSS Australia Incorporated needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.

In any of the above situations, MARSS Australia Incorporated will automatically conduct a refund assessment of all affected students and issue the refunds due to the Fee Payer accordingly. In these cases there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

- The refund assessment will be based on reviewing the services and/or materials provided to the student and the costs incurred by MARSS Australia Incorporated in the provision such as:
  - Text books or other materials provided
  - Training provided received (e.g. number of meetings/classes/visits etc.)
  - Individual support provided by the trainer/assessor
  - Assessments marked or feedback provided (including RPL)
- The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our *Complaints and Appeals Policy & Procedures*.

### 8. Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our Complaints and Appeals Policy & Procedures.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

### 9. Publication

- MARSS Australia Incorporated will publish in a prominent place on its website the following:
  - Costs for fee for service programs.
  - This Fees and Refunds Policy.

## COMPLAINTS AND APPEALS POLICY

### 1. Nature of complaints and appeals

- MARSS Australia Incorporated responds to all allegations involving the conduct of:

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- The RTO, its trainers and assessors and other staff.
  - Any third party providing Services on behalf of MARSS Australia Incorporated.
  - Any student or client of MARSS Australia Incorporated.
- Complaints may be made in relation to any of MARSS Australia Incorporated's services and activities such as:
  - the application and enrolment process
  - marketing information
  - the quality of training and assessment provided
  - 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 MARSS Australia Incorporated to be reviewed. Decisions may have been about:
  - course admissions
  - refund assessments
  - response to a complaint
  - assessment outcomes / results
  - other general decisions made by MARSS Australia Incorporated

## 2. Principles of resolution

- MARSS Australia Incorporated 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, MARSS Australia Incorporated 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.
- MARSS Australia Incorporated 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, MARSS Australia Incorporated 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

- MARSS Australia Incorporated 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 & Procedures.

#### 5. Making a complaint or appeal

- Complaints about a particular incident should be made as soon as possible after 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 *Complaints and Appeals Form*, or other written format and sent to MARSS Australia Incorporated's head office at The Theo Notaras Multicultural Centre Level 2 / 180 London Circuit, Canberra ACT 2601 attention to the Chief Executive Officer.
- When making a complaint or appeal, provide as much information as possible to enable MARSS Australia Incorporated 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 MARSS Australia Incorporated 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

- MARSS Australia Incorporated 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.
- Complainants and appellants can find an appropriate independent party by calling the Resolution Institute on 02 9251 3366 or by searching the following directory, according to their locality and area of concern: <https://www.resolution.institute/disputeresolverdirectory>
- Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by MARSS Australia Incorporated.



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- MARSS Australia Incorporated may also appoint the independent party to be involved in the resolution of a complaint or appeal where it is deemed necessary.
- MARSS Australia Incorporated 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@education.gov.au](mailto:ntch@education.gov.au)

For more information about the National Training Complaints Hotline, refer to the following webpage: <https://www.education.gov.au/NTCH>

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to MARSS Australia Incorporated's registering body, Australian Skills Quality Authority (ASQA).

ASQA can investigate complaints about MARSS Australia Incorporated in relation to:

- the quality of our training and assessment
- our marketing and advertising practices

#### **For students:**

- ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.
- If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.
- Please refer to the following webpage below before making a complaint to ASQA:  
<https://www.asqa.gov.au/complaints/make-complaint-domestic-students/before-you-make-complaint>
- <https://www.asqa.gov.au/complaints>

### 9. Publication

This policy and procedure will be published in the Student Handbook and on MARSS Australia Incorporated's website.

## ISSUING OF CERTIFICATION DOCUMENTS

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On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

MARSS Australia Incorporated reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where MARSS Australia Incorporated is not permitted to do so by law.

MARSS Australia Incorporated must have a valid USI on file for the student for a qualification or Statement to be issued.

### Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

## POLICY DEFINITIONS

**Appeal** means a request for a decision made by MARSS Australia Incorporated to be reviewed

**ASQA** means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

**Complaint** means a person's formal expression of dissatisfaction with any product or service provided by MARSS Australia Incorporated

**Fee Payer** means the nominated payer of a student's course fees, usually either the student or the employer paying on behalf of the student

**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](http://www.asqa.gov.au)

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## STUDENT FORMS

Name of Form	Reason for use
Marketing Permissions Form	If we want to use your picture, testimonial or other details on our marketing material (e.g. website) we will ask you to complete this.
Credit Application Form	If you want to apply for Credit Transfer
Complaints and Appeals Form	If you wish to complain about our services, or appeal an assessment decision made
Refund Application Form	If you believe you have grounds for a refund
Enrolment Form	If you wish to apply to study with us - also contains the USI authority form which notifies us of your USI or allows us to request creation of a USI on your behalf (required for enrolment)
Student Change of Details Form	Used to notify us if your personal details (e.g. name, contact details, address) have changed.
Withdrawal Form	If you wish to withdraw from a currently enrolled course of study.
Assessment Task Cover Sheet	Please use this when submitting assessment tasks
Suggestion for Improvement Form	If you would like to supply us with a suggestion to improve our services
Request to Access Records Form	To request access to the information we have in your file
Amendment to Records Form	If you believe the information we have in your file is incorrect