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MyneSight Student Handbook



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Our Vision

To provide all stakeholders with flexible training services that promotes and maintains a competent and safe workforce.

Mission

To implement a training system which underpins safety and competency acquisition by the:

- *Provision of a range of products and services that will add value to the industry.*
- *Provision of training and assessment methodologies which align with both the individual and industry needs.*

Student Handbook

Welcome

We would like to take this opportunity to thank you for choosing MyneSight as the provider of your training program. We hope you will find the program challenging and rewarding, whilst fully meeting all of your expectations and needs.

At MyneSight we aim to:

- Create and maintain a training environment which promotes leading health, safety and environmental practices with our goal being to provide an injury free, healthy and environmentally friendly workplace.
- Deliver quality training services by operating in a manner that consistently meets or exceeds the quality standards expected by our stakeholders and relevant community groups
- Provide everyone with an equal opportunity to learn by applying a responsive approach to the individual needs of all students.
- Value personal privacy; with all reasonable efforts made to protect information collected, stored and used throughout our operations in compliance with the Privacy Act 1988.
- Guarantee to complete the training and/or assessment once the student has commenced study.

This student handbook has been compiled to provide you with extracts of key information that may be necessary during your involvement in this program. Please take the opportunity to read its contents and seek assistance from your program trainer where any points are of concern and/or require further clarification. Full copies of our policies and procedures can be reviewed upon request.

MyneSight is a Registered Training Organisation (#31900) which has been providing training and assessment services to the resource sector since July 2008.

General Information

Office Hours

Office hours are from 7:30 am to 4:00pm Monday to Thursday and 7:30am to 2:00pm on Fridays. Out of hours training can be organised by prior arrangement.

Workplace Health and Safety

Safety is the responsibility of every person at MyneSight. To ensure the general safety of all students and staff members, MyneSight has in place a number of safety requirements which must be adhered to by all personnel who access our facilities or training programs.

All students are required to follow all lawful instructions given to them by their program trainer or a MyneSight Staff member whilst attending our training programs.

Where a student fails to follow these instructions or chooses to, blatantly disregard the safety requirements, the student may be withdrawn from the program. Should there be an accident or incident at MyneSight your program trainer will request and assist you to complete an accident / incident form.

Privacy and Confidentiality

MyneSight values privacy and will make all reasonable efforts to protect information it collects, stores and uses throughout its operations. We will also ensure it is of a consistent, systematic and relevant nature to the operations and in compliance with the Privacy Act 1988.

Code of Conduct

All students are expected to behave in a responsible and courteous manner, giving due consideration to the needs of other students and MyneSight staff members. Unacceptable behaviour will not be tolerated by a student attending training conducted by MyneSight.

This includes but is not limited to:

- Disrupting the learning of others
- Preventing staff members from performing their duties
- Endangering the health and safety of others
- Participating in acts of horseplay, fighting, sabotage or criminal acts.
- Stealing property, removing property without authorisation or the piracy of information.
- Harassing or treating others unfairly
- Cheating or plagiarism
- Under the influence of illegal drugs and/or alcohol
- Smoking in a MyneSight office building, and ignoring designated smoking areas and perimeters.

The consequences of unacceptable behaviour may include the withdrawal of the student from the training program. Where the behaviour is of a criminal nature the police will also be notified.

Rules in the Training Rooms

Some training programs may have additional/specific rules, however information listed below are mandatory rules that must be followed by all students:

- Students should behave in a courteous, respectful and professional manner at all times.
- Closed in footwear are to be worn at all times.
- Suitable and appropriate clothing should be worn at all times, allowing for practical training to take place.
- Mobile phones are to be turned off during training. If you are expecting an important call, the administration staff will happily answer your phone for you. Suitable breaks are offered during all courses where phones can be checked.
- Students should always be punctual to ensure all training is completed within the set time frames.
- All equipment must be carefully looked after
- All work areas are to be left tidy.
- Smoking can only occur in designated areas during breaks
- Behave in a courteous manner
- Work towards achieving the competencies of the training program
- Undertake any training and assessment related to the training program

Personal Belongings

You are responsible for your own personal belongings whilst attending any training. MyneSight cannot be held responsible for loss or damage to your own belongings.

Fitness to Work

All students are expected to act in a responsible manner and present themselves for training in a fit and healthy state.

Where MyneSight is conducting business activities under a stakeholder's fitness to work management system, the management system setting the higher standard will be the system used.

Alcohol, Drug & Medication Usage

All students entering the MyneSight premises may be required to undertake a random Drug and Alcohol Test. As a requirement of some training programs, students may be required to undertake a compulsory Drug and Alcohol test prior to commencing the training as per the client's requirements. All compulsory testing is advised by the client to the student prior to being enrolled in the training program.

Any student adversely affected by alcohol or other substances will not be permitted to undertake a MyneSight training program.

- Alcohol cannot be taken onto a MyneSight business site without the approval of a member of the MyneSight management team.
- No person is permitted to take illegal drugs onto a MyneSight business site.
- Students must inform the program trainer or a MyneSight staff member where they are taking a prescribed drug and/or medication that may affect their ability to, successfully undertake the training program.

Fatigue Management

The best person to judge if a person is fatigued, is the individual themselves.

- If a student is feeling fatigued to the point that it may affect their health and safety and/or the health and safety of others, they have a responsibility to report the fatigue to their program trainer or MyneSight staff member.
- Where a student believes that another person is fatigued to the point where it may affect their health and safety and/or the health and safety of others, they have a responsibility to report this to their program trainer or MyneSight staff member.
- Where a program trainer or MyneSight staff member believe or have been informed of a person/s possible fatigued condition MyneSight will evaluate the situation to determine whether the person's wellbeing and/or training outcome will be affected by the training being undertaken, with a possible consequence being the rescheduling of the person/s training.

Competency Based Training

All training programs offered by MyneSight employ competency based training methodologies. Competency based training is a form of training and assessment that aims to produce a workforce with the knowledge and skills required by industry.

To be assessed as competent, success must be achieved in all elements of the unit of competency (standard) relevant to the program being delivered. These units of competency have been developed and are maintained by the relevant industries in conjunction with a number of state and federal industry training bodies. These units of competency and the associated qualifications are nationally recognised.

Recognition of Prior Learning

Under the Australian Qualifications Framework, competencies may be attained in a number of ways including formal and informal training, education, work experience or general life experiences.

MyneSight is committed to offering and raising a student's awareness of our processes for:

- Recognised prior learning
- Mutual recognition

Recognised Prior Learning (RPL) is a pathway for a student to show evidence of competency against relevant unit/s of competency. They must have evidence of previously attained skills and knowledge, which are assessed against varied methods appropriate to the individual, by an assessor with the applicable expertise in the subject, content of skills area, as well as knowledge of and experience in RPL assessment.

Student Handbook

Mutual Recognition; is the acceptance and recognition of Qualifications and Statements of Attainment issued by another registered training organisation.

Contact your trainer or a MyneSight staff member if you wish to explore further the processes available for recognising your prior learning.

Access & Equity

All MyneSight training programs have been designed to take into account the varying needs of our students. Access and equity assistance is offered by MyneSight in the form of (but is not limited to):

- Individual coaching
- Additional coaching
- Flexible learning arrangements
- Flexible assessment
- Bridging courses
- Language, literacy and numeracy assistance
- Feedback on individual progress and participation

A student should contact their program trainer or a MyneSight staff member where any assistance is required to ensure the successful completion of the training program.

Learning Support

Students may require assistance to enter or continue in a learning program offered by MyneSight. Delivery methods and assessment processes will be adapted so that each student has the opportunity to achieve competence.

MyneSight will endeavour to make all reasonable considerations for students in their rights to access and equity where practical, with consideration to the physical and financial constraints of our business, without prejudice or being to the broader group of students.

MyneSight will aim to:

- Provide and maintain services that reflect fair and reasonable opportunities with consideration for all students
- Ensure equity for all students through fair and appropriate allocation of resources and involvement,
- Ensure equality of outcomes without discrimination,
- Ensure access for all students is of an appropriate quality for all programs and services,
- Promote opportunities for students to participate in programs and services ,
- Provide access for all students to obtain information regarding individual progress and participation in courses.

Training and Assessment

All training and assessment activities conducted on MyneSight's behalf shall be conducted to ensure:

Meets all relevant business policies and procedures

- Is continually reviewed and updated to remain aligned to current standards and industry requirements.
- Is innovative and flexible, customised where necessary to meet individual and industry needs, based on sound educational practices and principles.
- Gives consideration to the special needs of our learners.
- Meets all relevant training and industry legislative requirements.

Fees Charges and Refund Procedure

In general MyneSight **does not** collect pre-paid fees **prior** to a course commencing or concluding.

Where pre-paid fees **are** required **prior** to a course commencing or concluding, for example a co-contribution fee to access government funding; Mynesight will provide notice of this requirement prior to or at enrolment into the course. No pre-paid fees will exceed \$1500 per student. All fees will be payable either by cash; credit card, cheque, debit card; account or by prior arrangement.

All refunds will be payable in the same means that they were received by the MyneSight accounts department. All applications for a refund must be received in writing by MyneSight within the appeals time frame, as per the **Complaints and Appeals Procedure**, by completing a **Refund Request form**. No request for a refund will be processed without the application being completed in full. All approved refunds will be disbursed within seven (7) business days of the applications being received.

Should MyneSight cancel any course, participants are entitled to either cancel their enrolment in the course completely or transfer to another available course at no extra cost.

If advice of cancellation of enrolment by a participant/s is received ten (10) working days or more before the course begins, no cancellation fees applies for the course, materials or administration. If no advice of course non-attendance is received by a participant/s, an administration fee equivalent to the costs incurred by MyneSight at the time of the cancellation will apply.

Where a participant leaves before finalising a course, module and/or unit of competence, and they do not produce a medical certificate or due cause for leaving the course, fees will apply on a pro-rata basis at the discretion of MyneSight.

Issuance of Program Awards

All program awards will be issued to the student in line with the current AQF Qualifications Issuance Policy guidelines which consist of:

- **Statements of Attainment** - documents issued by MyneSight on the successful completion of programs in which a student demonstrates/applies the skills and knowledge of one or more units of competency from a Training Package or accredited course and assessed as competent.
- **Qualification Certificate** - when the appropriate number of units of competency has been achieved applicable to the specific qualification, a Qualification Certificate will be issued.

All Statement of Completions will be awarded as follows:

- **Statements of Completion** - statements issued by MyneSight on completion of a non-accredited course.
- Where the competency requirements of training programs delivered by MyneSight, have been achieved, all Statements of Completion, Statements of Attainment and Qualification Certificates will be issued within 30 days of assessment completion.

There will a fee charged for any replacement qualification testamur which is to be paid prior to the replacement being issued.

Student Identifier Scheme - Unique Student Identifier (USI)

All participants completing a MyneSight nationally accredited course where the issuing of a statement of attainment or testamur is required MyneSight will obtain the following:

- Permission to locate, create or verify a student's unique student identifier
- Ensure the a student identifier number and all related documentation obtained to create, locate or verify is provided and securely stored and destroyed as required

- Where an exemption applies MyneSight will comply with the relevant legislative requirements.
- The Unique Student Identifier (USI) Privacy Notice is located on the MyneSight website and within this document below.

USI Privacy Notice

If you do not already have a Unique Student Identifier (USI) and you want MyneSight to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, MyneSight will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- your date of birth, as it appears, if shown, in the chosen document of identity;
- your city or town of birth;
- your country of birth;
- your gender; and
- your contact details.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have documents such as a Medicare card, birth certificate, driver licence, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask MyneSight to make an application for a student identifier on your behalf, MyneSight will have to declare that MyneSight has complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that MyneSight has given you the following privacy notice:

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI;
 - resolving problems with a USI; and
 - creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies;
 - VET Regulators to enable them to perform their VET regulatory functions;
 - VET Admission Bodies for the purposes of administering VET and VET programs;

- current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
 - researchers for education and training related research purposes;
 - any other person or agency that may be authorised or required by law to access the information;
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

Privacy Policies and Complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy <https://www.usi.gov.au/documents/privacy-policy>. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- a failure by Us to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

Complaints & Appeals

Where a student feels discontent in relation to any of the products or service provided by MyneSight, including the appeal of an academic result from a training program they have attended, the student may approach their program trainer or where this is not possible, a MyneSight staff member in the first instance to make them aware of the complaint or appeal.

All complaints and appeals received by MyneSight will be treated in a prompt, confidential and fair manner. Where the complaint or appeal cannot be resolved via MyneSight processes, MyneSight will inform the student of their rights to progress the complaint or appeal through the appropriate legal avenues.

Where the student is not satisfied with the quality of service that MyneSight have offered, and MyneSight have been unable to answer your questions adequately, the following services may be of assistance:

- Training Ombudsman Queensland: 1300 306 699 or www.ombudsman.qld.gov.au
- Office of Fair Trading: 13 QGOV (13 74 68) or www.fairtrading.qld.gov.au
- RTO Registration Details: www.training.gov.au
- Australian Skills Quality Authority: 1300 701 801

MyneSight Guarantee

MyneSight will honour all guarantees outlined in this Handbook for any training and/or assessment commenced by the student in their chosen qualification or course. In the event that MyneSight is unable to complete the student in their chosen qualification or course as the selected Registered Training Organisation we will make all reasonable efforts to find a suitable alternative.

Contact Details

Thank you for choosing MyneSight as your training provider. If we can further improve the provision of training services, please feel free to contact a MyneSight staff members on the numbers provided below.

Mackay Office

11 River Street
Mackay QLD 4740

Phone: 07 49 524 413

E-mail: training@mynesight.com.au

Website: www.mynesight.com.au

Once again thank you for choosing **MyneSight as your training provider**