



STUDENT GUIDE

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Welcome to the MSAC Institute of Training

The MSAC Institute of Training is committed to ensuring you gain valuable education and training to enable you to further your career opportunities.

This Student Guide is designed to provide you with important information prior to undertaking training with the MSAC Institute of Training and to inform you of what is required from you throughout your training program. Please read the information in this Student Guide carefully. Please contact the MSAC Institute of Training if you have any questions.

The MSAC Institute of Training is a Registered Training Organisation (RTO) delivering nationally accredited qualifications. Our aim is to provide students with the flexible training options by offering a combination of workplace based training and off-the-job training. Students can attend our courses as government funded trainees or individuals or as fee for service students. Individual students who are not trainees have the opportunity to access their eligibility to apply for government funding to cover the majority of their full course fee.

As a Registered Training Organisation, our role is to:

- Provide high quality education to prepare students for the workforce
- assist employers and trainees to develop an appropriate training plan
- provide advice on fees and charges for students - including full fee paying students
- design a training plan for trainees to meet the needs of all parties
- train the student and assist employers of trainees to make sure training is completed
- ensure all apprentices/trainees undertaking training at AQF levels 3 and above are withdrawn from routine work duties for a minimum of three hours per week, averaged over a four week cycle for the purpose of undertaking structured training/learning activities (pro rata for part time) This release must occur periodically.
- offer and undertake, if appropriate, a Recognition of Prior Learning (RPL) process
- visit the workplace of our Trainees (only) to check progress
- provide additional learning support if required
- issue qualifications at the completion of the training

The MSAC Institute of Training

The contact details for the MSAC Institute of Training are as follows:

Sports House
375 Albert Road
Albert Park Victoria 3206

Phone: (03) 9926 1300

Fax: (03) 9926 1333

Email: msacinstitute@ssct.com.au

The MSAC Institute of Training Team

Training Manager	Maryanne Long
Business & Events Coordinator	Erin Walsh
Sales Coordinator	Rosy Waldron
Business Development Manager	Matthew Wardrop
Industry Experts and Trainers & Assessors	Emma Sansalone James Ferrie Matthew Doig Elly Franks Melissa Heathcote Barry Hutchison Anthony Klarica Maryanne Long Anthony Quon Michael Russell Jennifer Schmbri-Portelli Christine Standley Ted Tullberg Julie Vella

Our courses have been created in consultation with industry experts from the fitness, sport and community recreation industries. Our trainers and assessors are experts in their industry and are dedicated to excellence in education and training.

About the MSAC Institute of Training

The MSAC Institute of Training (MIT) is a state of the art training centre for the sport and recreation industry, located at the historical Sports House in Albert Park.

As a business arm of the State Sport Centres Trust (SSCT), MSAC Institute of Training (MIT) specialise in the provision of Aquatic, Recreation and Leisure Management training and traineeships, drawing on the expertise of the SSCT's three Victorian premier sporting facilities:- the Melbourne Sports & Aquatic Centre (MSAC), the State Netball and Hockey Centre (SNHC) and Lakeside Stadium.

The SSCT's vision is to develop an innovative sports hub encompassing all of its venues that provides a diverse range of programs and events for international, national and state sporting groups as well as serving the Victorian sporting and recreational community. We pride ourselves in operating under the philosophy of 'Developing Champions in Life' by successfully deploying life-learning programs and activities through sport, education and training.

MSAC Institute of Training also offer training in the areas of Compliance and Risk, Professional Development and Sport Facility Asset Management, as well as providing facility hire and consultancy and career management services designed to benefit the industry at every level. The International Sport Facility Management Program is the Sports Hub's annual international event covering the conception, planning, design, construction, establishment and operation of significant and successful sport facilities for community and events.



The MSAC Institute of Training's clients have included the Melbourne Sports & Aquatic Centre, City of Maroondah, Cricket Victoria, Victorian Institute of Sport and the Melbourne 2006 Commonwealth Games Corporation, Yachting Victoria and Tennis Australia.

LIST OF COURSES OFFERED



NATIONALLY RECOGNISED
TRAINING

Nationally Accredited Training Courses

All the courses below are composed of units from Nationally Accredited Training Packages.

SRF30206 Certificate III Fitness
SRF40206 Certificate IV Fitness
SRC30206 Certificate III Community Recreation
SRC40206 Certificate IV Community Recreation
SRO30106 Certificate III Sport & Recreation
SRO40106 Certificate IV Sport & Recreation
SRS30206 Certificate III in Sport (Career-oriented participation)
BSB40807 Certificate IV Frontline Management

Short Courses

All the courses below are composed of units from Nationally Accredited Training Packages.

Please visit our website to view the accredited units that make up these short courses

Pool Lifeguard
Pool Lifeguard Update
Pool Operations
Aquatic Maintenance for Hotels/Motels
Senior First Aid (Level 2)
Senior First Aid (Level 2) Update
Occupational First Aid (Level 3)
CPR
CPR Update
AUSTSWIM – Teacher of Swimming and Water Safety
AUSTSWIM – Infant and Preschool Aquatics
Conflict Resolution

Non-Accredited Courses

Event Management
Duty Manager Networking Series
Sport Facility Management and the Environment
International Sport Facility Management Program

HOW TO GET TO SPORTS HOUSE

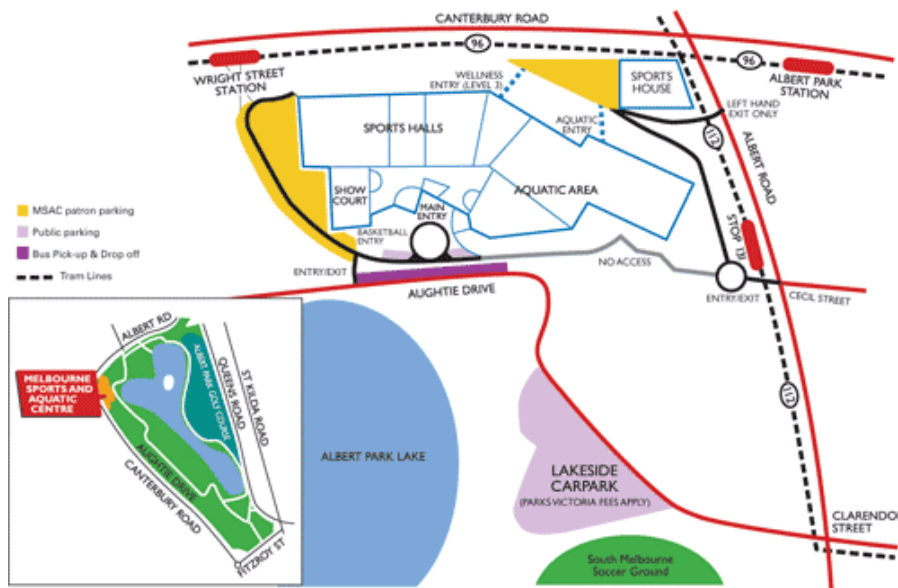
Car Parking

All onsite parking at MSAC is available for MSAC and Sports House patrons & students only.

Some things to note about car parking arrangements on site are:

- The multi-deck car park is located next to Sports House (entrance via Cecil Street)
- Weekdays from 9am to 5pm, there is a flat rate of \$3.00 per hour to a max of \$8.00 per day.
- All other times, there is a flat rate of \$3.00 per hour

During peak times especially, and for events, we suggest you take advantage of the Centre's central location by walking, cycling or taking public transport.



Public Transport

Sports House is directly accessible via tram or light rail.

Tram numbers 112 run from the City to South Melbourne or St. Kilda, via Collins, Spencer and Clarendon Streets and Albert Road. Get off this tram at stop 131.

Light rail number 96 runs from the City to St. Kilda Beach via Bourke, Spencer, Ferrars Streets and Canterbury Road. Hop off this tram at either Albert Park or Wright Street Stations for your next visit to MSAC.

STUDENT INFORMATION

The MSAC Institute of Training Code of Practice

Policy Aim:

This Code of Practice requires the MSAC Institute of Training to implement policies and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the educational interests and welfare of staff and students.

Please refer to attachment 1 for the [RTO006 Code of Practice Policy](#)

Student Services and Support

If you require assistance or have special training needs, you should contact the Business & Events Coordinator at the time of your enrolment. Training equipment, course materials or training delivery can be adjusted to meet your needs.

The MSAC Institute of Training is committed to providing a responsive and appropriate training program suited to the diverse learning needs of all students.

Student Training Surveys

MSAC Institute of Training is required to participate in the National Student Outcomes Survey, managed by the National Centre for Vocational Education and Research (NCVER) and students are to be aware that there will be a possibility of receiving a NCVER survey. The survey will consist of questions in relation to training.

Student Safety & Welfare

Policy aim:

The MSAC Institute of Training provides a safe learning environment for all students. Please refer to attachment 2 for the [RTO0014 Student Safety & Welfare Policy](#)

Drugs Policy

The MSAC Institute of Training is committed to providing a safe training environment and to fostering the well being and health of its students and staff.

The commitment is jeopardized when any trainee illegally uses drugs or alcohol in the workplace, comes to work with these substances present in his/her body, or possesses, distributes, or sells drugs in the workplace.

The MSAC Institute of Training has established the following policy:

- It is a violation of company policy for any employee to possess, sell, trade, or offer for sale illegal drugs or otherwise engage in the illegal use of drugs or alcohol on the job.

- It is a violation of company policy for anyone to report to work under the influence of illegal drugs or alcohol in his/her body.
- Violations of this policy are subject to disciplinary action, including dismissal and may be reported to the relevant authorities.

Smoking Policy

The MSAC Institute of Training maintains a smoke free environment.

Smoking in the workplace is a hazard to students, staff and visitors. Smoking within any area of Sports House or around the building entrance is prohibited. Smoking is only permissible during designated breaks if training off-site at Sports House.

Anti-Discrimination and Harassment Policy

Policy Aim:

Students shall not discriminate against any other student or MSAC Institute of Training staff member in relation to:

- _ sex, sexual orientation, gender identity, breastfeeding, marital status, race (including colour), nationality, ethnic or national origin, the state of being a parent, childless or a de facto spouse, lawful religious or political belief or activity, impairment (including physical impairment, mental illness, mental retardation); or
- _ Make unwelcome or discriminatory comments or take unwelcome or discriminatory actions against any other student or MSAC Institute of Training staff member.

Please refer to attachment 3 for the [RTO001 Anti-Discrimination & Harassment Policy](#)

Training Enquiries

The Business & Events Coordinator or Training Manager will be your first point of contact regarding training matters. The Business & Events Coordinator and Training Manager can be contacted on 03 9926 1300 or msacinstitute@ssct.com.au

The Business & Events Coordinator or Training Manager will ensure:

- your enrolment is correct
- you receive an induction package at the commencement of training
- your applications for credit transfers, recognition of prior learning or recognition of current competency have been sent to our Workplace Assessor staff for processing
- you are provided with the necessary course material
- your results are distributed and received
- you receive accurate certification at the completion of the course

The Business & Events Coordinator or Training Manager will be in regular contact with you and also your employer if you are a trainee. Our training staff will gather and provide information on your progress and to follow-up any training or assessment matters as they arise.

Appeals & Complaint Resolution Procedure

Policy Aim:

The MSAC Institute of Training has a duty of care in ensuring that students study in a happy environment, free of coercion, unfair treatment or harassment. Any circumstances caused by a fellow student, staff member, or issue with the MSAC Institute of Training in general, which affect the wellbeing of any student, will be dealt with in a professional manner by the MSAC Institute of Training according to established procedures.

The MSAC Institute of Training endeavours to create a positive learning environment for students, one in which each student has the opportunity to achieve their personal best. Part of the maintenance of that positive environment is a fair and open complaints and appeals procedure made available to all students.

The MSAC Institute of Training has put in place a policy and procedure to address such issues as part of its quality service for students. In compliance with access and equity principles this procedure is made available to all students and staff.

Please refer to attachment 4 for the [RTO002 Appeals & Complaint Resolution Procedure Policy](#)

Code of Behaviour

Policy Aim:

Students are required to follow the Code of Behaviour at all times. Failure to follow the Code of Behaviour may result in removal from the course. The Code of Behaviour is as follows:

The Code of Behaviour requires the following rights to be respected and adhered to at all time by students:

- _ the right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- _ the right to be free from all forms of intimidation
- _ the right to work in a safe, clean, orderly and cooperative environment
- _ the right to have personal property (including computer files and student work) and the MSAC Institute of Training's property protected from damage or other misuse
- _ the right to have any disputes settled in a fair and rational manner (this is accomplished by the Appeal & Complaint Resolution Policy)
- _ the right to work and learn in a supportive environment without interference from others
- _ the right to express and share ideas and to ask questions
- _ the right to be treated with politeness and courteously at all times

Please refer to attachment 5 for the [RTO005 Code of Behaviour Policy](#)

ROLES, RIGHTS AND RESPONSIBILITIES ALL STUDENTS

All Students are to be aware of and make a commitment to fulfil training responsibilities.
This involves:

- participating in the development of the training plan, if their training position is funded
- taking advantage of recognition of prior skills or Recognition of Prior Learning assessments that are conducted by their Registered Training Organisation; and
- making all reasonable efforts to achieve the competencies specified in the training plan and undertaking any training and assessment required (including Recognition of Prior Learning)
- attending all training sessions or supervised workplace activities and taking advantage of learning opportunities. Non attendance will affect your ability to successfully complete your course.
- Non attendance of under 80 % of classes and non completion of the course units will result in the cancellation of the students enrolment and for trainees, the cancellation of their contract.
- Students are required to inform the MIT and their employer (if they are a trainee) prior to any session for which they may be unable to attend and provide evidence such as a medical certificate. Students who miss activity sessions may be required to pay for additional sessions with MIT's accredited Trainer and Assessors to complete the outstanding assessment tasks.
- maintaining a record of workplace practicum such as a training record / log book.
- Students are expected to adhere to all requests of training staff in relation to timely completion of their study tasks
- Students are expected to promote a positive environment for learning and to not interfere with the learning of others. Disruptive behaviour will be dealt with via the student discipline procedure.

In addition to complying with the above student responsibilities and policies, students who are not Trainees are required to:-

- Source and attend a 20 hour suitable Workplacement for each certificate level course – this is applicable for all students who are not on a traineeship to develop their employability skills. Students must have their sourced workplace approved by MIT by returning the completed “Supervised Practical Placement Form” prior to starting their Workplacement. Note, the MIT has priority placement for certificate III fitness students at the MSAC gym, a world class facility with extensive member services.
- Pay fees in full prior to enrolment closing dates as advertised on www.mascinstitute.com.au

Student Discipline Procedure

For non-compliance with the Students Responsibilities, Code of Behaviour (refer to Attachment 6) or the Anti Discrimination and Harassment Policy of the MSAC Institute of Training (RTO001 Anti-discrimination & Harassment Policy – available on request), the following procedure for discipline will be followed:

- **STEP 1:** The Business & Events Coordinator will contact students in the first instance to discuss the issue or behaviour and to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file.
- **STEP 2:** Where the issue or behaviour continues, students will be invited for a personal interview with the Training Manager to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file.
- **STEP 3:** Should the issue or behaviour continue, the student will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file.
- After the three steps in the discipline procedure have been followed, should the issue or behaviour still continue, training services will be withdrawn and the student will be notified in writing that their enrolment has been terminated.
- At any stage of this procedure students are able to access the Appeal and Complaints Resolution Procedure to settle any disputes that may arise.

Privacy Policy & Records Management

Policy Aim:

MSAC Institute of Training respects your right to privacy and any personal information provided by you to the Institute will be held in confidence. This policy outlines how the MSAC Institute of Training handles personal and health information in accordance with the Information Privacy Act 2000 and the Health Records Act 2001. The Policy applies to all personal and health information provided to the MSAC Institute of Training and information about individuals obtained from other sources. All training records are securely stored with appropriate access restrictions in place. All personnel who handle training records are bound to exercise integrity and discretion to ensure all information on file remains private and confidential.

Please refer to attachment 6 for the [RTO010 Privacy Policy & Records Management Policy](#)

Fees & Charges – Full Fee paying students

Payment of Fees

All students will submit (and have received acknowledgement of) a completed enrolment form together with payment of the full course fees before attending their first session of a course.

Fees can be paid by cash, EFT, credit card (VISA/Mastercard) or postal / bankcheque.

Refund of Fees

MSAC Institute of Training will grant an appropriate refund of fees when a student amends their employment or enrolment status, taking into account:

- applications for refunds will only be accepted if a written request is received at least 5 working days prior to the date of course commencement
- a full refund is given only if the course is cancelled by the MSAC Institute of Training
- requests for transfer to another course will incur a fee if a course has commenced
- cancellations, withdrawals, refunds, transfers will incur an administration fee of \$50.00.

Please refer to attachment 7 for the [RTO007 Fees & Charges Policy](#) for further information

Government Funded Courses

Tuition Fees

Tuition Fees are a mandatory fee applied to students who undertake training and further education funded by the Victorian Government. Tuition fees are required to be paid on enrolment by individual students in government funded places (not Trainees)

The tuition fee for Trainees is paid by the student's employer.

The tuition fee is based on a contribution for every nominal hour (not actual) in the course. This is set at a standard rate. The rate is adjusted each year, in line with changes in the cost of living.

A minimum tuition contribution may apply for eligible Concession Card holders and each year there is a maximum tuition contribution for the 12-month period from when study commences.

If a course lasts more than one year, a new tuition contribution is payable at the start of the new 12-month period.

Eligible Concessions

Concessions are available to people in the following groups:

- Commonwealth Health Care Card holders, and their dependant children and dependant partners
- Pensioner Concession Card holders, and their dependant children and dependant partners
- Veteran's Gold Card holders (but not their dependants)

To receive a concession, the person enrolling must have the card. Under an Indigenous Completions Initiative, the concession contribution is also available to Indigenous trainees.

Concessions are not available for tuition fees payable for enrolments in courses at the Skills Deepening level.

Please refer to attachment 7 for the [RTO007 Fees & Charges Policy](#) for further information

Financial Assistance

If you are studying under a traineeship you may be eligible for the Living Away from Home Allowance (LAFHA). LAFHA is an allowance paid to students studying as trainees who are required to move away from home in order to complete the requirements of their Traineeship, including both on and off the job training.

Your Australian Apprenticeship Centre can provide you with more information or you can contact Centrelink on 13 24 90 for additional assistance.

MSAC Institute of Training is a Registered Training Organisation (RTO).

The Registered Training Organisation (RTO) is responsible for delivery of the training and for the assessment of competency. The RTO will establish the units of study for the training program in consultation with the Student.

The Victorian Training Guarantee is making vocational education and training more accessible to people who do not hold a post-school qualification, or who want to gain a higher level qualification than they already hold. There are now an unlimited number of government subsidised training places available to people who meet the eligibility criteria.

Am I eligible for a government subsidised training place?

In 2011 you are eligible for a government subsidised training place if you:

- Meet one of the following citizen/residency status:
 -
 - Australian citizen
 - Australian Permanent Resident (holder of a permanent visa)
 - holder of a Special Category Visa (sub-class 444, New Zealand citizen)
 - East Timorese asylum seeker, or
 - holder of a Temporary Protection Visa.

And are any of the following:

- a young person under 20 years
- an applicant seeking a Foundation skills course
- an applicant who is an Apprentice
- an applicant seeking a higher qualification than the highest qualification already held.

What if I want to study and I don't meet the eligibility criteria?

You can still study at MSAC Institute of Training if places are available, but you may not be able to access a government subsidised tuition fee.

Pre-Training Review, Training Plan and Language, Literacy & Numeracy (LLN)

Prior to the Training Plan being finalised, a Pre-Training Review will be completed and the MSAC Institute of Training will make a Language, Literacy and Numeracy (LLN) assessment. This applies for all students, not just trainees.

As our standard course material contains written documentation and limited numerical calculations, the LLN assessment will assist us to identify any potential areas in which we may further support your learning. Many of our Trainers and Assessors are also qualified teachers and can assist to support you with your learning.

In the event that your needs exceed our skill we will seek the assistance of an external support provider to address your needs.

Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC)

Policy Aim:

The MSAC Institute of Training (MIT) recognises that students may be competent in all or part of a qualification having acquired skills and knowledge through recent life experiences and other sources of study. To foster positive lifelong learning, MIT recognises this prior learning.

RECOGNITION OF PRIOR LEARNING

Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). Application may only be made after enrolment and payment of fees by completing an RPL Application Form provided in your Student Kit. RPL application is required to be completed and approved prior to the commencement of the course. Students are encouraged to enroll well in advance of the course completion date to ensure adequate time to complete their RPL application. Please refer to attachment 8 for the [RTO017 RPL and Credit Transfer Policy](#)

Credit Transfers

CREDIT TRANSFERS

Students who have completed units from their course at other institutions will be given recognition on presentation of a verified transcript, Award or Statement of Attainment.

Procedure:

- _ Credit transfer applications are made using the Credit Transfer application form.
- _ Applicants must supply MIT with a copy of a verified Award or Statement of Attainment.

Please refer to attachment 8 for the [RTO017 RPL and Credit Transfer Policy](#)

Course delivery

The MIT delivers only the highest quality courses in accordance with the – Australian Quality training Framework (AQTF) and the Victorian Registration and Qualifications Authority (VRQA) and the Victorian Skills Commission (VSC)

MIT's courses are delivered in a number of flexible delivery modalities and all students of the full certificate courses receive a training plan outlining their course delivery.

For full fee paying students and individual funded students (not trainees) – the courses are delivered with an emphasis on practical activity sessions using the world class facilities available at the Sports Hub. Students can expect to match their time in the activity sessions with further self paced study in the comfort of their home or using the MIT's computer room which is available for student use during business hours when in use for classes. MIT supplies all text books along with our tailored course material, developed by qualified Trainers and Assessors in conjunction with leading experts in the fitness, community sport and recreation and management industries.

Trainees also benefit from a mix of activity based and theoretical study. The MIT works in conjunction with the trainee's employer to deliver the certificate course in a mutually beneficial way for both the employer and the trainee. This may include 1 on 1 sessions at the trainee's workplace with the trainee and one of MIT's trainers and assessors, self paced learning sessions with MIT's trainers and assessors at MIT's excellent facilities including computer labs Sports House, or in small groups in practical based activity sessions - conducted either at MIT's training rooms at Sports House and utilising the recreational facilities of the Sports Hub, or for your group at your facility.

Assignments

You will be required to complete written assignments for some subjects. Please be advised that it is essential that your assignments are submitted on a regular basis on the due dates, as some units require the successful completion of prior units. Students who do not submit assessment tasks (assignments, tests, practical observations) on the required due dates may be ineligible to continue in the course.

Assessment Submission

Please refer to attachment 9 for the [RTO018 Student Assessment Submission Policy](#)

Should you require additional resources or reference material, please feel free to contact either the Training Manager or your trainer at the MSAC Institute of Training.
msacinstitute@ssct.com.au

If assignments are not submitted after three (3) requests, you will fail the unit of competency and your enrolment in the course may be cancelled.

Students are required to keep copies of all assessments submitted, for their own records. It is the student's responsibility to copy their work, however the Sports House reception staff may assist if available.

Results

All of your assessment tasks will be issued with a grade and returned within four weeks.

One of the following grades will be awarded:

- C Competent
- NYC Not Yet Competent
- CT Credit Transfer granted
- RPL/RCC Recognition of Prior Learning or Recognition of Current Competency

Qualifications

Policy aim:

All qualifications and Statements of Attainment issued by the school will comply with standards outlined in the Australian Qualifications Framework (AQF) Implementations Handbook, Second Edition.

Certification procedure

Issuing, recording and reporting qualifications and Statements of Attainment
The MSAC Institute of Training will issue AQF qualifications and Statements of Attainment within 21 days of course completion.

The MSAC Institute of Training will only issue AQF qualifications and Statements of Attainment within its scope of registration that certifies the achievement of qualifications or industry/enterprise competency standards from nationally endorsed Training Packages or qualifications

Please refer to attachment 10 for the [RTO008 Issuing AQF Qualifications & Statements of Attainment Policy](#)

Re-issue of Qualifications or Statements of Attainment

Policy Aim:

Should a course participant misplace their Certificate or Statement of Attainment after completing an accredited course or full qualification with MSAC Institute of Training, a new certificate may be issued by MSAC Institute of Training.

Re Issue lost Qualification or Statement of Attainment

The student should notify MSAC Institute of Training by completing the Reissue of Qualification or Statement of Attainment form and pay the reissuing of a lost certificate or qualification reprint and administration fee of \$20.00.

Please refer to attachment 11 for the [RTO011 Re-issue lost Qualification or Statement of Attainment Policy](#)

TRAINEESHIPS

ADDITIONAL ROLES, RIGHTS AND RESPONSIBILITIES -

Below is an outline of the roles and responsibilities of each of the parties that may be involved in a trainees training program.

Australian Apprenticeships Centres (AAC)

AACs provide free information and advice on:

- apprenticeships/traineeships
- completing and registering a training contract
- assistance with employer incentives
- rights, responsibilities and obligations
- incentives assessment for prior qualifications eligibility

AACs provide a service which requires a visit to the employer / apprentice / trainee on commencement, to initiate further contact within one month of the 6 month point of the apprenticeship / traineeship, and upon request.

They also provide advice on transfers, variations, suspensions/cancellations, early completion, termination, period of probation, credit for prior training and experience, and disputes on training matters.

Skills Victoria

Skills Victoria are the State Training Authority in Victoria. They regulate apprenticeships and traineeships. Skills Victoria monitors the quality of training and approves RTOs.

- advise employers and apprentices on rights and obligations
- approve early completions, variations to Training Contracts, suspensions and cancellations
- provide field officers to solve problems between employers and their apprentice/trainee.

Apprenticeship Field Officer (AFO)

AFOs are employed by Skills Victoria and take an impartial role in their dealings with employers and apprentices/trainees.

AFOs provide assistance in a number of different areas. They:

- answer queries and provide information on apprenticeships and traineeships
- advise and counsel trainees and employers on training and other matters
- investigate disputes between trainees and employers
- provide support for trainees who are victims of workplace violence and harassment
- assist providers of training in relation to apprenticeships and traineeships

Conversations with AFOs are confidential.

Group Training Organisations (GTO)

GTOs employ apprentices/trainees and place them with 'host' employers for work and on the job training. They:

- screen and recruit applicants
- handle wages, payroll tax and workers compensation
- monitor the progress of the apprentice/trainee
- provide your organisation with an apprentice/trainee without a long-term employment contract.

Employers

- meet legal obligations
- provide a safe working environment
- support the structured training
- ensure the trainee is enrolled at an RTO with Training Plan completed within three months of commencing work
- allow the RTO access to the trainee for training and assessment
- provide appropriate supervision and support
- allow the trainee to attend the off-the-job training during normal working hours (this is paid time)
- advise trainees of their rights and responsibilities
- pay the trainee the agreed wage and inform trainee of the terms and conditions of employment
- make sure trainees are covered by a WorkCover policy – contact your WorkCover Insurer
- arrange for superannuation payments for trainees to be paid into a superannuation fund – Contact Superannuation Guarantee Hotline on 131 020
- notify the AAC or Skills Victoria within 5 working days if the apprentice/trainee ceases employment.
- apply for an extension to the terms of the Training Contract if the trainee is unable to complete the Structured Training prior to the nominal completion date of the Training Contract
- refer to the MSAC Institute of Training's *Student Resource Centre* for updates to requirements

Students/Trainees

Students/Trainees are to be aware of and make a commitment to fulfil work responsibilities.

This involves:

- attending and performing work in a professional and courteous manner in accordance with the employer's requirements
- taking care of workplace property and resources
- respecting the rights of other Australian Apprentices and employees in the workplace
- remembering that information obtained from the employer must be kept confidential and not disclosed without approval from the employer.

Students/Trainees are to be aware of and make a commitment to fulfil training responsibilities. This involves:

- participating in the development of the training plan
- taking advantage of recognition of prior skills or Recognition of Prior Learning assessments that are conducted by their Registered Training Organisation
- making all reasonable efforts to achieve the competencies specified in the training plan in the timeframes specified and undertaking any training and assessment required (including Recognition of Prior Learning)
- attending all training sessions or supervised workplace activities and taking advantage of learning opportunities (minimum 80% attendance required)
- maintaining a record of training and work activities such as a training/ work log book.
- complying with all student policies – see attachments

TRAINEES – Training Plan

Within three months of the your commencement of employment and prior to commencing training, the MSAC Institute of Training together with you and your employer discuss and agree upon a suitable Training Plan. The Training Plan outlines the delivery of the training, when and where you attend training/assessment sessions. The Training Plan must also be signed by your secondary school representative if you are Australian School-based Apprentice.

The Training Plan is a working document and is flexible and includes the following:

- competencies to be obtained and the required time frame for achieving competencies
- training and delivery modes to be undertaken
- details (when, how & how much) time allocated for structured training
- who is responsible for the delivery and/or assessment of each competency
- assessment details and arrangements, and specific requirements of the Contract
- record of RPL and cross credit hours granted and name of qualification to be issued
- if you are to receive off-the-job training at the MSAC Institute of Training, your employer must allow you to attend training classes (this is paid time)

It is your responsibility to have your Training Plan available when training and assessment visits are carried out to record the outcomes.

It is critical that you don't lose this document.

Complimentary Student Pack (For Trainees only)

At the commencement of your training course you will receive a complimentary pack containing the following:

- Student Enrolment Kit
- Training and Workplace Study Log Book (for all certificate courses)
- Pre-Training Review documentation (for workplace based trainees)
- Draft Training Plan
- MSAC Institute of Training USB stick
- MSAC Institute of Training satchel
- MSAC Institute of Training drink bottle
- MSAC Institute of Training notepad
- MSAC Institute of Training pen

Workplace Visits

For every Trainee who is undertaking some workplace based training, the RTO is required to conduct a workplace induction as well as a minimum number of visits throughout the duration of the training. Please refer to [RTO028 Workplace Visits Policy](#) for further information.

Further Information for Trainees

The following websites may provide you with relevant information for your traineeship program:

- Australian Apprenticeships
(information on the Australian Apprenticeships program)
www.australianapprenticeships.gov.au
- Skills Victoria
(further information on training in Victoria)
www.skills.vic.gov.au
- WorkCover
(information on workplace safety)
www.workcover.vic.gov.au
- Wageline
(information on awards and conditions of employment)
www.wagenet.gov.au

ATTACHMENTS

1. [RTO006 Code of Practice Policy](#)
2. [RTO014 Student Safety and Welfare Policy](#)
3. [RTO001 Anti-Discrimination & Harassment Policy](#)
4. [RTO002 Appeals & Complaint Resolution Procedure Policy](#)
5. [RTO005 Code of Behaviour Policy](#)
6. [RTO010 Privacy Policy & Records Management Policy](#)
7. [RTO007 Fees & Charges Policy](#)
8. [RTO017 RPL and Credit Transfer Policy](#)
9. [RTO018 Student Assessment Submission Policy](#)
10. [RTO008 Issuing AQF Qualifications & Statements of Attainment Policy](#)
11. [RTO011 Re-issue lost Qualification or Statement of Attainment Policy](#)
12. [RTO028 Workplace Visits Policy](#)