



**momentum
collective**
Academy



Student Handbook

ABN 73644 316 656
RTO Code: 45864



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Hello and Welcome

As CEO, I would like to take this opportunity to welcome you on behalf of our team of dedicated trainers and personally thank you for selecting the **Momentum Collective Academy** as your preferred training provider.

We are lifelong passionate learners and ensure our personnel have the appropriate qualifications and experience to deliver with care and understanding, quality learning and assessment outcomes relevant to the training programs you select.

Acting as a catalyst for change **Momentum Collective Academy (MCA)** provides a unique delivery methodology for the individual, the community, and the workplace, enhancing communication, relationships and productivity with a commitment to quality and transformational results.

Our courses are underpinned by our learner-centric philosophy for our design and development of our learning materials. Our focus is on innovation, creativity, and vision for personal and professional development of each student.

Our sound management practices underpin our standards for excellence in client service. Our service standards ensure timely issue of results and your qualification.

MCAMCA PTY LTD looks forward to working with you and wishes you well in your endeavours.

Yours sincerely

Tracey Mackie

CEO

Academy of Mental Health and Counselling Pty Ltd trading as Momentum Collective Academy

ABN 73644 316 656

CONTACT US

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Collective Academy (MCA) provides this Student Handbook for your induction and orientation as an enrolled student.

Student Induction and Orientation

If you have any questions when reading through this handbook, you are welcome to contact us by:

Email: info@mca.edu.au

Phone: 1300 506 710

Students are provided with a clear outline of their course of study and the relevant assessment requirements via our online learning management system referred to as 'eSkilled'.

As a student enrolled with MCA:

- You are offered the opportunity to request extra learning support
- Have the understanding and acceptance of all the details provided in this handbook
- You have understood and accepted Student Requirements and responsibilities as an enrolled student with MCA.

Pre-Enrolment Interview

The Momentum Collective Academy will conduct the pre-enrolment interview in person (or virtually) to support students to:

- Complete an enrolment form
- Discuss and sign terms and conditions of enrolment
- Discuss student and code of conduct
- Determine funding eligibility (if relevant)
- Conduct a language, literacy and numeracy assessment (LLN) and determine that the student meets appropriate language, literacy and numeracy skills and abilities to meet the requirements of their desired training program as per the Australian Core Skills Framework (ACSF)
- Establish the students training and assessment needs
- Explain the training and assessment services involved in the relevant training program including assessment methods that will be used throughout the training program and the mandatory work placement hours and requirements that apply to the qualification
- Explain MCA privacy policy and parties that will have access to MCA reported data on student enrolment and progress.



Within a week after the pre-enrolment interview; MCA will inform the student if their LLN level is suitable for the training program that is being applied for:

- If the students LLN level is not suitable for the training program, advise the student of the LLN outcome, discuss support options available to the person through specialist service providers; and when they could come back for another intake.
- Assess if there is capacity to accept the enrolment based on LLN results with specific conditions outlined on their LLN feedback such as:
 - Assessments must be submitted electronically into MCA portal
 - Advise student of extra additional support strategies if required
 - Access to MCA's online portal
 - Enrolment is reviewed in the event LLN levels hamper progress and competence
 - Advise eligible students of MCA's Induction information which is the final stage of the enrolment process before commencing training and assessment.



Policies and Procedures

Code of Practice

As an RTO, MCA has agreed to operate within the Standards for Registered Training Organisations 2015 and undertakes the ASQA self-assessment against these standards annually.

MCA will act in accordance with the highest level of industry standards to provide vocational education and training in the field of Disability, Mental Health, and Counselling. Our code of practice outlines our operational policies, our commitment to our clients and provides qualified and experienced Trainer/Facilitators and assessors who:

- Undertake their duties with honesty, objectivity, integrity and diligence
- Act professionally and give the highest standards of service to students
- Conduct fair, flexible, valid and reliable competency-based assessments.

MCA through its Code of Practice will:

- recruit students/clients in a responsible and ethical manner based on Access and Equity guidelines
- treat students fairly, with professional concern for their interests and refers to external advice if necessary
- deliver, regularly monitor and review training and assessment services to ensure the interests and welfare of students are maintained
- maintain a policy and procedure for handling student complaints and assessment appeals;
- provide an appeals and grievance procedure and opportunities for reassessment
- provide a suitable learning environment
- act in a way that promotes co-operation and effective relations between the people and organisations who are our clients
- recognise the rights and dignity of students, observing always, the tenets of Anti-Discrimination and Equal Opportunity Laws
- prohibit discrimination in any form
- comply with all Commonwealth, State and Territory regulatory and legislative requirements;
- provide timely and accurate information to government agencies and funding bodies
- maintain accurate confidential and secure training and financial records
- manage student records, securely and confidentially and are available for student access on request
- observe total discretion and confidentiality in all our dealings
- committed to providing quality training with a focus on industry needs and enhances workplace outcomes



- value feedback from students, team members, clients and employers as a basis for continuous improvement
- meet the needs of individual students through the integration of access and equity guidelines in its policies and procedures
- where necessary, will decide the best methods for those students who require language, literacy and/or numeracy support or reasonable adjustment to assessment
- undertake to recognise the qualifications issued by other Registered Training Organisations
- maintain a documented process for the Recognition of Prior Learning (RPL) to ensure it is offered to all students upon enrolment
- ensure course information states all fees and charges are advised before enrolment, course content and assessment procedures are explained, and vocational outcomes are outlined
- has appropriate systems to ensure sound financial and administrative practices and safeguards their students' fees until the course is delivered
- has a refund policy which is fair and equitable
- ensure training courses are marketed with integrity, accuracy, and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons are drawn with any other training organisation or course
- issues Qualifications or Statements of Attainment to students who meet the required outcomes of the courses on MCA's scope of registration, in accordance with all relevant guidelines
- honour all guarantees outlined in this Code of Practice, and understands that if it does not meet the obligations of this Code or supporting regulatory requirements, it may have its registration as a Registered Training Organisation withdrawn
- undertake every opportunity to ensure that this Code of Practice is disseminated, understood and valued by all team members, clients and students
- ensures team members are bound by and committed to, the implementation of this Code of Practice.

Important Legislation which affects the RTO

MCA will ensure it is compliant with Commonwealth and State legislation and regulatory requirements.

MCA will observe laws governing:

- Vocational Education and Training
- Work Health & Safety
- Workplace harassment, victimisation and bullying
- Anti-discrimination, including equal opportunity and racial vilification
- Disability discrimination



- Privacy and confidentiality
- Consumer Rights.

Vocational Education and Training

Vocational Education and Training (VET) is a term used to describe education and training arrangements designed to prepare people for work or to improve the knowledge and skills of people already employed in Australia.

The **National Vocational Education and Training Regulator Act 2011** governs the registration of RTOs in Australia and has as its main objectives standards under the Australian Skills Quality Authority (ASQA) who exercises its responsibilities based on:

- A robust framework of legislation and standards
- A risk-assessment focus
- Active engagement with industry
- A rigorous audit methodology
- Fairness and transparency
- Promoting informed consumer choice
- Accountability
- Accessibility

Workplace Health & Safety (WHS)

The safety of students and team members is of paramount importance in all activities conducted by MCA. MCA is compliant in all policy and procedures with the Work Health and Safety Act, 2011 and the Work Health and Safety Regulation 2011. MCA will inform students regarding WHS issues associated with their learning at the beginning of their course. This will include information regarding emergency exits and evacuation procedures from the building in which the training is being conducted.

MCA will ensure the health, safety and welfare of its personnel. All employees, however, have a duty of care for the health and safety of the staff and students for whom they are responsible. All employees must take care that their own health and safety are not affected by anything occurring or not occurring in the workplace. Due care must be exercised at all times. The organisation will ensure all employees and volunteers have access to first aid equipment within the workplace in accordance with Work Cover requirements. Students have a duty of care under PCBU's (Person's Conducting a Business or Undertaking) and what is considered as 'reasonable practicable' to follow instructions for safe working practices, to work and behave in ways which are safe and without endangering the health and safety of others and/or damage to property.



Any accidents or damaged equipment must be reported immediately to an MCA team member. Students requiring counselling or support are to discuss matters with their Trainer & Assessor and/or Student Coordinator in the first instance. The Trainer & Assessor and/or Student Coordinator will assist wherever possible. However, in the event further action is required, or professional counselling appears necessary, they will refer the student to the RTO Manager who will access appropriate personnel or recommend the services of an appropriate external organisation. Where counselling by external organisations incurs professional fees, payment of these fees will be the responsibility of the student.

Workplace Harassment, Victimization and Bullying

MCA is a harassment and bully free workplace. This applies equally to team members, clients, and students.

Harassment may include:

- Deliberate physical contact, displaying sexually graphic or offensive materials;
- Victimization, bullying or destruction of personal belongings;
- Intimidation, abuse or indecent exposure;
- Persistent staring or rude gestures, obscene or threatening phone calls and letters.

MCA ensures all training and day to day work practises occurs in an environment free of harassment, victimisation, and bullying.

Anti-discrimination

MCA will not support and/or accept any discriminatory behaviour.

Any student, client or team member connected with MCA must not engage in discriminatory conduct. Students, clients and team members should be aware that under current legislation, individuals can be prosecuted and ordered to pay a substantial monetary penalty if found to have engaged in discriminatory behaviour.

What is 'Discriminatory Conduct'?

Discrimination means treating someone unfairly because they belong to a group of people. It is illegal to discriminate against someone because of their sex, race, age, marital status, sexual preference, disability, transgender or trans-sexuality, responsibility as a carer or because of their relationship or association with someone else. It is important to understand the difference between discrimination and equal employment opportunity (often referred to as EEO).



EEO is to ensure workplaces are free from all forms of unlawful discrimination and harassment. They provide programs to assist members of EEO groups to overcome past or present disadvantages.

This means having workplace rules, policies, practices and behaviours are fair and do not discriminate and/or disadvantage people because they belong to a group.

MCA aims to create an environment where all team members and students are valued, respected, have opportunities to develop their full potential and pursue a career path of their choice.

Racial Discrimination

Racial discrimination is when a person is treated less favourably than another person in a similar situation because of their race, colour, descent, national or ethnic origin or immigrant status.

For example, it would be 'direct discrimination' if a real estate agent refuses to rent a house to a person because they are of a different background or gender. It is also racial discrimination when there is a rule or policy that is the same for everyone yet has an unfair effect on people of a race, colour, descent, gender, nationality, ethnic origin or immigrant status. This is called 'indirect discrimination'. For example, it may be indirect racial discrimination if a company policy states: workers must not wear hats or other headwear in the workplace, as this is likely to have an unfair effect on people whose racial/ethnic backgrounds requires covered headwear.

What is Racial Hatred or Racial Vilification?

Racial hatred (sometimes referred to as vilification) is stating or behaving in public in such a way it incites others to hold a negative view based on the race, colour, national, gender or ethnic origin of a person or group of people which is likely to offend, insult, humiliate or intimidate.

Examples of racial vilification may include:

- Racially offensive material on the internet, including webinars, blogs, social networking sites and video sharing sites
- Racially offensive comments or images in a newspaper, magazine or other publication such as a leaflet or flyer
- Racially offensive speeches at a public rally
- Racially abusive comments in a public place, such as a shop, workplace, park, on public transport or at school
- Racially abusive comments at sporting events by players, spectators, coaches or officials.

The Act protects against discrimination in many areas of public life, including:

- Employment – job interviews and recruitment, terms and conditions of employment, training, promotion, being dismissed



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- Education – enrolling or studying in a course at a private or public school, college or university
- Accommodation – renting or buying a house or unit
- Obtaining or using services – such as banking and insurance services, services provided by government departments, transport or telecommunication services, professional services provided by lawyers, doctors or tradespeople, services provided by restaurants, shops or entertainment venues
- Accessing public places – such as parks, government offices, restaurants, hotels or shopping centres.

The Racial Discrimination Act covers situations where a person may feel, because of their gender and or race, you have been:

- Refused employment
- Dismissed
- Denied a promotion, transfer or other employment-related benefits
- Given less favourable terms or conditions of employment
- Denied equal access to training opportunities
- Selected for redundancy
- Subject to harassment

Access & Equal Opportunity

MCA is committed to the development of a working and learning environment that embraces diversity and offers equality of opportunity to both team members and students. MCA will endeavour to ensure equity principles are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. MCA will also ensure all team members are committed to upholding the access and equity principles outlined in MCA's policies and procedures.

MCA will endeavour to meet the needs of individual students through integration of access and equity guidelines in its policies and procedures. MCA team members are responsible for ensuring students understand and implement access, equity and behave in a courteous, sensitive and non-discriminatory manner when dealing with students and other team members.

If you believe you have been treated unfairly in anyway, we ask you to please refer the matter to the Student Coordinator or the RTO Manager who will promptly investigate your concerns.



Disability Discrimination

A disability is defined as 'a physical or mental impairment which has a substantial long-term adverse effect on the individual's ability to carry out day-to-day activities'.

The Disability Standards for Education (2005) ("the Standards") are formulated under the Disability Discrimination Act 1992 (Cwlth). The Standards clarify the obligations of education and training providers to ensure students with disabilities can access and participate in education and training on the same basis as those without disability.

The Standards outlines the process whereby education providers can meet their obligation, which includes a requirement to make reasonable adjustments where necessary.

The process includes:

- Consultation with the student
- Consideration of whether an adjustment is necessary
- If an adjustment is necessary, identification of a reasonable adjustment
- Making the reasonable adjustment.

If an education provider complies with this process, then they have complied with the Standards, and it cannot be said to have discriminated. Even though education providers are required to make reasonable adjustments, they are exempted from making adjustments that would impose unjustifiable hardship on their organisation.

MCA provides equal access to learning and delivery services for all students. Wherever possible, we conduct flexible learning to meet specific needs of individual students. The student enrolment form requires students to self-assess their level of English language capabilities and to indicate any special learning requirements and or support they may require. This includes their level computer literacy.

The learning support strategies used by Trainer/Facilitators/Assessors at MCA include:

- Pre-teaching technical terminology
- Demonstrating procedures
- Providing opportunities for 'hands-on' experience and practice
- Ensuring individual support and advice to students
- Provide literacy support to assist in the understanding of language specific to the industry
- Encouraging students to work at their own pace
- Where necessary inviting students to record training session on an audiotape
- Providing written learning material and illustrations to reinforce the learning



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- Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies
- Recruitment to MCA is conducted in an ethical manner in accordance with Access and Equity principles
- Access and Equity Policy

MCA is committed to providing all students with equitable opportunities to pursue their training and development. This policy and procedure are to be used by MCA to integrate access and equity principles into all training and assessment activities it conducts or is conducted on its behalf.

We will endeavour to increase opportunities for people to participate by providing training programs which consider the needs of all Prospective students.

We will endeavour to ensure equity principles are implemented through the fair allocation of resources and the right to equal opportunity without discrimination.

MCA's trainers will endeavour to meet the needs of individual students through the integration of access and equity guidelines.

Definitions

Access and Equity principles include:

- Equity for all people through the fair and appropriate allocation of resources
- Equality of access for all people to appropriate quality training and assessment services
- Increased opportunity for people to participate in training

Disadvantaged groups may include the following groups who traditionally have been under-represented in Vocational Education and Training (VET):

- People with a disability
- Aboriginals and Torres Strait Islanders
- Women
- People from non-English speaking backgrounds
- People in rural and remote areas
- Long term unemployed

Discrimination can be direct, indirect or systemic.

Direct Discrimination

Direct discrimination is any action which specifically excludes a person or group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it. An action that is based



on irrelevant reasons or circumstances such as personal characteristics (e.g. gender, ethnic origin) is direct discrimination.

Indirect Discrimination

Sometimes the rules, practices and decisions made by a person or organisation treat people the same (in a way which disadvantages some). By treating everyone the same means those who may need individual assistance are not being supported. Therefore, because they will have their chances of opportunity or success significantly reduced, they are being indirectly discriminated against.

Systemic Discrimination

Systematic discrimination occurs when certain groups (because of a group they are in) are disadvantaged because of the way the rules, practices and decisions are implemented. This means that other groups (because of the group they are in) get the advantages of the ways the rules and decisions are implemented. Direct and indirect discrimination contribute to systemic discrimination.

Equity focuses on outcomes. Equity is not concerned with treating people in the same way; it is concerned with ensuring all groups of people participate, can reach their potential, make choices and receive responsive and appropriate products and services and therefore benefit to the same level.

Legislation includes

- Commonwealth Racial Discrimination Act 1975
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Racial Hatred Act 1995
- Disability Services Act 2006

Sexual Harassment is defined by the Commonwealth Sexual Discrimination Act 1984, as when a person:

- makes an unwelcome sexual advance or an unwelcome request for sexual favours;
- engages in unwelcome conduct of a sexual nature, and a reasonable person would have anticipated that the person harassed would be offended, humiliated or intimidated.

The aim of the Access and Equity policy is to remove barriers and to open-up developmental opportunities for all students by creating a workplace and training environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.



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All students will receive fair and equitable treatment in all aspects of training and any employment opportunities without regard to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability.

Students will receive equitable access to resources, facilities, equipment and training and assessment opportunities to ensure the best potential outcomes for success, no matter where or how they are studying.

Entry/admission requirements to courses will be clearly outlined in all Training and Assessment Strategies and in all marketing material, allowing all parties to be well informed in the course selection process.

Admission requirements may include material, academic, physiological and psychological requirements considered to be pre-requisite for enrolling candidates. The enrolment process and the ability of the RTO to support the enrolment of a student is determined based on the student meeting these pre-requisite requirements.

Based on the criteria levels established for enrolment in each course, a range of educational and support services will be provided by the RTO to cater for the needs of students and to support their ongoing training. Allowable reasonable adjustment may be offered for those requiring aids, technology, extra time, alternative assessment methods etc.

A person may be excluded under this policy if they are unable to meet occupational health and safety standards or if their ability to participate poses risks to safety to themselves or others.

All trainers/assessors are responsible to adhere to and be advocates for the policy. This policy will be widely disseminated in the organisation {included to students in the Handbook and/or on the website}.

MCA has a published Complaints and Appeals Policy which provides students and others with avenues to make a complaint or to appeal a decision (including assessment decisions).

MCA's CEO will be the person responsible for the implementation and maintenance of the policy. MCA's policies and procedures will be monitored and reviewed to ensure that they continue to recognise and incorporate the rights of individuals.

MCA will endeavour to ensure access and equity issues are considered during curriculum and resource development by including advisers from a diverse range of groups.

MCA will endeavour to ensure the establishment of non-discriminatory student selection procedures which encourage fair access for all prospective students. The only criteria for student selection are those stated under "Entry Requirements" in the course documentation.

Learning Materials will be presented in a format which enables students to access the information, regardless of their location. The learning materials may also be produced in other formats for those students who are unable to use the original format. Information presented in learning materials will be presented in a manner which celebrates cultural diversity.



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MCA will provide students with a variety of options for demonstrating how they meet the required competencies. For example, students in rural or isolated areas can have the practical elements of their course assessed either in their local area with an approved supervisor, conducted in a major city through practical demonstration, or be assessed via a video presentation. MCA will negotiate an appropriate assessment option for students with a disability or learning difficulties.

MCA will consider alternative learning options to cater for students with varying time requirements. For example, students from non-English speaking backgrounds, students with disabilities and sole parents may have the option to extend their learning over a longer timeframe. This option also enables students to suspend their training for extended periods due to pregnancy, ill health, family commitments, or the need to undertake literacy training to complete their study.

Any student who makes a request for special study consideration including oral assessment and special support shall have their request considered on merit and if denied the student shall be advised of the appeal process. All such requests are required in writing and should be accompanied by supporting documentation whenever possible.

MCA Trainer/Facilitators/Assessors

- Recognise the cultural diversity of all students
- Ensure equal treatment of all students
- Encourage full participation and assist all students to achieve course outcomes
- Provide equal access to resource



Privacy & Confidentiality Policy

MCA acknowledges and respects the privacy of individuals as required by the Privacy and Personal Information Protection Act 1998. MCA collects information from students (or prospective students) to provide information regarding study opportunities, course administration, academic information, and to maintain proper academic records.

Your privacy is important to Momentum Collective Academy. This privacy statement provides information regarding the personal information MCA collects, and the ways in which it uses that personal information.

Please note: Information provided will not be disclosed to any third party unless MCA has written authorisation to do so, or unless required or authorised by law.

MCA takes all reasonable security measures to protect personal information from unauthorised access, misuse or disclosure. MCA will also take all reasonable steps to ensure that personal information which is collected, used or disclosed is accurate, complete and up to date.

Students have the right to access their personal information and can also request incorrect information is corrected or deleted. Access to this information is available by applying in writing to: hello@mca.edu.au.

MCA may charge a fee. Any request for personal information must be accompanied by proof of identity.

All MCA students have access to MCA's online learning management system where their personal information is kept including training plans, training records, completion of units of competency and all assessment tasks.

Personal Information Collection

Personal information collected and used may include:

- Name
- Date of Birth
- Current Address
- Email Address
- Telephone Number
- Other Means of Personal Identification.

Provision of personal information is voluntary, however if this information is not provided by a prospective student, MCA may be unable to enrol the student in a course or supply them with appropriate support.

Upon enrolment, students will be required to produce original photo identification such as a current Drivers' Licence or Passport. Students who are studying remotely will be required to provide certified copies of photo identification.



Momentum Collective Academy may collect and use the following kinds of personal information:

- Information regarding your use of this website
- Information you provide **is for the sole purpose of** registering with the website
- Information regarding transactions conducted over this website
- Information you provide **is for the sole purpose of** subscribing to the website services
- Other information you send to Momentum Collective Academy.

Where MCA discloses your personal information to its agents or sub-contractors for these purposes, the agent or sub-contractor in question will be obligated to use personal information in accordance with the terms of this privacy statement.

In addition to the disclosures reasonably necessary for the purposes identified elsewhere above, MCA may disclose your personal information to the extent that it is required to do so by law, in connection with any legal proceedings or prospective legal proceedings, and to establish, exercise or defend its legal rights.

Securing your Data

MCA will take all reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. MCA will store all the personal information you provide on its secure servers.

Our eSkilled system, internal network, databases and paper-based records are protected from unauthorised access using current technologies and secure premises. All students can only access their own information stored on a secure cloud server through the secure eSkilled Student Portal. Students are allocated personal username and password at the time of their enrolment. Students change their passwords the first time they access the eSkilled System to ensure maximum privacy.

MCA may update this privacy policy by posting a new version on this website. We recommend checking this page occasionally to ensure you are familiar with any changes.

Third Party Websites

This website contains links to other websites. Momentum Collective Academy is not responsible for the privacy policies or practices of any third party.



Consumer Rights and Consumer Protection

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

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

Contractual Agreement

Clients/ Students who enrol in a training program with MCA should be aware they are entering a contractual agreement. With a view to ensuring all candidates are fully aware of their rights and obligations, MCA will design agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include, yet not limited to:

- Wording to encourage prospective client/student to know what he / she is agreeing to
- Clearly explained disclaimers
- No misleading or deceptive behaviour
- No actions, omissions or dialogue (written or verbal) that may force or coerce the candidate
- Fair dealings for disadvantaged client/student

Enrolments, Fees and Refunds

Students must complete an enrolment form prior to commencing a course of study. MCA will acknowledge receipt of all enrolment forms with a confirmation letter sent via email to the student.

Payment of fees, a maximum of \$1000 deposit, must be received 14 business days prior to course commencement. Following course commencement, MCA may require payment of additional fees in advance from students, yet only such, that at any given time, the total amount attributable to tuition or other services yet to be delivered does not exceed \$1500.

The payment of all fees and charges is receipted and dated at the time of payment. All payments are deposited in an appropriate business account.

Cancellations and transfers must be notified in writing within 14 business days prior to course commencement. A cancellation made after that will incur an administration charge. For full details see the Fee and Refund Policy.



Enrolment Terms and Conditions

1. Enrolments will only be confirmed on receipt of a signed enrolment form.
2. Payment **MUST** be received 5 business days prior to course commencement. (either full payment, or a minimum upfront fee).
3. Cancellations and transfers must be notified in writing and within 5 business days prior to course commencement (for a cancellation made after that period and before the commencement of a course, 50% of the course fee may be applied. Cancellations made following the commencement of a course may incur the full course fee.
4. Course date transfers and participant changes after a commencement of the course attract a \$250 administration fee.
5. MCA reserves the right to make an administrative charge against any refund to cover any costs associated with making the refund.
6. Package programs **MUST** be completed in their entirety once commenced.
7. MCA may in its absolute discretion, refund some or all course fees where it determines that there are extenuating or compassionate circumstances.
8. In the case an incorrect eligibility assessment is made, and course fees have been received by MCA, a full refund will be issued.
9. MCA reserves the right to alter course schedules and pricing without notice.
10. Courses are GST exempt unless otherwise noted.
11. MCA reserves the right to amend these terms and conditions at any time to ensure compliance with applicable State and Federal laws.
12. MCA shall not be liable for changes in personal or business circumstances that prevent the student from attending/completing the course.
13. In the event any payment is dishonoured for any reason, the Student/Employer shall be liable for any dishonour fees incurred by MCA.
14. If there is a default of any invoice when due, the Student/Employer shall indemnify MCA from and against all costs and disbursements incurred by MCA in pursuing the debt including legal costs on a solicitor and own client basis and MCA 's collection agency costs.
15. In the event of any breach of this contract by MCA the remedies of the Student/Employer shall be limited to damages which under no circumstances shall exceed the Fee of the Course.
16. Department of Education Skills and Employment collect the required information on this form for the sole purpose of auditing participation and monitoring and reporting training outcomes. The information you provide will be accessed by officers of these departments and by the National Centre of Vocational Education Research, (NCVER) for the above purposes.



Changes to Enrolment

To changes/transfer of the units of competency in which were initially enrolled you must:

1. Discuss with your trainer/assessor to explain the reasons.
2. After your reasons have been discussed you are required to complete the Course Transfer document available from the Student Coordinator.
3. Once this form is completed you will be issued with an acceptance of or rejection of your request.
4. If your change has been accepted you will be issued with a new training plan, noting the changes and reasons for your transfer to the new nominated units.

Total Course Fee

Each qualification, unit of competency or accredited and/or non-accredited course offered by MCA has a specific course fee. The course fee is the maximum fee that may be charged to the student for his / her selected training program.

It is MCA's policy the course fee will be all-inclusive. Client/students will not be 'surprised' by unexpected requirements, fees or expenses. Inclusions:

- All tuition
- Support and coaching
- Learning and assessment materials

Where additional resources normally associated with a program of study are required (for example, reference material, research documents, own computer. Travel, venue hire and/ or catering) the client/student will be clearly advised prior to course commencement. A proposal is forwarded outlining the project and costs and on agreement both parties sign the proposal, and an invoice is generated.

Course fees are available depending upon intending participant's application and available on the MCA Fee Schedule:

- CHC33021 Certificate III in Individual Support (refer to Fee Schedule)
- CHC43515 Certificate IV in Mental Health and Peer Work (refer to Fee Schedule)
- CHC51015 Diploma of Counselling (refer to Fee Schedule)
- RPL fee is \$350 per unit



Refund Policy

MCA protects fees paid in advance and has a fair and reasonable refund policy. All fees paid in advance are separated from the operations of the business. This is achieved by maintaining an MCA account (deposit account) to ensure funds are always available for refund.

The MCA is represented in the accounting system as a separate repository for funds paid in advance and cannot be accessed until the respective students commence training.

MCA operates predominately on a 'fee for service' training business. This means all training programs attract fees. These fees are paid by or charged to the client/student, a government agency or the client/student employer.

An application for a refund is addressed according to the notice given by the person making the request:

- Upon commencement of the course, it is understood and agreed there is no entitlement to any refund of the tuition fees or other charges paid to MCA under the Contract and all outstanding payments will be fully paid by the client/student no later than the specified date.
- Cancellation up to 14 days prior to course commencement will result in administration fees of 5% of normal fees charged, and the balance refunded.
- A partial refund of 50% of prepaid fees will be refunded if a student cancels in writing at least five (5) working days prior to the training commencement.
- A partial refund of 25% of prepaid fees will be refunded if a student cancels in writing at least two (2) working days prior to training commencement.
- In cases of cancellation of a course by MCA, a full refund will be given.
- A deferment of training sessions is possible provided course fees owing at the time are paid in full. Any deferment must be applied for in writing prior to commencement of the determent. The granting of the determent is not automatic and is at the discretion of MCA. If approved, the deferment needs to be fulfilled within twelve months from enrolment.
- The student should note the deferment is for online classes only. The assessment delivery schedule is still expected to be completed within the original 12-month schedule. Additional conditions apply and are contained in the Student Handbook.
- Refunds in special circumstances will be considered on a case-by-case basis at the total discretion of MCA.

MCA may at its discretion, refund some or all course fees where it determines there are extenuating or compassionate circumstances. Where an incorrect eligibility assessment is made, and course fees have been received by MCA, a full refund will be issued. MCA reserves the right to amend these terms and conditions at any time to ensure compliance with applicable State and Federal laws.



Course Information

MCA is a Registered Training Organisation with ASQA. We provide training delivery and assessment services in the areas of Disability, Mental Health and Counselling. A course outline for each course has been developed as a separate document. Please ensure you have received a course outline prior to your commencement of the course. If you have not received the course outline, please notify info@mca.edu.au requesting a course outline.

The course outline provides information on:

- Course name
- Course content
- Qualification name and code
- Course entry requirements
- Delivery dates
- Fees and refund policy
- Nominal duration
- How to access and provide MCA with your Unique Student Identifier: www.usi.gov.au

Course Prerequisites

Outlined are the pre-requisites for student enrolment:

- A student must be 18 years of age or over
- A student must have an adequate command of English
- A student is required to provide a current e-mail address for contact and communication.
- Some courses may have nominated units of competency as prerequisites

Due to the nature and demands of the course and profession, MCA reserves the right to refuse entry to any individual based on their course suitability.

Issuing Certificates

On successful completion of all required units of competency for the program in which student is enrolled, a national qualification will be issued. Students, who do not complete the entire course of study, where relevant, will be issued with a Statement of Attainment for the units of competency successfully completed.

The Qualification or Statement of Attainment is issued as per AQF guidelines and is nationally endorsed and recognised.

Please note: A request to have a qualification and or Statement of Attainment re-issued will incur an administration fee of \$30. All requests must be in writing and provide proof of identity.



Teaching and Learning Methods

Our teaching methods include face to face and online workshops, seminars, webinars, zoom, online learning materials, one-to-one coaching and mentoring, and SKYPE/ZOOM calls if/when required. All instructions are in English.

Learner Support and Reasonable Adjustment

The learning support strategies used by Trainer/ Assessors at MCA:

- Pre-teaching technical terminology
- Demonstrating procedures
- Providing opportunities for 'hands-on' experience and practice
- Ensuring individual support and advice to students
- Encouraging students to work at their own pace
- Providing written learning material

MCA Trainer/Assessors are approachable, able to identify and provide the relevant support and adjustment for students' learning needs.

Delivery and assessment material are modified to suit individual learning needs to accommodate our diverse range of clients. This is undertaken by Trainer/ Facilitators/Assessors in association with the Student Coordinator.

Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies. Any adjustments made must be 'reasonable', so they do not impose an unjustifiable hardship upon MCA. If you feel you require an adjustment to assessment, please talk to your Trainer/Facilitator/Assessor or the Student Coordinator.

Learning Delivery and Assessment Services

MCA's online learning management system referred to as eSkilled, is where all learning, assessment materials including templates can be accessed at any time by a student. Trainers and assessors will record all student activity in eSkilled. This includes Teams/Zoom, telephone and email contact as well as receipt and judgment of assessment tasks. Students will have an up-to-date record of their progress throughout their course.

Learning Delivery

Learning delivered by MCA meets national standards and requirements for registration as a registered training organisation. Each learning program has specific resource requirements for delivery. MCA has in place a system for ensuring suitable resources are available prior to commencement.

Accredited training is delivered against competency standards and course outlines set by the Training Package requirements. Students are advised of the units of competence they are studying. Courses and



programs delivered by MCA are continually updated through industry consultation. This ensures clients/students, have access to current information and learning strategies. Learning is delivered in group workshops, seminars, webinars and lectures, using online learning materials. This blended learning model and flexible delivery of learning strategies provides students with opportunities to select learning methods to best suit their needs.

Assessment

MCA aims to ensure students successfully complete all aspects of the course within twelve (12) to twenty four (24) months. Students will be required to complete all set assessments and be marked as 'Competent' within 24 months from their course commencement.

Flexible Learning and Assessment Policy

MCA prides itself on its flexible learning and assessment procedures and can tailor its training and assessment to suit individuals' needs. Flexibility allows for assessments in a variety of formal and informal ways. Flexible learning and assessment methods may be negotiated with individual students provided the validity and reliability of assessment decisions is assured.

Reasonable learning adjustments include such things as: 'make up hours/ days', video presentations, written material, accommodation for different student learning styles/needs. Adjustments to assessment may also be made after considering the special characteristics of a student. Any adjustments made must be 'reasonable' so as not impose an unjustifiable hardship upon MCA. If you feel you require an adjustment to assessment, please talk to the Student Coordinator.

Conduct of Assessment

MCA conducts assessments in accordance with the Australian Quality Framework (AQF), assessment guidelines for Registered Training Organisations (RTO) and is competency based against the standards outlined in the relevant units of Competency for the nominated qualification.

- Assessment to determine the student's training needs
- Assessment of performance at the end of the units
- Recognition of Prior Learning (RPL)

Assessments involve the collection of sufficient (enough), current (up-to date) and authentic (your own work) evidence to demonstrate a student's competency level. This may include:

- Observation of practical skills
- Assessment of your knowledge and understanding
- Observation of the attitudes demonstrated
- Assessment of skills
- Third party verification



- Knowledge questions and short answers

Assessment Methods may involve:

- Demonstrating your skills
- Participating in a simulation / role play
- Submitting project work or research assignments
- Producing examples of workplace practice
- Answering written and/or oral questions
- Participating in group discussions
- Developing a portfolio of work (evidence)
- Oral presentations to the group

The progressive assessments are recorded as 'Satisfactory' or 'Unsatisfactory'.

The final outcomes of assessment are awarded as 'Competent' or 'Not Yet Competent'. In instances where students are awarded 'Not Yet Competent' a request for re-assessment can be made in writing. (See: Assessment Appeals).

During the program's delivery, individual student's assessment records are maintained by MCA on eSkilled.

Because of the flexible delivery options available, some units involve projects, assessment tasks and a range of other learning activities that are 'clustered'. MCA will provide written project and assessment outlines for these activities and indicate the due date for project/assessment task's completion.

Evidence for assessment is required from both practical and theory perspectives. The assessment tasks relate to activities with the student's workplace and involve the actual conditions faced in the workplace which will demonstrate the dimensions of competency required in task skills, task management skills, contingency management skills and the job role environment skills.

Demonstrated evidence from the workplace is required and will be relevant to the skills being assessed for competence. Collection and submission of sufficient (enough), current (up-to date) and authentic (your own work) evidence to demonstrate a student's competence is required to meet the unit requirements. Where there is insufficient evidence a student will be requested to resubmit their assessment with the extra evidence requests.

No fee will be charged for each resubmission of evidence for a unit of competency. There is a maximum of three resubmissions, after which a student will need to re-enrol in the course and pay the appropriate course fee.



Student and Learning Management System – eSkilled

Students have access to all learning and assessment materials via their student portal in eSkilled. All assessment tasks need to be submitted electronically and therefore either using the online assessment tools or typed or scanned into eSkilled. Generally, MCA will not accept handwritten assignments except where student's computer literacy skills prevent them typing. Assistance will be given to students to improve computer literacy, so they can access the LMS and submit assessment tasks electronically.

Assessment tasks are to be submitted into 'eSkilled' for marking by the due date. Special arrangements for extensions are made available if a student have trouble meeting the timeframes. All requests for an extension must be in writing requesting an extension and nominating the revised submission date.

The competency sign-off sheet details outcomes of the assessment and any further evidence required to achieve 'Competency'. Regular coaching sessions are available to assist student's progress. This can be face to face, via telephone or online.

Please Note:

- a. Only one extension for each assessment task will be granted. If assessments are not received by due dates (or by requested extension date) students may be required to repeat the unit at an additional cost. If an extension is being requested on medical grounds, the medical certificate must accompany the request.
- b. Students who defer after completing online workshops are still required to submit all pertaining assessments within initial specified due dates.
- c. No extensions are provided for assessment tasks when a deferment has been granted.
- d. Students who fail to respond to three consecutive requests for assessment tasks to be submitted will be sent a finalisation letter. If no response is forthcoming to that letter within 14 days, it will be assumed that the student has resigned from the course and their personal file will be closed and archived.

Assessment Process

- a. Assessments are to be completed and submitted electronically in eSkilled by the due date.
- b. Assessments are marked within 28 days of the specified due date and students are advised by email of the outcome, recorded on an MCA's Evidence of Competency sign-off sheet whether "Competent" or "Not Yet Competent". In instances where a student has submitted only part of an assessment of either 'Satisfactory' or 'Unsatisfactory' is recorded on MCA's Evidence of Competency sign-off sheet.
- c. Where a result of "Not Yet Competent" has been awarded, students are advised of the requirements to be awarded a result of "Competent".
- d. Re-submitted assessments will be assessed and students advised by email of the result, as described in point b. above.
- e. Once all assessment tasks have been received and assessed as "Competent" the Certification process will begin.



Reassessment

All candidates assessed as 'Not Yet Competent' are entitled to retraining and reassessment. The assessor and/or service are to ensure that candidates are given adequate retraining time and resources. Feedback must be provided to candidates about the 'Not Yet Competent' assessment decision and advised of the retraining and reassessment times and dates. The reassessment must replicate the standards and conditions of the original assessment but may be a different assessment task from that originally attempted. The reassessment may address that part where the candidate was deemed 'Not Yet Competent' or require a full reassessment as determined by the assessor.

Assessment Appeals Policy

A student can appeal against an academic decision or other procedural matters regarding assessment. Appeals will be accepted up to 14 days from the date an assessment result was received by the student. All appeal outcomes, including reasons for the decision will be communicated to the student in writing.

The appeal process is outlined:

1. In the first instance, students make an informal approach to their nominated Trainer/Assessor with any new evidence or clarification of existing evidence relating to the assessment.
2. Assessment will be reviewed having due regard to the submission and will be responded to in writing within 7 days.
3. Where the student remains dissatisfied with the decision, a request in writing is made to the RTO Manager for an assessor who has not been involved in the original decision, to review the decision. This process may take up to 14 days and the student is advised in writing of the outcome.
4. If a student remains dissatisfied with the decision of the reviewing independent assessor a written request can be lodged with the RTO Manager for a review of the assessment. The student is advised in writing of the outcome of the final review within 14 days.
5. If a student remains dissatisfied with the decision a formal complaint can be lodged under the Complaints Handling and Resolution Policy and Procedure with ASQA.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) are processes that assess a student's prior formal or informal learning against the competencies or learning outcomes of a course/unit to provide partial or total credit.

To assess RPL sufficient (enough), current (up-to date) and authentic (your own work) evidence must be provided by the applicant to identify their current experience, qualifications, skills and knowledge against the requirements of a course.

To apply for RPL, students complete an application form and prepare relevant documentation in the form of a Portfolio of Evidence submitted for review by a qualified assessor.

Please note: to apply for an RPL Application please email: info@mca.edu.au.

The application fee for RPL is \$350 per unit and the full fee for the RPL will be determined once the application has been received. The cost of RPL is determined by course enrolment.



The student is notified whether their application for RPL has been successful or whether further assessment is needed. If further assessment is required, the procedures and requirements are explained. If RPL is not granted the student receives feedback and the appeal process is explained.

A record of the RPL decision is signed by the assessor and the student and placed on the student's records.

Applications for RPL are lodged with the student's application for enrolment and the process is explained before a student's enrolment is finalised. Due to the integrated nature of the course, RPL can only be granted for complete units of study.

To request RPL you are required to:

- Collect and complete the Request for Recognition of Prior Learning application pack from either MCA's website or administration office.
- Check student's skills and knowledge for each unit of competency.
- Collect student's evidence to demonstrate competence. The evidence must be valid (as described in the unit of competency), sufficient (enough), current (up-to date) and authentic (your own work).
- List the types of evidence being submitted for each unit of competency.
- The student submits their portfolio of evidence and the RPL application to the Student Coordinator for assessment.
- In circumstances where the assessor requires further evidence before granting RPL the student may be provided with a challenge test.
- The student will be provided with a written report on the outcomes of their application for RPL. The student will be requested to counter sign the report. This report will be filed in the student's personal file.
- Full payment of the fee for RPL must be received by MCA before the issuing of the qualification and/or Statement of Attainment.

Credit Transfer Policy

MCA recognises participants acquire vocational skills from a variety of different sources outside of formal training. These skills are valid, irrespective of how they were acquired. Credit Transfer is available to participants enrolling in any MCA course program. Credit Transfer involves the awarding of credit towards a qualification, granted to participants based on outcomes gained through participation in courses with another RTO.

Intending participants who believe they have existing skills and knowledge included in MCA programs are invited to apply at the time of enrolment to have their expertise assessed and where appropriate, could have their training time reduced.

Participants can make an application for Credit Transfer during their training program. A Credit Transfer form is available by emailing: hello@mca.edu.au.



Please note: There is no fee for a credit transfer.

Recognition of Other Qualifications

MCA recognises relevant qualifications issued by another RTO under the Australian Qualifications Framework (AQF). MCA reserves the right to contact the issuing body to ensure authenticity. This is an 'automatic' recognition rather than going through an RPL process. This is referred to a Credit Transfer. MCA reserves the right to verify the authenticity of submitted documents as required and to determine the currency of the units of competency/modules indicated on the testamur. Any qualifications and/or statements of attainment issued by another Registered Training Organisations are fully recognised by MCA. Where appropriate, these can be used to reduce a training program's time being offered by MCA.

Participants seeking recognition for other qualifications are required to provide original certificates or certified copies with their application form. To apply for a Credit Transfer email: hello@mca.edu.au

The Student Coordinator or, in some cases, to the course trainer, who will make note of the qualification. This process is typically observed where participants produce a prerequisite qualification for an MCA course they are wishing to undertake.

Qualification Issue

Students are required to successfully complete the full course in which they are enrolled by being awarded competency in the required units of competency within the Nationally Recognised Training Package to receive the qualification.

If the entire course of study is not completed the student will be issued with a Statement of Attainment for those units of competency, which have been successfully completed and Competency Awarded that were from the Nationally Recognised Training Package.

To receive a qualification or Statement of Attainment all assessments must be successfully completed, and a decision of competency is reached on the totality of work. The Student Coordinator completes all paperwork and requests a qualification issue. The CEO validates this request. The qualification or statement of attainment is issued as per AQF guidelines and is nationally endorsed and recognised.

Certification Process

1. Once all individual assessment tasks are submitted by the student and are marked as 'Competent' the student is notified by email.
2. Prior to the Certificate being generated a confirmation email will be forwarded to completing students to confirm their name on the qualification being awarded and their mailing address. This will be mailed to the nominated address provided within 4-6 weeks.



3. The Academy of Mental Health and Counselling Pty Ltd (MCA) will issue students whom it has assessed as competent in accordance with the requirements of the Training Package or accredited course, a qualification or statement of attainment (as appropriate) that:
 - Meets the Australian Qualifications Framework (AQF) requirements
 - Identifies the Academy of Mental Health and Counselling by its national provider number from training.gov.au
 - Includes the Nationally Recognised Training (NRT) logo in accordance with the current conditions of service.

Language, Literacy and Numeracy Support

At the time of enrolment all students asked to determine their literacy level. Some students may be provided with an LL&N assessment prior to their enrolment. This will determine the level of literacy requirements to ensure the student's successful completion. Students are also requested to advise their nominated Trainer/Facilitator if additional LL&N skills are required.

Examples of the type of support that we can offer include:

Literacy

- Providing essential writing tasks
- Considering the use of group exercises for assessments
- Providing examples and models of completed tasks
- Ensuring that documents and forms are written and formatted in plain English
- Using clear headings, highlighting certain key words or phrases
- Providing explanations of all technical terms used.

Language

- Presenting information in small chunks and speaking clearly, concisely and not too quickly
- Ensuring clear instructions are provided in a logical sequence
- Providing many practical examples
- Encouraging questions to be asked
- Asking questions to ensure you understand.



Numeracy

- There is some numeracy required in the short courses offered
- There is a numeracy standard required for higher qualifications
- However, we encourage the use of calculators.

Useful contact is Centrelink Literacy & Numeracy Training telephone number is 132 850

Plagiarism

MCA regards plagiarism and cheating as serious offences. Students using answers or evidence other than their own will not be granted competency and may face disciplinary action.

Special Assistance

When a student has a challenge either personally or related to their qualification, there is an open invitation to discuss this with their nominated Trainer/Facilitator, the Student Coordinator or an MCA team member. MCA also has an extensive referral network.

Students with Physical and/or Intellectual Disabilities

MCA encourages students with physical and intellectual disabilities to participate in learning programs within the scope of reasonable adjustments to delivery process. Information and advice on special assistance and support programs is available by contacting the Student Coordinator.

The goal of our learning programs is the development of a skilled workforce and as such, students enrolled with MCA who have a physical or intellectual disability are encouraged to access funding. Options can be discussed with the Student Coordinator.

Attendance and Absenteeism
Students who are unable to continue with their assessment tasks, and / or learning options for a period of time, are requested to notify MCA in writing and request an application to 'DEFER STUDIES' for approval.

- Deferment is granted **ONCE ONLY** and is not to exceed the proposed course completion date.
- An application to 'Recommence Studies' must be completed and approved by the RTO Manager.
- The return date will be at the discretion of MCA and a re-entry fee of \$250 will be charged.
- After FOUR months if the student has not recommenced study at MCA a reminder letter will be issued to the last advised address.
- After SIX months a letter of discontinuation of the course will be issued to the student.

Please note:

- a. When a student does not apply for deferment and does not attend any classes or complete assignments without WRITTEN notice, they will be considered to have abandoned their enrolment.
- b. It will be assumed the student has resigned from the course and their personal file will be closed and archived. A letter confirming this will be forwarded to the student's address (as per student file details) and sent as an email.



- c. If a student changes their address and contact details at any time during their period of study, MCA must advise us within 7 days.

Student's Personal Contact Details

MCA requires each student to operate from their own individual / work email address. All assessments will be completed in the LMS unless discussed otherwise prior to due dates.

Records Management Policy

MCA ensures each student has access to current and accurate records of their participation and progress via 'eSkilled' student portal. MCA maintains accurate and current records of each student's progress towards and achievement of competencies. The data is recorded on 'eSkilled' and into AVETMISS. When the student has achieved the requirements for completion of the qualification a certificate is issued.

Purpose

This procedure is in place to define the record management policies and procedures in relation to the establishment, integrity, accuracy, management, maintenance, collection, storage, retrieval, security and disposal of MCA's client, Team Members and third-party records and information.

Record Keeping Policy

MCA's administrative records management specifications are determined by regulatory requirements, the business functions, MCA's technologies, risks, evidence requirements, retention and archiving, compliance requirements for external and internal reporting, security, storage and retrieval of information.

MCA' maintains records of program development, program delivery, clients, human and physical resources, and financial and management activities.

The Student Coordinator has responsibility and the delegated authority for MCA's record keeping policies and procedures. This policy reflects the integrity, management, monitoring and maintenance of record keeping procedures.

While the CEO has the overall responsibility, the Student Coordinator continually reviews these procedures with other Team Members to ensure record keeping procedures are maintained, implemented, reviewed and continually reviewed.



Procedure

1. Upon enrolment, student details are recorded on the secure database within the 'eSkilled' system.
2. All fees and refunds are recorded
3. All personal details of students are confidential and only MCA team members directly involved in the welfare of students and/or their results will have access to the files
4. Student's results are archived and kept for 30 years in enough detail to enable the re-issue of an award/ SOA
5. MCA will provide access to a student's own records on written request by the student to the Student Coordinator.

Please Note

- Records of attendance, assessment outcomes and qualifications issued are kept accurate, up-to-date and secure
- Student's personal information may be made available to Commonwealth and State Agencies
- Student records are confidential and available on written request
- MCA keeps student file results for 30 years following their course completion.
- MCA will hold a student's hard copy of assessments on file for 3 years following their course completion
- Students will bear the cost of re-issuing of records and qualifications
- All Students MUST always keep MCA informed of their current address and contact details including the emergency contact person.

Student Behaviour and Disciplinary Policy

Students are expected to behave appropriately in a mature and ethical manner in accordance with the following Code of Behaviour.

It is expected students must:

- Not engage in any offensive conduct or unlawful activity
- Respect and not interfere with any other students' property
- Not remove, damage or mistreat MCA property
- Not wilfully interfere with another's ability to learn through disruption of classes or harassment of any kind
- Not cheat or plagiarise another person's work
- Not engage in any aggressive physical contact with any other person whilst on campus
- Not smoke inside training facilities



momentum collective *Academy*

- Not attend workshops/training sessions under the influence of alcohol or illicit drugs
- Wear appropriate clothing which does not cause undue offence.

Penalties for breaches of this Code of Behaviour, or other unsuitable or disruptive behaviour, will be imposed depending on the nature and severity of the breaches. In certain cases, this may include exclusion from the course or sanctions on the student.

Events involving theft, assault and other acts which are against the law will be immediately referred to the Police. All students are required to abide by the laws that impact on their behaviour and actions towards others.

Suspension or Expulsion

MCA ensures all students receive fair and equitable treatment. If a student is unwilling to adhere to MCA rules and regulations, they may be requested to depart the premises for a specified duration of time stated by the Student Coordinator. MCA reserves the right to suspend students who are unwilling to adhere to MCA Policies & Procedures as stipulated in this Student Handbook.



MCA may implement an immediate suspension in the following situations;

- Theft
- Non-payment of fees
- Disruptive or inappropriate behaviour

The timeframe for suspension depends on the incident(s) and is dependent upon the discretion of the CEO. MCA reserves the right to suspend students.

Procedure is as follows:

STEP 1: A meeting is conducted with the student in question and a verbal warning issued. It is documented on the student discipline register, which the student counter signs. It is filed in the student records.

STEP 2: A second meeting is conducted with the student in question if behaviour has not changed. This generates a verbal warning and is documented on the Student Discipline register which the student signs and is filed in the student's file.

STEP 3: If a third meeting is required, the student will be given a written letter documenting the reasons for the disciplinary action (being suspended or expulsion) and will be asked to show just cause why their enrolment at MCA should be continued. Details are documented in the student's record. No refunds will be given if the suspension or expulsion is the result.

STEP 4: The outcome is provided in writing to the student.

STEP 5: The student has the right to appeal. If the student is dissatisfied with the outcome, they may appeal the decision by requesting an external independent arbiter. The student can formally present their case. MCA will provide a written statement of the appeal outcome.

STEP 6: Each event will be recorded on the Student Discipline Register by the RTO Manager. If an appeal is requested the process will be as per the complaints and appeals policy and procedure of MCA. This dispute process does not prevent the student from exercising the student's rights to other legal remedies. MCA ensures a prompt resolution.

Drug and Alcohol Policy

Any student who attends a workshop/training session or meeting while under the influence of alcohol or drugs may be temporarily or permanently suspended from all current and/or future training.



Complaints

MCA intends to:

- develop a culture which views student complaints as an opportunity to improve the organisation
- ensure any student complaint is resolved promptly, objectively, with sensitivity and with complete confidentiality
- set in place a complaint handling system to prevent complaints recurring
- ensure consistency when handling complaints.

A complaint can be defined as a student's expression of dissatisfaction with an aspect of MCA's services. A complaint may be a student expressing dissatisfaction with, amongst other things:

- the enrolment or induction process
- the quality of training or assessment provided
- access to their personal records, or
- the way they were treated.

Procedure

There are four stages to be followed.

Stage One:

Complaints, Compliments and Suggestions must be submitted in writing on the Suggestion and Feedback Form on the SMS portal. The Student Coordinator ensures the response to the complaint is acknowledged within five working days.

All complaints are dealt with by MCA's representative, who will conduct, where necessary an investigation in an endeavour to resolve the complaint or implement a suggestion. The result of any investigation will be provided in a written report to the complainant as to the process taken to resolve the complaint. When necessary, the response will detail any requirements for a formal interview, that is, when and where to attend.

Stage Two:

If the complaint remains unresolved, the complainant may appeal the decision, in writing, reached in Stage One to the RTO manager. The RTO Manager will appoint a person not involved in the original decision to consult with the complainant and other relevant parties.

Where possible such consultations will be verbal/ online interviews, so the complainant has an opportunity to formally present their case. The complainant may ask another person to act as a support / witness and accompany them to interviews.

The RTO Manager's appointee will endeavour to resolve the issue. Where the complaint is not resolved to the mutual satisfaction of all parties, the Appointee will seek to identify with the Complainant a suitable mutually agreeable independent person or panel to resolve the issue.



Stage Three

If the complaint remains unresolved after the decision of the RTO Manager, there might be a need for an independent mediator. Contact information is available through the Student Coordinator.

Stage Four

If the complaint remains unresolved after the decision of the independent person or panel, the final option to both parties is to seek the Assistance of ASQA. ASQA can be contacted on 1300 701 801, asqa connect or by calling the National Training Complaints Hotline enquiry line on 13 38 73.

More information (including the complaints form) can be found on:
<https://www.asqa.gov.au/complaints/complaints-about-training-providers>

Student Counselling and Support

Students requiring counselling or support should discuss the matter with their Trainer/ Assessor. The Trainer/Assessor will assist wherever possible, however, in the event further action is required, or professional counselling appears necessary, students will be referred to the Student Coordinator who will access appropriate personnel or recommend the services of an appropriate external organisation. Where counselling by external organisations incurs professional fees, payment of those fees is the responsibility of the student.

Student Code of Conduct Agreement

The purpose of this document is to provide all staff and students with the description of the behaviour expected from Students whilst undertaking education and training with MCA.

It applies to use of the organisation's resources, networks, education and support services, whilst in class, undertaking on-line activities, vocational placement activities, traineeships, apprenticeships, or any other academic activity associated with the organisation.

Refer to the supporting appendix which is required to be completed as part of enrolment.



Student Code of Conduct

Students are expected to:

- Act in accordance with the Student Code of Conduct
- Comply with all Commonwealth, State and Territory legislation and regulatory requirements
- Read and comply with the organisation's policies and procedures
- Meet all course requirements to the best of their abilities relevant to the education and training undertaken with the organisation, which includes regular attendance and engagement in learning, academic activities, and meeting the course assessment timelines
- Treat all Team Members and students with courtesy, respect and dignity
- Avoid interfering, or disrupting any training, teaching, learning, assessment, or any other academic activity of the organisation
- Use all learning and support resources and facilities, including IT resources in a manner that does not impede learning, or the learning of other students
- Conduct themselves in a professional manner whilst undertaking vocational placement or other forms of industry related training and assessment activities
- Ensure the organisation's reputation is not adversely affected.

Student Declaration

I, _____ declare that I have read and understand the information provided to me and I will undertake to comply with Momentum Collective Academy's Student Code of Conduct.

Of (address):

Signature:

Date: