



# Student Handbook

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RTO 6139 - Ashtrail Pty Ltd



**High Risk  
Licencing**



**Plant Operator  
Tickets**



**Traineeships &  
Apprenticeships**



**Industry Short  
Courses**



**Heavy Vehicle  
Licences**

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## **WELCOME**

Thank you for choosing Major Training Group as your Registered Training Organisation (RTO). (RTO 6139) Ashtrail Pty Ltd. By deciding to undertake training with us you are taking a positive step towards building a better future for yourself.

We offer a diverse range of qualifications and short courses. We have a strong reputation for providing quality outcomes in apprenticeships, traineeships and all levels of training from custom developed corporate to short course training.

We are committed to ensuring that our training is delivered in a professional manner to meet the needs of business and students. Once again, welcome to Major Training Group and I wish you every success with your studies and career journey.

*Matthew Tenkate*  
General Manager

## **ABOUT MAJOR TRAINING GROUP**

Major Training Group is a highly respected nationally Registered Training Organisation (RTO) and is currently offering quality training for:

- Construction & Civil Inc(General Safety Induction (Construction Industry)
- Engineering & Automotive
- Mining
- Business
- Transport & Logistics
- Heavy Vehicle Driver Training & Licensing
- Earthmoving Machinery
- High Risk Licences

Major Training Group is required to be compliant with the VET Quality Framework at all times, including the Standards for RTOs 2015. Major Training Group's compliance with the standards is monitored by the national regulator, the Australian Skills Quality Authority (ASQA).

This handbook is designed to help you understand the policies that Major Training follows in ensuring that you receive quality training services and outlines your rights and obligations as a student with Major Training

Major Training will only enrol students who

- have made an informed decision about their course of learning through information provided via Major Training staff, this Student Handbook, or the website, and
- agree to abide by Major Training's policies and procedures, code of conduct and WHS obligations.

## BEFORE YOU ENROL

### Training And Assessment – What’s It All About?

As a nationally registered training organisation training and assessment services provided by Major Training are developed to meet the requirements of the VET Quality Framework.

Nationally recognised training programs such as Certificates and Diplomas are **competency based** which means that training and assessment activities or recognition of your skills and knowledge focuses on your ability to apply relevant knowledge and skills to actually demonstrate your performance of workplace tasks to a standard specified by that industry.

The specific skills and knowledge required for workplace application are detailed in what we call Units of Competency and these may be delivered on their own, or ‘packaged’ together by Major Training to make up a short course or a nationally recognised qualification, based on Major Training’s consultation with that industry area and the requirements specified in the Training Packages.

To be considered competent in any Unit of Competency you must be able to demonstrate the required skills and knowledge to complete work tasks in a range of situations and environments. This will include demonstrating your skills in real work situations or in simulated applications, over a period of time.

Your trainer will collect evidence to be confident that you have the required knowledge and are able to perform the specified competency or task/s to the required standard over a period of time.

Your evidence (assessment) must demonstrate the following:

- That you can do the job or task to the required standard
- That you understand why the job should be done in a particular way
- That you can handle unexpected issues or problems
- That you can work with others ‘in a team’
- That you can do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- That you know the industry or workplace legislation, rules and procedures

Competency based training and assessment is all about providing you with every opportunity to develop competencies. If your evidence (assessment) does not satisfy the assessment requirements (criteria, benchmarks) your trainer will provide feedback and possibly additional support (such as allowing you the opportunity to provide additional evidence, do more research or practice skills before you demonstrate them again) and may negotiate additional or alternative assessment for resubmission or re-assessment.

As part of our enrolment process, you should discuss your training and assessment program with Major Training’s staff to ensure you understand the course or qualification and the training and assessment requirements prior to enrolling.

The staff member will give you the opportunity to discuss:

- any questions you may have about the course in detail including
  - the course duration
  - participation or progress requirements
  - assessment requirements
  - industry or workplace requirements, if applicable
  - learning resources
- whether you have any existing qualifications or training, or skills that could be recognised in this program.

### **Assessment at Major Training**

It is your responsibility to retain a copy of any assessment submitted.

Major Training is obligated to retain your completed assessments for a minimum of 6 months, and sometimes up to 6 years.

### **Re-assessment**

If you are assessed as “Not Satisfactory” in any assessment activity (whether it is a practical demonstration, theory exam, assignment, etc) you will be able to undertake a re-assessment within a maximum of two (2) weeks of the date of notification of the outcome. If the assessment item is not re-attempted or at least arranged to be re-attempted during this timeframe, you may be required to attend classes for that unit again and may be charged accordingly.

### **Missed Assessments**

You are required to undertake all assessments as scheduled. If you miss an assessment you will be required to present a doctor’s certificate and will be required to reschedule the assessment within two (2) weeks of the original assessment.

### **Special Consideration and Deferred Assessment**

On occasion, circumstances may prevent you from participating in or undertaking an assessment or handing in an assignment as scheduled. In these cases you are asked to put your circumstances in writing and submit them for consideration. Applications to defer assessments must be received at least three working days prior to the examination or assessment date. All considerations will be assessed on a case-by-case basis.

### **FEES and CHARGES**

Major Training’s course fees are available on enquiry from the administration team.

#### **Fee for Service Students**

A minimum deposit of 50% of the total course fees is payable when booking your course (except general Safety Induction, white card course where payment must be made in full).

The balance of the course fees are to be paid in full prior to the commencement of the course, unless other arrangements have been made in writing with the pre-

approval of the General Manager (such as payment made upon receipt of an invoice or expenditure voucher /authority).

As well as providing 'fee for service' training, Major Training is also a pre-qualified supplier under the Queensland Government's VET Investment Plan to offer government funded training in:

- Certificate 3 Guarantee programs and
- User Choice (Trainee and apprenticeship funding)

Eligibility conditions apply. More information is available at:

<http://training.qld.gov.au/individuals/subsidised-training-incentives/index.html>

### **User Choice**

Major Training is required by the Qld Government to charge all students a 'contribution' fee (\$1.60 per nominal hour for each unit of competency at July 2015), which is calculated according to the individual units undertaken. The student contribution fees, and any additional negotiated employer fees, are specified on the enrolment forms as signed and agreed to by the employer & trainee. Payment of the compulsory student contribution fees is at the discretion of the employer, meaning these fees can be paid by the employer or passed onto the student. Under the user-choice contract student fees are payable by the student. However this can be negotiated with your employer. 'Regardless of who is responsible for these fees – the student contribution fee will be invoiced 50% on Commencement and 50% at Completion of the apprenticeship/traineeship. If the student is withdrawn or cancelled prior to completing in full, the fee's will be invoiced / credited pro-rata for subjects completed.

### **User Choice Partial exemption of fees and charges:**

Where the student falls into one or more of the following exemption categories no more than 40% of the student contribution fee will be charged:

- Under the age of 17 at the end of February in the year of training commencement, and the participant has not completed year 12;
- Holds a health care or pensioner card issued under Commonwealth law, or is the partner or a dependant of a person who holds a health care card or pensioner concession card, and is named on the card;
- The Participant provides the RTO with an official form under Commonwealth law confirming they, their partner or the person of whom the participant is a dependent, is entitled to concessions under a health care card or pensioner concession card; or
- The Participant is an Aboriginal or Torres Strait Islander person.

A copy of a current concession card must be received before the discount is applied.

## Certificate 3 Guarantee

To be eligible for the Certificate 3 Guarantee government subsidised fee you must

- not hold or be currently enrolled in a certificate III or higher level qualification (does not include qualifications completed in secondary school)
- be 15 years or older
- have completed or left secondary school
- be an Australian citizen or permanent resident residing in Queensland, or New Zealand citizen permanently residing in Queensland

You may also be eligible for a concession fee, if you meet the government subsidised fee requirements, as well as one of the following criteria:

- be Aboriginal or Torres Strait Islander
- have a current Centrelink Pensioner Concession Card or Health Care Card
- hold a Department of Veterans' Affairs Pensioner Concession Card.

Proof of eligibility may be requested to support your concession status, such as:

- proof of I.D. (e.g. birth certificate, student ID with photo, passport, driver's license)
- advice from Department of Education and Training (DET) that Abstudy has been approved
- a declaration from the local Aboriginal and Torres Strait Islander community group

Payment of the full co-contribution amount is payable prior to course commencement.

## Fees

- White Card reissue \$40
- Load shifting card reissue \$50
- Certificate posted \$20
- Certificate re-emailed - aXcelerate \$10
- Certificate re-emailed – Powerpro \$20
- Log Book reissue - \$20
- Training Record Book reissue- \$40
- Urgent certificate processing fee- \$25
- Training Administration fee- \$50

## REFUNDS

### Fee For Service

Refunds If you are a fee for service student and you withdraw from your course **less than 72 hours'** notice (3 full working days) from the commencement date, the 50% deposit is not refundable. Fees will not be refunded if:

- you withdraw from the course after the commencement of the first scheduled day/date of training or induction (if RPL program);

- you do not start on the agreed date;
- you withdraw from the course before completion

\*The term “commencement” refers to the first scheduled day of the program to be attended (whether you attend or not) If arrangements have been made for the course to be invoiced and you do not commence the course or withdraw after commencement an invoice will still be issued for 50% value of the total course cost. If you withdraw or cancel prior to commencement with more than 72hrs notice, Major Training will also cancel any remaining payments that have been scheduled in respect of the enrolment if any payment or invoice plans have been negotiated.

## **Funded programs**

Where training has not yet commenced;

A refund (less Admin fee), of any monies paid, will be provided to students who have enrolled in a course who have subsequently cancelled 72 hours' notice (3 full working days) before training delivery has started.

After course commencement;

Refunds (less admin fee) will be made, proportionately, for any units of competency within a qualification not yet commenced or completed.

For Certificate 3 Guarantee programs, the full course contribution fee will be divided by the number of units in the full qualification to establish a unit fee. The refund shall be equal to the fee for the number of units not yet commenced or completed In all cases, a Statement of Attainment will be issued for all units completed prior to withdrawal.

The only exceptions to the refund rule are bereavement, illness (a medical certificate must be provided) or extreme personal hardship. Each and every situation is considered on its individual merits and you should apply in writing for a refund decision to be considered. If you are not satisfied with the decision made by Major Training, you may apply for a review of the decision, in accordance with Major Training's compliant and appeal policy.

**Activated Withdrawal** If you fail to attend classes, and/or fail to submit course work for any (sufficient to impact your progression) period of time Major Training will attempt to contact you to determine your intentions to continue in the course. If you are unable to be contacted after three attempts Major Training may initiate Major Training Activated Withdrawal process from which a student is considered to be withdrawn and all fees paid to date are non-refundable.

To recommence after an activated withdrawal students are required to submit a new application and may be treated as a new student. The acceptance of the refund policy and procedures and the availability of a complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws.



## **Construction Skills QLD (CSQ) Short Course**

Major requires a minimum of 72 hours' (3 full working days) cancellation notice prior to commencement of a course to receive a refund (less admin fee). Cancellations with LESS than 72 hrs notice, the 50% deposit is not refundable. You would need to re-apply for any future funding

### **Terms and Conditions of Training**

Clause 8 (f) on Major Enrolment Form

You must give Major a minimum of 72 hours' notice for cancellation of training. You will be liable to pay the amount equal to 50% of the amount that would have been payable under a quotation had you not cancelled the training, together with any travel costs incurred by Major as a result of late cancellation. All refunds or credit claims must be made within a 90 days period from the date of the cancelled training and will incur an admin fee.

### **Activated Withdrawal**

If you fail to attend classes, and/or fail to submit course work for any (sufficient to impact your progression) period of time Major Training will attempt to contact you to determine your intentions to continue in the course.

If you are unable to be contacted after three attempts Major Training may initiate Major Training Activated Withdrawal process from which a student is considered to be withdrawn and all fees paid to date are non-refundable. To recommence after an activated withdrawal students are required to submit a new application and may be treated as a new student.

The acceptance of the refund policy and procedures and the availability of a complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws.

## **PRIVACY AND YOUR PERSONAL INFORMATION**

Major Training complies with the Privacy Act 1988 (Commonwealth) and with the Privacy Amendment (Enhancing Privacy Protection) Act 2012, which specifies the way organisations must collect, manage, use, secure, disclose and dispose of personal and sensitive information. All Major Training employees are required to comply with the Act.

As a nationally registered training organisation, Major Training is required to collect personal information for collecting statistical data as prescribed by government regulators and the Australian Government.

As part of the enrolment process, Major Training will collect personal information that is required for the purposes of delivering the program to you, or in meeting

government reporting requirements and it will only be used for the specific purposes for which it is collected. Personal information will include:

- Contact information such as name, organisation, position, address, telephone, and email, emergency contact, employment and educational histories, referee reports, date of birth and marital status.

Sometimes information collected may be regarded as sensitive such as

- 'Disability' and 'long-term impairment status' (health); and 'indigenous status', 'language spoken at home', 'proficiency in spoken English', 'country of birth' (implies ethnic/racial origin).

This information is specified in NCVET statistical data elements and is collected for national data reporting requirements.

Major Training strongly encourages you to identify in your enrolment form or advise Major Training staff or trainers directly if you do have any issues (such as literacy, language or numeracy, physical or learning issues) that may impact on your training or assessment. By knowing this information, Major Training will be able to support you with appropriate resources, or make reasonable adjustments to the program to assist you. They will not disclose this information except for the purpose of assisting your learning.

If you choose not to provide this information during enrolment, Major Training may not be able to provide the necessary services to you.

### **Disclosure of personal information**

Major Training will not disclose the information to a person, body or agency (other than the individual concerned) unless:

- the individual concerned is reasonably likely to have been aware that information of that kind is usually passed to that person, body or agency;
- the individual concerned has consented to the disclosure;
- the RTO believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the student or of another person;
- the disclosure is required or authorised by or under law; or
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

### **Unique Student Identifier**

Major Training is only allowed to issue qualifications or a statement of attainment to students who provide their Unique Student Identifier (USI).

A USI is effectively an individual's account or reference number that allows you to access all of your training records, entered in the national vocational education and training (VET) data collection.

The USI will make it easier for you to find, collate and authenticate your VET achievements into a single transcript and:

- link information about your VET achievements, regardless of where you studied
- enable you to easily access secure digital transcripts of your achievements
- give you access to, and more control over, your educational information
- ensure that your VET records are not lost

You will be able to conveniently obtain a complete record of your VET enrolments (from January 2015) and achievements from a single online source.

Training organisations will be able to verify your identity via your USI and confirm your achievements to determine pre-requisites, credit transfer and Recognition of Prior Learning (RPL).

If you have a USI you will need to provide Major Training (and other RTOs you may study with) with your USI on enrolment (or prior to results being finalised). To obtain a USI visit <http://usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx>

The USI is available online and at no cost to you.

As long as you have provided Major Training with your USI, you will receive your qualification or statement of attainment directly.

### **Managing Your Information**

Major Training commits to taking all reasonable care to ensure that information we hold, use and where appropriate disclose to others about you is correct and current.

The accuracy of this information depends largely upon you providing us with details (within 7 days of any changes) such as:

- Your current address;
- Current telephone numbers;
- A current email address.

You may access your information, including records of your learning progress at any time. If you find any errors in the records please advise us immediately so that the corrections can be made.

### **LEGISLATIVE INFORMATION**

As a nationally registered Training Organisation, and an Australian business, Major Training has a legal obligation to:

- a. Maintain adequate, current and appropriate insurance.
- b. All enrolled students are provided with legislative and regulatory advice that may impact on their participation in vocational education and training through course orientation information and scheduled orientation events.
- c. All enrolled students are provided with advice concerning the procedures required to access relevant commonwealth state and territory legislation and regulatory requirements during the enrolment process

During your day-to-day work practices and when participating in training with Major Training, you need to be aware of the relevant legislation (Acts of Parliament) that may impact on you, both about your industry and the training outcomes.

While Major Training and your employer have to meet certain requirements of these Acts, the onus is on you, the student, to make yourself familiar with this legislation.

Copies of State and Federal legislation can be found at your local library or on the Internet at:

- <http://www.legislation.qld.gov.au/Legislation.htm> (State) and
- [http://www.austlii.edu.au/au/legis/cth/consol\\_act](http://www.austlii.edu.au/au/legis/cth/consol_act) (Federal).

Legislation that may be relevant to you includes:

The VET Quality Framework including:

- National VET Regulator Act 2011 (Cwlth)
- the Standards for Registered Training Organisations 2015
- Further Education and Training Act 2014
- Work Health and Safety Act 2011  
Work Health and Safety Regulations 2011
- Privacy Act 1988 & Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cwlth)
- Anti-Discrimination Act 1991
- Disability Services Act 2006
- Fair Work Act 2009
- Child Protection Act 1999
- Transport Operations (Road Use Management) Act
- Transport Operations (Road Use Management) Regulations (Various)
- Australian Dangerous Goods Code, Sixth Edition (ADG Code), Vol 1
- National Transport Commission (Road Transport Legislation — Driving Hours Regulations) Regulations 2006

You will be advised of legislative and regulatory requirements specific to individual units of competency

## **LEARNER ENGAGEMENT**

### **Access and equity**

Major Training is committed to providing and promoting non-discriminatory and inclusive practices and processes to provide equal opportunities for everyone to achieve their learning outcomes.

All staff and contractors employed or engaged by Major Training are obliged to comply with this policy.

To ensure that the learning environment is free from harassment, discrimination and victimisation, Major Training will ensure that it:

- uses the same recruitment and admission process for all applicants;

- bases admission to courses and programs solely on availability of places and the applicant satisfying course/qualification and payment requirements (if applicable);
- provides all applicants with adequate information and support to enable them to select the most suitable program for their needs.
- considers issues relating to access and equity when specifying course entry requirements and prerequisites;
- offers flexible course design including recognition of qualifications and statements of attainment from other RTOs and recognition of prior learning
- takes into account the requirements of students with a disability when designing courses
- provides inclusive and non-discriminatory learning materials
- ensures language, literacy and numeracy requirements are consistent with the vocational level of the qualification
- adapts assessment where necessary and possible to meet student needs
- provides students with the right to appeal an assessment or recognition decision
- gives all students an equal opportunity to demonstrate competence including through making reasonable adjustments for learners with a disability or special need according to individual circumstances. This may mean providing the appropriate services and/or facilities for student learning and assessment including:
  - the use of adaptive/assistive technology
  - educational support
  - alternative assessment methods
  - extra time to complete a course or assessment
  - learning support for basic literacy or numeracy difficulties

Major Training is committed to ensuring that all students have a reasonable chance of achieving an outcome, whether a unit of competency or a qualification. For this reason, they may advise applicants to consider alternative career or course choices if there is reasonable doubt about an applicant's aptitude to manage the course work (with reasonable additional support), attitude to meet industry requirements or a genuine interest in pursuing a career in this field.

All students will be required to complete an enrolment form once the pre-course information has been received and the course selection has been made. If you are training on site at the Major facility, you will be given a site specific induction where appropriate. Students enrolled with Major but training at their own workplace will be aware of their own workplace requirements.

### **Induction and Enrolment procedure – Apprentices/ Trainees only**

Major Training will meet with the employer and discuss potential training courses and opportunities that are offered by the company. Once the employer has decided what training they want to do Major Training will then finalise the training requirements with the employer and trainee. This process will include details of the proposed

course duration, content, cost, any other associated fees including government incentive payments, qualification achieved, probationary period, registration process and time frames. The enrolment procedure includes discussing certain roles and responsibilities with you and your employer (the induction) and filling out the following forms:

- *Training Contract* – this is a legally binding document that forms an agreement between you, your employer and the Queensland Government for you to participate in a recognised training program.
- *Major Training Enrolment Form* – for our records.
- *Major Training Plan* – this sets out the detail of the training you will undertake and an approximate timetable for completing the training.
- *Major Terms & Conditions Contract*
- *Unit Selector*
- *Support Indicator Tool*

Once the above forms are completed, the Training Contract will be lodged with the Department of Education and Training within 30 days of your commencement date. DET will then advise you whether or not you have been successfully registered. This does not occur until after a probationary period.

Once registered, DET will send you a copy of the Training Contract along with a letter that will show your registration number. It is extremely important for you to advise your trainer and/or Major Training of this as soon as possible so that training can then commence.

Once you have informed your trainer of your successful registration they will arrange to visit you and commence induction and training.

Induction will involve discussion of all topics in the Student Induction Handbook, as well as sharing information with the trainer about your workplace and tasks, vocational intentions etc. Teaching/learning methods will be discussed and assessment procedures.

Major Training endeavours to make training visits at a minimum of one-month intervals in the metropolitan areas. This may extend to two-month intervals in country areas.

## **Progress**

Major Training wants you to achieve the best outcomes in your training.

At times you may have difficulty in keeping up with your learning activities, completing assignments, or demonstrating competence in assessment activities. There can be very good reasons for this which are sometimes beyond your control. Major Training continuously monitors your engagement and will provide regular contact and support to ensure you have every opportunity to complete your studies.

- However, you are also expected to ensure you make satisfactory progress in your studies. If you are having difficulties in the progress of your study, you are expected to take all possible steps to improve your performance and follow the guidelines below:
- If you are having difficulty maintaining acceptable progress, you must discuss the situation with your trainer and/or Major Training administration as soon as possible.

(In certain circumstances, for example if you are a carer, fall ill or have a disability, you may need to negotiate a reduced study load over a more extended period of time or make application to defer your studies for period of time)

- Approval for requests for extensions for any assessment is at the discretion of Major Training and should be made in writing. Requests for extensions will only be considered if they are received prior to the scheduled end date of the enrolled unit, and if all fees have been paid.
- If you are not intending or not able to continue the program, you should advise us as soon as possible.

### **Support Services**

Major Training is committed to ensuring that all students receive adequate learning support to ensure their full potential is reached. Therefore, Major Training ensures that:

- The learning and support needs of all students is assessed upon entry into a program.
- All students are aware of how to access the services they require to successfully complete their training and assessment program.
- Feedback is collected about Major Training's provision of support services and the feedback is systematically collated, analysed and used to improve training services.
- 

### **CODE OF PRACTICE & STUDENT SERVICE CHARTER**

Major Training's Code of Practice outlines our commitment to you in the provision of high quality education and support services and your rights and responsibilities as a student at Major Training including standards of acceptable behaviour required by all students.

#### **Our Commitment to You**

Major Training is focused on meeting your needs. We promise to:

- a. Understand the needs of our students, staff and the industries in which we operate or do business with.
- b. Understand your specific needs and be flexible in our approach to serving you.

- c. Operate professionally and always conduct business in a sound, ethical and fair manner.
- d. Employ staff who are knowledgeable, qualified, and objective, experienced and always act with integrity.
- e. Treat your information confidentially, protect your rights to privacy and ensure the accuracy and integrity of the information we hold about you.
- f. Respond to student and industry needs and remain competitive within our market.

### **Educational Guarantee**

Major Training is committed to providing excellence in training and education and commits to:

- a. Providing quality training and education services in the Vocational Education and Training sector in Australia.
- b. Meeting and striving to exceed the requirements of the Standards for Registered Training Organisations.
- c. Delivering training, assessment and support services that are flexible to the needs of our students.
- d. Producing professional graduates who are appropriately trained, job-ready and have the employability skills expected by industry.
- e. Developing courses and assessment processes that meet industry demands, catering for a range of learning styles, and which are flexible for a diverse range of student needs.
- f. Engaging with industry by participating in and/or facilitating relevant professional associations, networks, focus groups and steering committees.
- g. Maintaining a supportive learning environment that is conducive to the success of our students, clients and staff.

### **Your Responsibilities**

As members of a learning environment you are expected to:

- Treat all others with respect and courtesy
- Treat others equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction
- Respect the opinions and views of others
- Avoid any conduct that might reasonably be perceived as sexual, racial, or gender-based harassment or otherwise intimidating
- Participate in learning, maintain consistent levels of study, and submit assessments on time
- Take personal responsibility for your own learning, and maintain reasonable study progress, including proactively seeking additional assistance if required or notifying us of any difficulties;
- Familiarise yourself with, and abide by Major Training's policies and procedures as detailed in this Student Handbook
- Ensure that all work submitted is your own
- Prepare appropriately for all assessment tasks
- Adhere to Work Health and Safety Legislation and report any perceived safety risks as they become known



- Notify Major Training if your personal information or contact details change

## **Student Rights and Expectations**

As individuals, students enrolled with Major Training can expect:

- To be treated with courtesy and respect
- To be treated equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction
- To be able to freely communicate and voice alternative points of view in rational debate
- To participate in a learning environment free from sexual, racial, gender-based, or other forms of harassment
- To rely on the protection of personal information
- To be able to access your personal records
- To be provided with timely and accurate information about your course(s), enrolment, and all administrative matters
- That assessment with in course(s) will be equitably and appropriately implemented
- That the facilities and equipment you use are safe, and comply with workplace health and safety guidelines.
- To provide honest and constructive feedback to us on the quality of our training and assessment, support and other services

If you are unsure about what is the right thing to do in any circumstance, you are encouraged to ask advice from staff. They are here to help and assist where possible.

Behaviour contrary to the code of conduct, including academic misconduct such as cheating and plagiarism (see below re copyright) will not be tolerated and sanctions (penalties) may be imposed on people who breach this code of conduct including:

- Suspension or exclusion from Major Training programs, or withholding of results.

Disciplinary actions, other than those requiring recommendations for suspension or expulsion, are intended to be remedial rather than punitive and will be implemented only after all other good teaching techniques and strategies have been exhausted (such as supporting students towards positive behaviour, following up concerns with students etc)

As much as possible and wherever appropriate, informal resolution and or mediation will be used to resolve issues of individual behaviour before recourse to formal disciplinary procedures.

You should appreciate that serious offences such as sexual harassment, racism, assault (including verbal), attending a course under the influence of alcohol or drugs, or unlawful activities are highly likely to attract a suspension or exclusion. Such suspensions may be applied immediately, obviously impacting on your ability to continue or complete your course. Please be aware that external

authorities, such as the police, will be alerted where a student's conduct breaks the law.

For minor breaches of the code of conduct you will receive a warning asking you to rectify your behaviour. This may be a verbal reminder of the expected behaviour or an official written warning. Sanctions may be applied however, including suspension, for consistent minor breaches of the code of conduct.

### **Behaviour Management**

In accordance with the Student Code of Practice and as part of a student's personal commitment to student rights and responsibilities, Major Training endorses and expects high standards of behaviour and decorum from all students.

A display of any of the following behaviours is regarded as conflicting with Major Training code of practice and may lead to disciplinary action:

- Disobeying a reasonable trainer or staff member request
- Rude or derogatory behaviour or action
- Disruptive behaviour
- Non-attendance or non-participation

Failure to heed verbal and written warnings, in ongoing situations of non-compliance and misconduct, will result in further disciplinary action at the discretion of the General Manager.

### **Copyright and Academic Integrity**

In accordance with the Copyright Act 1968 (Cth), for study and research purposes, you are allowed to copy:

- One chapter or 10% of a book; or
- One chapter, or 10% of the number of words of text materials in electronic form; or
- One article per issue of a journal, magazine or newspaper – or more than one article if each article relates to the same subject matter.

Internet material, artist, dramatic, film, and musical works are also covered by copyright legislation.

You should remember to reference carefully the copyright works you use in order to avoid plagiarism, which is considered to be 'academic misconduct'.

When producing an assessment item, such as an assignment or report, you are required to acknowledge the sources of information that you have used:

- a. to prove that your work has a substantial, factual basis
- b. to show the research you've done to reach your conclusions
- c. to allow readers to identify and retrieve the references for their own use

If you do not acknowledge these sources, then you are plagiarising their work.

You must also comply with licences for the use of intellectual property, including software. All software on Major Training computers or provided to you as part of your learning resources is licensed and there is no permission to copy software unless permitted by licence.

Major Training is absolutely committed to upholding high standards of training and assessment and therefore implements the following academic integrity policy.

You must at all times in the course of your studies:

- Participate in learning and training & conduct research with honesty & integrity
- Where necessary, acknowledge and seek permission to use the work of another
- Understand that all work submitted for assessment must be your own work and in no way falsified or completed by another person
- Always protect your work to ensure other students are not able to copy or misuse your work

## **Cheating**

Cheating is student behaviour that sets out to defeat the purpose of any item of an individual assessment. Any student who cheats, attempts to cheat, or incites or assists another student to cheat in any assessment activity will face academic penalties.

## **Equipment**

Appropriate equipment is provided for the effective delivery of all units of competency in all Major Training courses. Individual student users are responsible for ensuring that the equipment that they use is used and maintained in accordance with health and safety standards and returned to the appropriate location as indicated by the class trainer.

Students are responsible for testing equipment at the start of an activity and for reporting any malfunctioning or damaged equipment immediately. Any student found removing Major Training property or that of any visitor or staff member, from the premises may be subject to instant dismissal and may be reported to law enforcement.

## **Work Health and Safety**

Major Training is committed to promoting a safe and healthy work and study environment and recognises its obligation under the Work Health and Safety Act 2011 (WHS Act) to, so far as practicable, provide and maintain a working environment where its employees and students are not exposed to hazards.

The WHS Act requires individuals, including Major Training students and campus visitors to take responsibility for contributing to their own safety in all circumstances. Training venue specific information about evacuation procedures, first aid, hazards and critical incidences and other necessary WHS requirements will be discussed at the induction session.

## **Injury and Incident Reporting**

All students, and visitors must report all incidences which have the potential to cause an injury or illness and/or damage to equipment, buildings, or the natural environment as soon as possible to the supervising staff member. Incidences may range from near-miss to serious accidents and emergencies.

## **Medical Attention**

A student with any medical condition/s is required to make Major Training aware of the situation at time of enrolment. If the condition requires continuing medical attention or treatment, this must also be declared at the time of enrolment. Major Training must be informed of the required treatment, including any medication.

## **STUDENT SELECTION, NEEDS IDENTIFICATION AND ENROLMENT**

### **Enrolment Policy**

Major Training Group's Management and staff are committed to determining client needs through initial contact and interview and providing services to meet those needs. Major Training Group's staff will provide timely and accurate advice to all potential and enrolling Learners. Major Training Group's staff and management will at all times respond in a responsible manner to all reasonable requests for information about Major Training Group's Training and Assessment services.

### **Enrolment Procedures**

#### **Pre-Enrolment Information**

On receiving initial contact by a potential or enrolling Learner, Major Training Group's staff shall enquire concerning any specific needs (LL&N) and ensure that the Learner is provided with all mandatory course information which includes:

- a. Course Information and/or training proposal which contains the following information –
  - i. Code and Title of the qualification and/or Unit of Competency
  - ii. Course costs including funding options
  - iii. Course duration
  - iv. Course locations
  - v. Required volume of learning
  - vi. Program structure including any requirements to participate in work placements
  - vii. Entry requirements
- b. The domestic Student Handbook which contains the following information –
  - i. The complaints and appeals process
  - ii. RPL and credit transfer
  - iii. Legislation
  - iv. RTO's obligations
  - v. Learner's obligations

Major Training Group's Trainers and Assessors determines the amount of training they provide to each learner with regard to:

- a) the existing skills, knowledge and the experience of the learner;
- b) the mode of delivery; and
- c) where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

On receiving a request for information concerning RPL (Recognition of Prior Learning) Major Training Group's staff shall ensure that enquirers are handed or sent the 'RPL Application Kit' and provided with information about the process of RPL.

On receiving a request for information concerning Credit transfer Major Training Group's staff shall ensure that enquirers are handed or sent the 'Credit Transfer Application form and provided with information about the process of Credit Transfer . The Enrolling officer must ensure that Major Training Group's terms and conditions of enrolment are understood and agreed to by the Learner prior to enrolment and entering into an agreement with Major Training Group.

Major Training Group's enrolment process must include the sourcing and validation of Unique Student Identifier from the USI Registrar in accordance with the requirements of the Student Identifiers Act 2014. The procedures for the sourcing and verification of a Unique Student Identifier (USI) will include:

- verifying with the Registrar, a Student Identifier provided to Major Training Group by an individual before using that Student Identifier for any purpose;
- ensuring that Major Training Group will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014;
- ensuring that where an exemption described in Clause 3.6 (b) applies, the Enrolment officer will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar; and
- ensuring the security of Student Identifiers and all related documentation under its control, including information stored in Major Training Group's student management systems

## **Enrolment Application Process**

Once a prospective learner has made an informed decision about undertaking a specific qualification/course, and are interested in enrolling, the enrolling officer will:

- a. Provide the prospective student/learner with enrolment forms
- b. Provide the prospective student/learner with all relevant fee information including:
  - i) fees that must be paid to Major Training Group; and
  - i) payment terms and conditions including deposits and refunds; (Please refer to Financial Management Policy -7.3)
- c. The learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;

- d. The learner's right to obtain a refund for services not provided by Major Training Group in the event the:
- i. arrangement is terminated early; or
  - ii. Major Training Group fails to provide the Services.

And

- e. Conduct a Quality Assurance (QA) conversation and complete the Quality Assurance (QA) Domestic Enrolment checklist with the prospective learner to ensure that the learner:
- i. is not an overseas student
  - ii. has photographic identification
  - iii. understands the full the requirements for the training product that they have selected (including any pre-requisites, or entry requirements)
  - iv. is informed about any government training entitlements and eligibility requirements
  - v. has a copy of the Student Handbook (or access to it, either in print, or electronically)

And

- f. Provide the prospective learner with a Language, Literacy and Numeracy (LLN) Skills Indicator test (if applicable) and ensure that it is marked and result forwarded onto the students assigned trainer or Training Manager for appropriate action.

- Enrolling Learners will be required to undertake an LL&N test. (please refer to the Learner support policy)
- LL&N test results must be provided to the students assigned trainer or training manager for appropriate action and apply the required procedures Major Training Group's Learner support policy.
- All Learners enrolled at Major Training Group have access to their own records that relate to their current progress or past training and assessment records. Learners may contact reception during office hours and may request a copy of their Learner records.
- All acceptances of enrolment will be accompanied with details of the relevant Course commencement details and notification of scheduled Orientation / Learner Interview.

## **Student Commencement – Trainer Initial Contact**

- Following the confirmation of enrolment the student allocated Trainer and assessor will make contact within 8 working days to schedule 1<sup>st</sup> visit/training session
- During the initial contact the Learner will be interviewed by their trainer to determine suitability for enrolment to their chosen course. At this stage any areas that may require extra support such as language barriers, ethnicity will be addressed.
- Learner Information provided to the Learner during the Interview shall be in support of the information provided in the Enrolment forms and should feature topics included in the Student Handbook (Please refer to the Student Handbook)
- Workplace Training and Assessment agreements should be further explained and scheduled Learner progress established along with the timing for Major Training Group's Training and Assessment staff visits.

### **Learning Support**

All students are provided with a range of learning support options and resources to help them achieve competency. This includes:

- Mentoring from appropriately qualified trainers including provision of phone and email contact details.
- Notification of tutorials and trainer availability sessions times if applicable
- Referral to external support services as necessary

### **Other Support Services**

Major Training recognises that all people learn differently and acknowledges that some students may require additional support. Additional support will be provided for any students experiencing:

- disability and access issues;
- language barriers;
- language, literacy and numeracy issues;
- any other issues that may affect their ability to achieve their training goals.

Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

Should you feel that you are not coping with your training either because of difficulties at work or as a result of personal issues, you should seek advice and/or assistance from your trainer or Major Training. Major Training will make every effort to assist you to manage issues that could have an impact on the successful

completion of training. Some issues, such as workplace industrial relations matters, may need to be referred to DET or another government department.

Although Major Training does not actively recruit and place trainees as part of our core business, we may be able to assist out-of-trade students with sourcing new employment positions. Pathways for continuing students may also be identified through this process.

Major Training has links with additional agencies that may provide further support. These include:

**Centrelink**

Phone: 131 021

Email: [www.centrelink.gov.au](http://www.centrelink.gov.au)

**Language Literacy and Numeracy Providers**

**TAFE Queensland**

Phone: 1300 308 223

Email: [www.tafe.net](http://www.tafe.net)

**Interlock (Division of Alcohol & Drug Foundation Queensland)**

For closest branch call or check website

Free Call: 1800 172 069

Email: [www.interlock.org](http://www.interlock.org)

**Lifeline**

<http://lifeline.org.au>

131114

**Beyond Blue**

<https://www.beyondblue.org.au/>

1300 122 3646

**Mission Australia**

Phone: 131 124

Email: [www.mission.com.au](http://www.mission.com.au)

**QUALIFICATION ISSUING**

Major Training will issue an AQF Qualification or Statement of Attainment (for units of competency achieved) within 30 working days of a student completing or withdrawing from the course provided all agreed fees have been paid. Major Training aims for a 10 day turn around on Statement of Attainment for short courses and 15 days for Qualifications.



As part of your course fee, Major Training issues successful students with 'unit of competency' cards for ease of displaying on work sites.

### **Revocation of Qualification**

- The RTO's Management reserves the right to revoke AQF qualifications or statements of attainment that it has issued in the following instances:
  - Where incorrect information has been included in its testamurs
  - Where acts of plagiarism by a student have been proven
- The RTO's Management will contact all students who have had their testamurs revoked and inform them of the revocation action in writing.
- The RTO's Management will immediately reissue a revoked testamur where incorrect information has been used.

## **RECOGNITION**

### **Recognition of Prior Learning (RPL)**

All students enrolled with Major Training who consider that they have, and can demonstrate current skills and knowledge in the qualifications or individual units of competency in the program, whether achieved through prior training (formal or informal) or through relevant work history and (work or life) experience may apply to have their knowledge and skills 'assessed' via an RPL process.

The RPL process at Major Training may vary depending on individuals' specific circumstances but will generally include:

- The provision of preliminary information about the RPL process to consider your suitability
- Conversation between assessor and you to discuss evidence requirements for individual units, make a preliminary assessment, advise you accordingly and review the RPL assessment tool(s);
- You will supply evidence of your capability (prior learning, work history, personal skills etc) specifically related to the units of competency
  - Examples of evidence might include (but of course is not limited to):*
    - *licences or tickets*
    - *resume/ CV or detailed work history*
    - *certificates (accredited, non accredited, higher education degrees or training programs. Refer Recognition re 'credit')*
    - *performance appraisals*
    - *indentures or trade papers*
    - *statements of attendance/certificates – vendor training courses, in-house courses, workshops, seminars, symposiums, club courses e.g. first aid, officials, surf lifesaving etc.*
    - *photographic evidence of work*
    - *diaries/task sheets/job sheets/log books*
    - *memberships of relevant professional associations*
    - *hobbies/interests/special skills outside work*
    - *references/letters from previous employers/supervisors*

- *industry awards*
- *letters from employers, records of professional development.*

An assessor may conduct a review/verification of the evidence supplied against the units of competency

The assessor may facilitate a one - on - one professional conversation. Depending on your experience and/or evidence, the assessor may need more than 1 occasion and/or to assess your skills in your workplace or a simulated environment.

If you consider you may have prior knowledge and skills that could demonstrate your current competence in accredited training, you are encouraged to discuss with Major Training at enrolment.

## **Credit**

Major Training recognises qualifications and /or Statements of Attainment issued by other RTOs.

Major Training defines the recognition of skills achieved through formal learning and assessment as credit transfer.

Credit transfer allows a student to be awarded a unit of competency towards completion of a qualification, based on successful completion of the unit previously completed with another RTO.

To apply for credit transfer, you should obtain an application form from Major Training administration, which you will need to provide along with the original statement(s) of attainment or qualification(s) or certified copies for examination by Major Training. Major Training will verify these qualifications and determine credit eligibility. Prior qualifications in another name must be accompanied by evidence of a name change (marriage certificate, deed poll etc)

## **Credit Transfer Guidelines**

The following guidelines are to be followed when an application for credit transfer is received:

- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program or within three (3) weeks of the program commencement. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer and Major Training do not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and the applicant will be advised to seek RPL
- Major Training will verify all certification submitted for consideration as true and genuine
- Completed credit transfer applications are signed by the student and Major Training representative and retained on the student's file at Major Training with accompanying documentation.

- Students are notified in writing of the outcome of their application. All credit transfer approved will be recorded on the training plan issued to the student.

## **OPINIONS, ISSUES AND IMPROVEMENTS**

### **Complaints and appeals**

Major Training is fully committed to constantly improving how its business is conducted and maintaining its continuous compliance with the VET Quality Framework. Your feedback about your experiences with Major Training is very important in enabling us to do this effectively.

Students, prospective students and other clients are invited to provide their feedback on any aspect of our services at any time. Feedback can be provided in person, over the phone or in writing. All feedback received will be used in Major Training's feedback and continuous improvement cycle.

Major Training considers all experiences an opportunity to learn, reflect and improve. Self-reflection and evaluation plays a key role in the organisation's continuous improvement and all managers and staff are actively encouraged to participate in continuous improvement processes.

We will regularly ask for your opinion in the form of formal (surveys) and informal (conversations) feedback.

As an RTO, Major Training is also required to collect Learner Engagement feedback (via a survey) about your experience with us, and report the outcomes to the national regulator annually. We would request your participation in this process, as it is a valuable source of information for us to identify areas for improvement.

It is also important that if you have an issue or a problem (with the training or with our services), including if you are dissatisfied with the outcomes of assessment and other decisions, that we know about it and have an opportunity to work with you to resolve it.

Major Training's full Complaint and Appeal Policy and Procedure is available on Major Training website.

In brief, if you have a complaint, please discuss it first with the relevant person, or another Major Training staff member. If this discussion is unable to resolve the issue, or you are unable to discuss it directly, you may submit a 'formal' complaint (an appointment, email, letter or via the website) to Major Training who will commit to investigating the issue and working with you to resolve.

If you are lodging an appeal about a decision, whether the decision is about the result of an assessment or a decision about an issue, it must be done within 14 days of notification of the result or decision. Each student has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes including reasons for the decision.

Whilst Major Training would prefer the opportunity to work with you to satisfactorily resolve issues, the commonwealth government also provides students with access to a National Training Complaints Hotline (13 38 73 or [skilling@education.gov.au](mailto:skilling@education.gov.au)) which is open from 8am to 6pm Monday to Friday.

## INFORMATION FOR APPRENTICES AND TRAINEES

### Important contacts

1. Department of Education & Training (DET)

Phone: 1800 210 210

Advises and provides information to an Apprentice or Trainee's enquiries and industrial relations issues.

<http://www.training.qld.gov.au/apprentices/index.html>

<http://apprenticeshipinfo.qld.gov.au/apprentices/about.html>

2. Australian Apprenticeship Support Network (AASN)

Australian Apprenticeship Support Network (AASN) providers are contracted by the Australian Government and have a Deed of Agreement with the Queensland Department of Education and Training to provide targeted services which deliver tailored advice and support to employers, apprentices and trainees. Also commonly known as the Apprenticeship Network provider, the AASN provider is the first point of contact for the administration of all training contracts.

3. WageLine contact details

The Queensland State Government Department of Industrial Relations (DIR) is responsible for providing information and advice on wages and conditions of employment in Queensland for both the federal and state systems.

Telephone (Hours 8:00am to 4:45pm Monday-Friday, local time):

- 1300 369 945 (within QLD)(local call cost)
- 07 3872 0550 (outside QLD)

[www.wageline.qld.gov.au/general/contactus.html](http://www.wageline.qld.gov.au/general/contactus.html)

### Lodging a complaint:

An employer, apprentice/trainee, parent/guardian and other persons with sufficient interest may lodge a complaint with the department regarding:

- training delivered to the apprentice or trainee under the training plan
- adequacy of the facilities, range of work and supervision provided by the employer
- circumstances in which the contract was signed or amended or cancelled
- the handling of a matter by the regional office
- general apprenticeship or traineeship arrangements

- certain services provided by training organisations who deliver training to apprentices and trainees.

The department may refuse to deal with complaints that are considered frivolous, lack substance, are unnecessary or unjustifiable; or the person making the complaint does not have a sufficient interest.

Complaints may be lodged using the online apprenticeship or traineeship complaint form or phone Apprenticeships Info on 1800 210 210.

### **Training record book/training plan**

A Training Record Book will be issued to you once you are registered. Your Training Record Book provides evidence that all competencies required for your chosen qualification have been achieved, and is yours to keep as a record of everything you complete during your training. You must keep your Training Record Book in your possession at all times this may include your company depot, except where it is required by Major Training or your employer for inspection or update. It is expected that your Training Record Book will be kept in a neat and tidy condition.

If a Training Consultant from DET visits you at work, he or she will ask to see your book. If you can't provide it or it is not up-to-date, it is possible that you could be fined. Major Training and your employer will, at reasonable intervals of not more than three months, require you to produce your Training Record Book to have particulars of completed training entered.

The first Training Record Book you receive is free. If you lose it, or it is damaged beyond repair, Major Group can replace it for a fee of \$40.

You will also receive a copy of a Training Plan once you are registered. This details the competencies that you are to complete and those that have been completed. As you complete a competency, the assessor will sign-off that competency as having been successfully completed. This document must also be kept at your workplace at all times.

### **Travel and accommodation subsidy information.**

Financial assistance may be available to trainees to help meet the costs of travelling to and from their off-the-job training and to assist those who are required to live away from home during this attendance.

Further information, copies of the claim form and details of the current subsidy rates are available from the DET website at

<http://apprenticeshipsinfo.qld.gov.au/apprentices/advice-support/travel-accommodation/index.html>

### **YOU'RE GOOD TO GO!**

Major Training encourages you to maintain this Student Handbook for the duration of your study with us and refer to it as needed. Remember, if you have any questions

at all, please ask any Major Training staff (email or phone us). We want your learning experience with us to be rewarding

