



# **Apprentice & Trainee Information Handbook**

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## **Disclaimer**

This Apprentice and Trainee Information Handbook has been developed to inform current and potential Apprentice and Trainees studying with MiHaven Training of the relevant services provided and the rights and responsibilities of all parties involved in the Apprentice/Traineeship training program.

Although the information presented in this resource is correct at the time of printing, changes to legislation and/or MiHaven Training policies may impact on the currency of information included. MiHaven Training reserves the right to vary and update information without notice.

Apprentices and Trainees are advised to seek any changed information and/or updates by contacting MiHaven Training staff. Therefore, MiHaven Training disclaim all liability for any errors, or for any loss or other consequences resulting from any individual relying on or acting upon any information in this Apprentice and Trainee Information Handbook.

## Welcome

Congratulations on taking your next step in your career with us. By choosing MiHaven Training as your Registered Training Organisation (RTO) you are taking a positive step towards 'Shaping the Future'.

At MiHaven Training we believe that each student contributes directly to the reputation, success, and value of our courses. We encourage teamwork, consideration for each other and a sense of pride in our training.

This student handbook has been developed to give you a better understanding of the expectations we have of our students and to outline the policies, procedures, and support systems MiHaven Training have to help each student achieve their full potential.

You should read, understand and comply with the provisions of this student handbook. It explains many of your responsibilities for the course, the MiHaven Training team, fellow students, potential employers, and other stakeholders.

As one of our main objectives is to create an environment that is conducive to both professional and personal growth, we hope that your experience here will be challenging, rewarding and enjoyable. We are committed to ensuring that our training is delivered to the highest standards to meet the needs of our students in a range of industries.

Please do not hesitate to contact us if you would like to discuss any aspect of your training or learning journey.

JAMES MORT  
CEO | MIHAVEN  
RTO MANAGER | MIHAVEN TRAINING

## Contact Details

MiHaven Training – RTO #40928  
5 Palm Avenue, Parramatta Park Qld 4870  
PO BOX 7777 Cairns, QLD 4870  
07 4041 0407  
[training@mihaven.edu.au](mailto:training@mihaven.edu.au)  
[www.mihaven.edu.au](http://www.mihaven.edu.au)

Our scope of training is listed at [training.gov.au](http://training.gov.au); the database for Vocational Education and Training in Australia. The link to our registration is: <https://training.gov.au/Organisation/Details/40928>

## **Our History**

MiHaven Training is a Cairns-based Registered Training Organisation (RTO) which has been providing quality education and training in fully accredited courses since 2015. We provide training which is relevant to not only the industries in which we work but to the region and communities we train in. We are uniquely positioned as a local company to understand the training required for local employment, and our motto of 'Shaping the Future' applies to all that we do.

We are proud to be one of the leading local providers of nationally recognised qualifications in fields such as Construction, Carpentry, Business, Hospitality, Early Childhood Education & Care, Aged Care, Disability Care and Community Services. All our academic courses are accredited with the Australian Skills Quality Authority (ASQA), which means that our courses meet the stringent national quality assurance requirements in terms of both competency outcomes and assessment validity.

MiHaven Training's vocational courses are designed according to the needs of, and in consultation with Australian industry standards. We have established supportive and engaging training that meets employment needs and enhances life skills. Our excellent trainers not only deliver practical courses, but also provide students with an in-depth understanding of theoretical concepts to underpin their learning. This furnishes our graduates with real life skills that can be immediately applied in the workforce. All our qualifications and elective units are guided by the job outcome sought by each individual student, local industry requirements and the complexity of skills appropriate to the AQF (Australian Qualifications Framework) level of the qualification.

Our campus, located in Cairns, has excellent facilities and highly trained staff on hand to provide academic support as required, both onsite and remotely. We integrate modern technology with traditional methods to educate students to equip them with globally competitive skills to help them develop into future leaders in their chosen careers. With plans to continue to grow into other industry sectors, great developments are much anticipated at MiHaven Training.

## **Our Mission**

Constructing, cultivating, and creating doorways to a socially sustainable future for a widely diverse range of communities in the far North Queensland region. Our core pursuit is to establish a sustainable business aligned to social enterprises aimed at delivering socially impactful outcomes. Committed to shaping the future of our community.

## **Why Study with Us?**

MiHaven Training is a local Registered Training Organisation (RTO), who provides personalised support to students in all our many available training programs. We are uniquely positioned as a local company to understand the training required for local employment, and our motto of "Shaping Your Future" applies to all that we do.

MiHaven Training works with small and large businesses to help them choose the right training to suit their business needs. To be sure the training fits the business needs a MiHaven Training representative will conduct a training needs analysis of each employee involved in the training, allowing us to identify the specific needs of each trainee and then customise the training to generate the best results for your business.

Our trainers are highly qualified industry experts and committed to seeing trainees reach the full potential. Throughout the training, regular trainer contact and progress reports will be used to ensure a superior standard of training is being delivered.

Under the Australian Incentives Program, employers offering skills-based training to employees may be eligible to receive funding from the Australian Federal Government (eligibility criteria applies) to cover accredited training costs.

#### ***Employer Advantages***

- Access to nationally accredited courses
- Access to industry qualified and experienced trainers
- Access funding from the Australian Federal Government (subject to eligibility)

#### ***Employee Advantages***

- Increased levels of job satisfaction
- Increased motivation and team morale
- Increased performance and productivity

### **What we offer**

MiHaven Training provides training which is relevant to not only the industries in which we work but to the regions and communities we train in. We have established supportive and engaging training that meets employment needs and enhances life skills.

#### ***Quality***

Our Trainers and Assessors develop and maintain strong working relationships with you by working to ensure your training needs are met. You can count on our Trainers and Assessors and student support staff to provide the assistance and support that you may require to ensure that you are successful in completing your qualification.

#### ***Experience***

Our team of Trainers and Assessors are qualified with strong industry experience and currency. They bring with them a broad range of experience and expertise which they will be able to share and divulge throughout your learning journey. All our Trainers and Assessors regularly undertake professional development, engage with industry, and upskill their vocational and industry skills.

#### ***Passion***

Our team is passionate about Vocational Education and Training (VET) and the outcomes our student's desire. We will collaborate with you throughout your learning journey to ensure that you receive the highest standard of training to achieve your goals. 'Shaping the Future' with MiHaven Training is a motto all MiHaven Training staff always work towards.

#### ***Support***

Much like our passion for the business here at MiHaven Training, we believe a dedicated support network is key to achieving the right learning outcomes. Our team is here to support you throughout your Training Program. Our extensive range of student support services ensure that all students are provided with the highest level of support and assistance throughout the duration of your learning journey.

## Apprenticeships and Traineeships

An Apprentice/Trainee is a person employed under a training contract; Apprenticeships/Traineeships provide a combination of employment based learning and structured training. Each party involved in an Apprenticeship/Traineeship has responsibilities which they must fulfil. For full details of the responsibilities of an Apprentice/Trainee, the employer or the Supervising Registered Training Organisation (SRTO) please refer to the Apprenticeships Info website at <https://desbt.qld.gov.au/training/apprentices>

At the commencement of an Apprenticeship/Traineeship, the Apprentice/Trainee is provided with a training plan which outlines where, when, and how the training is to take place. If an Apprentice/Trainee exceeds or does not meet the requirement of the proposed training dates, then the training plan must be revised and signed by all parties.

### User Choice – What is it?

The User Choice program provides a public funding contribution towards the cost of training and assessment services for eligible Queensland Apprentices/Trainees. The program recognises that employment-based training aligned to skills shortages is a critical priority for the Queensland Government. It aims to provide funding aligned to the skills needs of industry and respond to changing government priorities.

#### *How does the program work?*

The program provides the flexibility for Apprentices/Trainees and their employers to select a preferred Registered Training Organisation (RTO) from a list of pre-approved suppliers for the delivery of nationally recognised, accredited training to meet their specific needs. The program works in conjunction with the Commonwealth Australian Apprenticeships system, under which Apprentices/Trainees (also known in some jurisdictions as "Australian Apprentices") enter into legally binding training contracts with their employers and receive structured training to achieve a nationally recognised qualification.

For more information, please go to Department of Employment, Small Business and Training (DESBT) - User Choice. <https://desbt.qld.gov.au/training/providers/funded/userchoice>

### Eligibility - Process

MiHaven Training's Programs Manager will check and confirm the eligibility of the student using a two (2) step process. Staff will access the Partner Portal Apprenticeships Info Self Service\* (AISS), this search is to be conducted within 30 (thirty) days prior to the student's enrolment, along with using the additional eligibility criteria below:

#### **School-Based (SAT), Full-Time (FT) or Part-Time (PT) apprentice or trainee:**

- a. Student must have entered into a Training Contract for a qualification that is funded by the government.
- b. Student must be registered on Delta Immigration with a commencement date or recommencement date on or after 1 July 2010.
- c. Student must be at least 15 years of age and no longer at school. (Exception SAT)
- d. Student must be an Australian or New Zealand citizen, Australian permanent resident (includes humanitarian entrant) or a temporary resident with the necessary visa and work permits on the pathway to permanent residency.
- e. Student must be a Queensland resident.

*\* MiHaven Training staff are required to always gain the students consent before searching in Partner Portal and save a copy of the results in the student's file.*

During the enrolment session, the following items are to be collected from the student and included in the completed enrolment kit.

**All items must be current, copies must be taken in colour ensuring a copy of the back is also included.**

- ✓ Proof of Australian or New Zealand Citizenship or Permanent Residency – Medicare Card (Green), Australian or New Zealand Birth Certificate or Australian or New Zealand Passport.
- ✓ Proof of Age – Drivers Licence, Proof of Age Card, Birth Certificate or Passport. School ID Card can be accepted for school-based only.
- ✓ Proof of Queensland Residency – QLD Drivers Licence, Health Care Card, Pensioner Concession Card, Utility Bill, or Letter.
- ✓ Concessional Eligibility – Health Care Card or Pensioner Concession Card (if required).
- ✓ If applying for Credit Transfer (CT) – Original or authorized copies of any Statement(s) of Attainment and/or Certificate(s) of Completion or USI transcript.
- ✓ If applying for Recognition of Prior Learning (RPL)- Copy of resume/CV, original or authorized copies of any relevant qualifications and transcripts and a current job description
- ✓ Proof of Supervisors Qualification/s, Trade Licence and Drivers Licence and consent to discuss form filled out from the supervisor

*Please note should a student provide evidence outside of the standard Driver Licence, Medicare card or concession card. Appendix 1 - Evidence of Eligibility and Appendix 2 – Eligibility Requirements: [https://desbt.qld.gov.au/\\_data/assets/pdf\\_file/0006/12012/sas-evidence-guide.pdf](https://desbt.qld.gov.au/_data/assets/pdf_file/0006/12012/sas-evidence-guide.pdf)*

*To assist in validating a prospective student's eligibility to enrol into subsidised training, please refer to Visa eligibility under VET investment programs: <https://desbt.qld.gov.au/training/providers/inclusive/visa-eligibility>*

At the conclusion of the enrolment session, the MiHaven Training presentation folder is to be left with the student, containing the following documents.

- ✓ 1 x Course Specific Flyer
- ✓ 1 x Schedule of Fees
- ✓ 1 x Business Card
- ✓ 1 x Student Application for Enrolment Form
- ✓ 1 x Application for RPL Form – as required
- ✓ 1 x Exemption of Student Contribution Fees - Application Form
- ✓ 1 x Income and Expenditure Statement
- ✓ 2 x Consent to discuss information form
- ✓ 1 x Application and Enrolment Information Sheet
- ✓ 1x Apprentice & Trainee Information Handbook
- ✓ 1 x Employer Handbook- Apprenticeship and Traineeship Information
- ✓ 1 x Employer Resources Assessment (ERA - ATF013) – Trainee (TEE), Apprentice (APP), Early Childhood, Education and Care (ECEC)



## **What is the difference between an Apprentice and a Trainee?**

Apprentices are trained in a skilled trade (e.g. electrical, plumbing or automotive) and, upon completion, become a qualified tradesperson. Apprenticeships generally take up to four (4) years to complete.

Trainees are trained in vocational areas (e.g. office administration, information technology or tourism) and, upon completion, will receive a qualification in their chosen vocational area. Traineeships generally take between 12 months and three (3) years to complete.

## **Types of Apprenticeships/Traineeships**

### ***Full-time or part-time***

- Full-time Apprentices/Trainees work and train an average of 38 hours per week and have ongoing employment.
- Part-time Apprentices/Trainees are rostered to work on a regular basis, working and training no less than fifteen (15) hours per week, averaged over a four-week cycle.
- Existing workers may be employed as an Apprentice/Trainee (as long as they are not casual).
- The term of a part-time Apprenticeship/Traineeship is generally double that of the full-time Apprenticeship/Traineeship term.

### ***Adult and mature age***

Commencing an Apprenticeship/Traineeship is the same for all, no matter what age. Older Apprentices/Trainees provide maturity, reliability, life experience and knowledge that can be valuable not only to employers, but to other staff. An adult Apprentice/Trainee's existing skills and experience (gained through education, training, work and life experiences) may provide them with credit and may reduce their training time. Employing a mature age worker may attract specific incentives through the Australian Government.

### ***School-based***

School-based Apprentices/Trainees undertake an Apprenticeship/Traineeship as part of their high school studies (generally in years 10, 11 and 12). A school-based Apprentice/Trainee's employment and/or training arrangements must impact on their school timetable for the program to be considered school-based. The term of a school-based Apprenticeship/Traineeship is generally double that of the full-time Apprenticeship/Traineeship.

## **Choose the right apprenticeship or traineeship**

Think about what you enjoy doing and what your interests are - talk to family, friends, school career counsellors or guidance officers - and gather information on different career options.

MiHaven Training is contracted by the Department of Employment, Small Business and Training (DESBT) to provide training and assessment for some apprenticeships and traineeships under the User Choice program.

Queenslanders may only access a maximum of two (2) government contributions. It is therefore important that Apprentices and Trainees ensure the decision you make will lead you to your future chosen career. This decision may affect your access to further funding in the future.

## **The Australian Apprenticeship Support Network (AASN)**

The AASN provides advice and support services for employers, Apprentices/Trainees, such as:

- Providing information on Apprenticeships/Traineeships suitable for a workplace;
- Conducting inductions with the employer and student;
- Assisting with completing, lodging and updating the Training Contract;
- Providing information and assistance with federal and state incentives;
- Providing support through mentoring

## **The Supervising Registered Training Organisation (SRTO)**

Once a registered training organisation is chosen, and agrees, to deliver the training and assessment for an Apprenticeship/Traineeship, it then becomes the Supervising Registered Training Organisation (SRTO).

The SRTO works with employers and students to:

- Ensure the employer can provide the necessary range of work, facilities and supervision;
- Assist in completion of enrolment paperwork if required;
- Develop a Training Plan in consultation with the Apprentice/Trainee and employer;
- Deliver off-the-job training;
- Support the employer in delivering on-the-job training;
- Monitor progress by maintaining regular contact with the student and employer
- Undertake assessment and issue the qualification upon successful completion.

## **Role of the Employer**

As the Employer, you have a legislative obligation to:

- a) Arrange for their Apprentice/Trainee to be enrolled with a Registered Training Organisation (RTO) ; and
- b) Have a Training Plan signed within three months of the date of commencement of the Training Contract.

As the Employer of an Apprentice/Trainee, you will work with the nominated MiHaven Training Trainer and Assessor to develop and implement the Training Plan. Your role is to support your Apprentice/Trainee to develop the skills and knowledge required to be competent in all units contained within the Training Plan.

You are also agreeing to provide on-job training, supervision, and hands-on experience in the workplace. Either you or another staff member needs to be nominated as a Workplace Supervisor to mentor and guide your Apprentice/Trainee through their studies.

You or your nominated Workplace Supervisor will be required to provide feedback to the MiHaven Training Trainer and Assessor about your Apprentice/Trainee's competence and sign-off on the workplace Training Record Book, Third-Party Reports and training plan as your Apprentice/Trainee progresses through the qualification.

Under the Training Agreement with MiHaven Training, as an Employer, you have the following responsibilities:

- Provide a Workplace Supervisor who has responsibility to ensure your Apprentice/Trainee completes the structured on the job training.

- Release your Apprentice/Trainee to participate in agreed structured training and/or assessment sessions
- Allow the MiHaven Training Trainer and Assessor access to the Apprentice/Trainee for on-the-job training or assessment.
- Work in conjunction with the MiHaven Training Trainer and Assessor by informing them of when the Apprentice/Trainee will be attempting specialist skills/tasks.
- Provide the MiHaven Training Trainer and Assessor with information about the structured on the job training undertaken by signing and dating your Apprentice/Trainee's completed Training Record Book and completing, signing, and dating the Third-Party Report for each Unit of Competency.

## **Responsibilities**

### ***MiHaven Training***

MiHaven Training delivers nationally accredited training courses, regulated by Australian Skills Quality Authority (ASQA). We negotiate a Training Plan with the Employer and student prior to the commencement of any Apprenticeship/Traineeship which confirms the qualification to be delivered, the delivery pathway and the date that training will commence and complete. The Training Plan will be customised to ensure that the elective competencies that make up the qualification are most relevant to the company in which a student is employed.

In meeting this responsibility, the MiHaven Training's Programs Manager will ensure that the student is correctly enrolled into their nominated training program by undertaking the application for enrolment interview process including applications for Credit Transfer (CT) or Recognition of Prior Learning (RPL) and undertaking the language, literacy, and numeracy (LLN) assessment, inclusive of individual support plans and strategies as required.

MiHaven Training's Trainer and Assessor is responsible for the delivery and management of training and assessment and will assist students in the completion of their training program. They will keep in contact with the student directly and will answer all queries and attempt to solve all training related problems within a timely timeframe.

Mihaven Training Trainers and Assessors will provide Apprentice/Trainees and their employer with a suitable and flexible means and materials to support training in required competencies and provide feedback on any assessment tasks completed. They will regularly liaise with the Employer and/or supervisor to discuss the Apprentice/Trainee's progress.

Mihaven Training Trainers and Assessors provide any extra support to students whilst they are undertaking training and will respond promptly to any training concerns the student and/or their Employer/Supervisor may have. They will also direct students to appropriate welfare agencies and guidance counsellors as deemed appropriate and in line with MiHaven Training Student support and welfare policy and LLN Policy.

### ***Employer /Supervisor***

The Employer is required to provide the Apprentice/Trainee with support and training time as per the formal training agreement so that all training requirements can be met. It is also the Employer's responsibility to organise a suitable workplace supervisor or supervisors.

The specific responsibilities of the Employer/Site/Workplace Supervisor are to:

- Provide workplace guidance, advice, and support to the Apprentice/Trainee as per their job role, including providing on the job training as required
- Ensure the Apprentice/Trainee is made available at agreed times for training and assessment activities offsite
- Allow the Apprentice/Trainee time on the job to complete training and assessment activities
- Provide feedback to the MiHaven Training Trainer and Assessor regarding the program on scheduled monitoring visits and/or assessment visits
- Attendance at pre-arranged meetings with the MiHaven Training Trainer and Assessor and the support of scheduled workplace visits is vital for your Apprentice/Trainees learning journey

### ***Students***

Students are encouraged to take responsibility for their training by monitoring the learning program and becoming actively involved in their training, both on and off site. Students must attend pre-arranged meetings with their MiHaven Training Trainer and Assessor and prepare for these meetings by completing any onsite work requirements as per the training plan.

Student will be required to complete their Training Record Book, including writing work notes and comments for each unit of competency, having their supervisor also make comments and note for each unit and sign, and completing a Third-Party Report which is signed by their supervisor. Students are required to take any relevant training materials to each meeting with the MiHaven Training Trainer and Assessor and submitting all required documentation by the due date.

As an active student in their own learning program, students should:

- Ask questions; this demonstrates an interest and provide the student with further information or confirmation as required
- Practice; practicing skills can improve performance and maximise success for assessment.
- Be committed: committing to a training program is essential, this is a legal document. It is the student's responsibility to complete the learning program within the training plan's timeframe.
- Complete assessments: complete assessments as scheduled – if there are problems with any of the questions or understanding what is required MiHaven Trainings Trainer and Assessor should be kept advised.

## **Pre-Enrolment Information**

### ***Apprentice/Traineeship Based Students***

MiHaven Training's Programs Manager will meet face-to-face or hold a phone conversation with you, to outline the services that we provide, the courses that may be relevant and the expectations of you as the student.

Once you make the decision that you would like to enrol, MiHaven Training's Programs Manager will schedule an appointment and meet face-to-face with you, and your Employer.

The MiHaven Training's Programs Manager will discuss:

1. The course code, title, and currency
2. Proposed units of competency
3. The modes of delivery and assessment
4. Commitment required by both student and Employer (time, effort, and workplace visits)

5. The duration of course and number of classes
6. Timeframe for completion including any work placement requirements
7. Costs and funding eligibility (and implications on future funding entitlements)
8. Payment options and refund information
9. Recognition of existing skills (Recognition of Prior Learning and / or Credit Transfers- application process)
10. Where training and assessment will be undertaken
11. A broad overview of assessment methods used
12. Student support services available
13. Students' entry requirements (including language, literacy, and numeracy, prior qualifications, materials, tools, PPE, age, physical health requirements etc.)
14. Course success requirements (if applicable)- work placement hours, current clear Australian National Police Record Check, Working with Children Blue Card, NDIS Worker Screening Check / Yellow Card, current vaccinations including flu (influenza) and COVID-19 and other health department immunisation requirements.
15. Employer requirements (tools, equipment, types of activities, supervisory requirements etc)
16. MiHaven Training will issue a Certificate and Record of Results upon successful completion of a qualification or a Statement of Attainment for short courses/ or completed units of competency within thirty (30) days of completion
17. That MiHaven Training is responsible for the quality of the training and assessment

## **Enrolment Procedure**

A completed application for enrolment form is required to advise all details necessary to enrol a student. All questions must be answered, and the student's signature must appear on page four (4) of the application for enrolment form. If the student is under eighteen (18) years of age, a parent or legal guardian signature is required. The MiHaven Training Programs Manager is required to check all the prospective student's responses contained in the application for enrolment form, any response pertaining to any previously completed qualifications will need to be noted when assessing enrolment and funding eligibility.

The application for enrolment form may be posted, completed on premises, or submitted via email, however the MiHaven Training Programs Manager will conduct an application for enrolment meeting to discuss all required pre-enrolment information. If a student is completing an apprenticeship or traineeship then additional enrolment forms must be completed. Please speak to a member of our team for further information.

The timeframe for the above tasks will vary based on the number of students being enrolled, the location of the application for enrolment meetings (across various locations), and the collection of all required documentation and identification provided by each student. MiHaven Training's Programs Manager is responsible to cross check all provided documentation/forms and to fill any gaps in the documentation prior to transferring the students file to the MiHaven Training Admissions Officer for enrolment.

When the completed application for enrolment form is received and all identification documentation is on file and verified, the student is allocated a permanent student number, their USI (Unique Student Identifier) is verified on JobReady (Student Management System), and the student is enrolled into their allocated course. Students are advised of enrolment via an email directly sent via JobReady. This is ideally completed prior to the first day of the student's course.

## Unique Student Identifier (USI)

From 1 January 2015 students enrolling in nationally recognised vocational education and training in Australia need a Unique Student Identifier (USI). The USI gives students access to their online USI account which is made up of ten numbers and letters.

The USI account will link students to their training records and results which are held in the national training collection. Students will be able to access their records online, download them and share them with future training organisations electronically.

With the student's permission, MiHaven Training will be able to see their students' entire nationally recognised training record with records collected post 2015. MiHaven Training will find it easier to assess prerequisites and Credit Transfers (CT) and assess students' eligibility for government funded training places. Further information is available from [www.usi.gov.au](http://www.usi.gov.au)

## Vocational Work Placement / Security Checks

Various qualifications MiHaven Training deliver require all students to complete mandatory work placement hours and/or require students to apply for and obtain various security history checks and undertake security screenings. The requirements do vary from qualification to qualification, each specific qualification requirement will be explained when the MiHaven Training Programs Manager undertakes the application for enrolment meeting. Please note, prior to placement students could be required to obtain but not limited to any or all of the following:

- Working with Children Blue Card
- Federal Police Check
- First Aid and CPR accredited training
- NDIS Workers Screening Check/ Yellow Card
- Relevant vaccination records- Flu, COVID-19, Whooping Cough etc.

If your Blue Card application receives a negative notice, or if your police check identifies that you have a criminal history you may be disqualified from being eligible to undertake placement and assessment, which would affect your course outcomes. All students are required to sign a declaration; Vocational Placement Agreement form prior to commencing any placement activities. The Vocational Placement Responsibility form outlines the student, host employer and MiHaven Trainings prior, during and post work placement responsibilities, along with a guide for daily hygiene when attending work placement. All three entities are required to sign that they have read and understood all responsibilities as part of vocational placement.

## Training Plans

After consultation with the designated MiHaven Training Trainer and Assessor and your Employer, training plans will be prepared and distributed to your Employer, Apprentice/Trainee, and the designated MiHaven Training Trainer and Assessor. All Training Plans will be signed by all parties and additional copies are available on request as required.

Employers can monitor the progress of you, the Apprentice/Trainee against the units of competency required to achieve the qualification by viewing the Apprentice/Trainee's training plan supplied by MiHaven Training. Students may also contact MiHaven Training Trainer and Assessor for information on tasks/activities you may require further experience in to complete their units of competency.

## **Apprentice/Trainee Competency Tracker**

MiHaven Training at a minimum makes four (4) contacts per year with your Employer to discuss the Apprentice/Trainee's progress against the Training Plan. Your Employer and Apprentice/Trainee are sent a detailed Apprentice/Trainee Competency Tracker which is a summary of your progress.

The Competency Tracker covers the following:

- Progress against the Training Plan - including Credit Transfers (CT) and Recognition of Prior Learning (RPL)
- Summary of open units, outstanding items and actions required
- Summary of units completed
- Upcoming offsite training dates

## **Assessment**

Assessment will meet the National VET regulator Assessment Standards including the recognition of Prior Learning (RPL) and current competencies. All assessment processes will be valid, reliable, flexible, and fair. Suitable and appropriate learning materials will be provided, and physical resources utilised to ensure the competencies can be achieved.

Students will be assessed through a process of evidence collection and judgements made as to whether they are able to demonstrate the competencies identified by industry as essential for satisfactory performance in the workplace.

The purpose of the assessments is for the Apprentice/Trainee to demonstrate competency against current industry standards (as outlined in the Unit of Competency) through application and demonstration of knowledge and skills.

## **Methods of Assessment**

To assess competency five (5) basic methods of assessment may be used. The methods are:

1. Questioning – oral, written assignments, short answer, multiple choice, matching, true/false
2. Simulations - role play, observation of performance, simulated clients, simulated workplaces
3. Skill tests - work sample, skill sample, practical project, structured problem, and task
4. Direct observation- performance, product and processes on the job, 3rd party reports, logbooks,
5. Evidence of prior learning -portfolios, qualifications, testimonials, and supervisor reports

Where possible, an approach which involves grouping/clustering elements of a competency together will be used to develop a holistic and streamlined assessment method, meaning less repetition for the students.

Competency is built over time as such the student will be assessed at various points as they gain knowledge and master skills. Each assessment task is reviewed by a MiHaven Training Trainer and Assessor and an outcome of Satisfactory/Not Satisfactory is determined for each completed assessment task. To demonstrate competency in a Unit of Competency, you must satisfactorily meet the requirements for all assessment tasks.

## **Plagiarism, Cheating and Collusion**

MiHaven Training is committed to upholding standards of student integrity and honesty in regard to the assessment of their work and places value in the declarations of authenticity made by students when submitting their assessment tasks.

Students are expected to always act with integrity and only submit work that is their own, or that has been appropriately referenced and includes acknowledgements of all texts and resource materials used in the development of the work.

Students and staff have a duty to ensure they gain the necessary understanding of how to correctly acknowledge and cite references and resources to minimise the incidents of plagiarism and cheating and the allegations of such.

A student found to have plagiarised, cheated or colluded will be given an opportunity to respond to the allegations and the MiHaven Training Student Plagiarism, Cheating and Collusion Policy and Procedure will be followed.

## **Recognition of Prior Learning (RPL) and Credit Transfer (CT)**

MiHaven Training is committed to abide by the requirements for Registered Training Organisations (RTO) and undertake Recognition of Prior Learning (RPL) and/ or Credit Transfers (CT) where appropriate. Competencies already held by individuals can be formally assessed against the units of competency in the relevant Training Package and will be recognised if deemed appropriate.

RPL is all about the skills and knowledge you have collected through work and life experiences and then transferring them to your current training course requirements. RPL must take place at the start of your training, apprenticeship or traineeship after enrolling with a registered training provider. Please note fees associated with an application for RPL for each unit of competency.

CT also recognises previous formal learning (e.g. university, other RTO issued Statement Of Attainments (SOAs) or Qualifications). It uses an assessment of your previous course to determine whether it can be credited to your new course. The assessment determines the extent to which your previous course is equivalent to the required learning outcomes of your desired qualification.

If a student indicates they would like to apply for RPL, an RPL application form/ self-appraisal booklet is provided at the initial application for enrolment meeting and a one-on-one interview will be arranged with a MiHaven Training RPL Assessor at a mutually convenient time and location once the submission of evidence has been deemed satisfactory. The meetings' purpose is to provide support and counselling to students to ensure realistic expectations about the RPL process and assist if there are any gaps within the evidence provided.

If a student indicates they would like to apply for Credit Transfers (CT) at the initial application for enrolment meeting and all relevant copies of SOAs/ Qualifications will need to be provided.

Fees are charged for those students wishing to undertake a Recognition of Prior Learning (RPL) application. Please refer to the Schedule of Fees located on the MiHaven Training Website.



## User Choice - Fees

Student contribution fees are an apprentices/trainee's contribution to the cost of tuition and must be paid in line with Commonwealth Government funding:

- The current fee is calculated at \$1.60 per nominal hour for each unit of competency delivered/assessed.
- Each unit you undertake as part of your traineeship or apprenticeship will have a number of nominal hours in which the unit should be completed.
- The student contribution fee can be paid by the Employer on behalf of the student.
- Any changes to units of competency in a training plan will cause the student contribution fee to be recalculated and any adjustments required must be made to either party.

### ***School-based apprentices or trainees are exempt from the student contribution fee.***

Where payment of the student contribution fee will cause extreme financial hardship or if extreme financial hardship is a consideration, apprentices or trainees are required to communicate this to MiHaven Training at time application for enrolment. The student will need to complete and submit for assessment an Exemption of Student Contribution Fees Application Form and an Income and Expenditure Statement Form.

A full exemption may apply if the apprentice or trainee meets one of the following exemptions:

- The payment of the student contribution fee would cause me extreme financial hardship. Extreme financial hardship is categorised by a situation where an apprentice/trainee would have to forego food, shelter, or other basic necessity of living in order to pay the student contribution fee.
- The student has completed Year 12 in Queensland within the last calendar year and holds a Senior Statement issued by the Queensland Curriculum and Assessment Authority or equivalent certification and, the student must also be a Queensland resident.
- The student is under 25 years old as of the date of the apprenticeship contract commencement.

A partial exemption may also apply if the apprentice or trainee meets one of the following exemptions:

- The Student was/will be under 17 at the end of February in the year in which training is provided, and is not at school and has not completed year 12;
- The Student holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependent of a person who holds a health care card or pensioner concession card, and is named on the card
- The Student provides an official form under Commonwealth law confirming that the Student, his or her partner or the person of whom the Student is a dependent, is entitled to concessions under a health care card or pensioner concession card; or
- The Student is an Aboriginal and/or Torres Strait Islander person. Acceptable evidence is as stated on the Enrolment Form.
- Please refer to the Apprenticeship Info website for the most up-to-date User Choice Policy:  
<https://desbt.qld.gov.au/training/providers/funded/userchoice>

## Materials Fee

Material fees cover specific resources that you will need in the course of your study, such as: textbooks, protective clothing, specific tools and other items relevant to your course, employers are responsible for paying for these fees. We charge a separate fee for these as you may be able to source these

elsewhere, buy them second hand or may already own them. An example of an optional cost is where you request for us provide printed copies of courseware that is made available to you online that you could print yourself. Material fees do not apply to all courses – if it applies this will be specified to you before enrolling. Lost or misplaced resources also incur a replacement fee. Please refer to the Schedule of Fees located on the MiHaven Training Website.

## **Reassessment Fee**

You are entitled to two (2) attempts per assessment task. Where a task is marked as *Not Yet Satisfactory*, you will be provided with feedback and given the opportunity to resubmit. If you have re-submitted and still marked as Not Yet Satisfactory, your trainer will then conduct a one on one session with you to give more detailed feedback and assistance with the barrier/s encountered. If you exhaust your attempts, you will be required to re-enrol in the unit, participate in further training, and undertake the whole assessment again.

MiHaven Training will charge you a unit re-enrolment fee to reattempt the unit that you have not passed, this will be charged a fee for service unit of competency rate. Please refer to the Schedule of Fees located on the MiHaven Training Website. <https://www.mihaven.com.au/information-forms-policies-procedures>. You can make an appeal against any assessment decision by following the Complaints and Appeals Policy. Appeals will be dealt with following the Complaints and Appeals Procedure.

## **Payment Terms**

### ***Government Subsidies***

Where a student is eligible to have tuition fees partly or fully subsidised by government funding, this is generally paid directly to MiHaven Training by the relevant funding body upon set milestones. These milestones vary from funding body to funding body.

### ***Authority to Invoice***

For students who are undertaking an Apprenticeship/Traineeship, the enrolment checklist asks for invoicing information, this will be completed as part of the application for enrolment paperwork to identify who is responsible for payments.

### ***Payment Terms***

Prior to course commencement, MiHaven Training will provide each student with a copy of the schedule of fees, this will include the payment terms. MiHaven Training has standard payment terms of seven (7) days. Where payment has not been made and the invoice due date has passed by more than thirty (30) days, MiHaven Training may elect to cease training until payments are recommenced. If payments are not recommenced MiHaven Training may elect to formally withdraw the student.

### ***Debt Collection***

Where students fail to pay all fees and charges by the due date, MiHaven Training will manage the recovery of outstanding debts through debt recovery procedures. Debt collection takes place when MiHaven Training seeks to secure payment from students who are legally bound to pay money owed. It is important that any student involved in recovering debt is aware of their legal obligations. By signing the application for enrolment form the student is agreeing to pay all relevant fees as all qualifications, including Statement of Attainments will not be issued to students who have not made full payment for their course.

### ***Prepaid Fees/ Payment***

- Students must make sure that fees are paid in full by the due date written on the tax invoice.
- Statement of Attainment or Certificate and Record of Results will only be issued once outstanding fees have been paid in full.

**Fees in excess of \$1,500 cannot be paid to MiHaven Training at any one time in accordance with Clause 7.3 of the Standards for Registered Training Organisations (RTOs) 2015.**

<https://www.asqa.gov.au/media/864>

- Payment plans can be arranged in agreement with MiHaven Training.
- Refund payments (if any) are calculated and paid as per our Refund Policy.
- Credit Transfer (CT) is applicable for those Students who have already completed other accredited units of competency, credit transfer application form alongside a copy of Statement of Attainment must be provided to MiHaven Training before the unit of competency starts.
- If application for credit transfer form is submitted after the delivery of the unit of competency, then Fee For Service (FFS) will still apply.

### **Canceling an Apprenticeship / Traineeship**

Students are required to advise MiHaven Training if they wish to withdraw from the course. A Student Withdrawal Form is to be completed; the form is downloadable from MiHaven website. Students can only withdraw from units that have not passed the training schedule end date. Also a Cancel a Registered Training Contract (by all parties) form is to be completed and submitted to Australian Apprenticeship Support Network (AASN) prior to being withdrawn.

### **Nominal Duration of Qualification**

Every qualification has a nominal duration, this can be found at the top of the qualification training schedule or accessed online through the Queensland Training Information Service (QTIS): <http://www.qtis.training.qld.gov.au/>

Please note, once the nominal duration of the qualification is reached, a warning email will be sent out to the student to make contact with MiHaven Training, if return contact from the student has not been made within five (5) business days of the warning email, the student will be withdrawn, and a Statement of Attainment issued. Students are able to request an extension of time (fees may apply), MiHaven Training will consider the request and will give advice in writing whether it is approved or not.

### **Extensions to the end date of training (Assessment due date)**

The end date of training for a unit is written on the training schedule, Students should strictly follow the training schedule provided by MiHaven Training to avoid any additional cost. If Students are unable to complete the assessments by the end date of training, extension can be requested, MiHaven Training will consider the request and will give advice in writing whether it is approved or not.

There are instances that MiHaven Training may be unable to offer an extension due to funding/contractual obligations and/or operational factors (e.g. we may not have a trainer / assessor to assess the Students at a later date). There are instances that MiHaven Training may extend the end date of training due to operational reasons. No fees will be charged in these circumstances.

## Student Support

MiHaven Training provides student support in a range of ways. MiHaven Training is committed to giving every student an opportunity to successfully complete their chosen course and recognises that our students come from a diverse range of backgrounds and have a diverse range of work and life experiences.

Student welfare and support aspects includes, but is not limited to:

1. Academic support
2. Non-academic support
3. Providing additional support to students who may have special needs (i.e., Students with specific health issues, students with disabilities and students needing support with language, literacy and numeracy (LLN)).

We cannot, however, compromise the requirements of the relevant training package or the safety and welfare of other students or trainers but will endeavour to make reasonable adjustments and offer support to students identified with any form of disability or barriers to ensure they undertake a fair and equitable training and assessment.

When a trainer identifies a student requiring support the following process is to be followed:

1. The trainer contacts Elaine Willaims- student support trainer, outlining the concerns identified.
2. A meeting will be scheduled with the student and Elaine to discuss possible support that can be provided.
3. The agreed support strategies are implemented, communicated to all parties and documented within an email of what was discussed and agreed upon.
4. Student support notes are to be listed on student profile within the Student Management System.
5. A follow up meeting will be scheduled, if required to evaluate the students' progress with the implemented student support strategies.

## Counselling/Personal Support

If you require counselling or personal support, please contact one of the below organisations:

### **Lifeline**

13 11 14

[www.lifeline.org.au](http://www.lifeline.org.au)

### **Beyond Blue**

1300 224 636

[www.beyondblue.org.au](http://www.beyondblue.org.au)

## Surveys

MiHaven Training strives to provide a positive learning experience for all students. MiHaven Training prides itself on delivering high quality, flexible training service. Gaining your feedback is extremely valuable in assisting MiHaven Training to achieve and maintain this goal. It is, therefore, our intention to regularly collect employer feedback and satisfaction data on the services we provide. To assist MiHaven Training in providing an ongoing, quality service, students and employers may be asked to complete a survey at various stages of the training program. They assist MiHaven Training in meeting a range of quality standards that we aim for, and which are required of Registered Training Organisations. Student Surveys are required to be submitted by all students at the mid-way point and completion of their qualification.

## MiHaven Training Commitment to Equity

MiHaven Training is committed to providing all students with equitable opportunities to pursue their training and development. MiHaven Training will meet the needs of individuals and the community through the implementation of access and equity principles and policies. MiHaven Training prohibits discrimination towards any group or individuals in any form. MiHaven Training staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with Apprentice/Trainees and other staff.

MiHaven Training acknowledges its legal obligations under State and Federal equal opportunity law, including:

- ***The Racial Discrimination Act 1975***  
This aims to ensure that everyone is treated equally, regardless of their race, colour, descent, national, or ethnic origin.
- ***The Sex Discrimination Act 1984***  
This prohibits discrimination on the basis of sex, marital or relationship status, actual or potential pregnancy, sexual orientation, gender identity, or intersex status.
- ***The Disability Discrimination Act 1992***  
This provides protection for everyone in Australia against discrimination based on disability. It encourages everyone to be involved in implementing the Act and to share in the overall benefits to the community and the economy that flow from participation by the widest range of people.
- ***The Privacy Act 1988***  
The Australian Privacy Principles sets out guidelines on how information must be collected, stored, used, and destroyed with particular reference to use of information for direct marketing
- ***The Age Discrimination Act 2004***  
This prohibits age discrimination in many areas including employment, education, accommodation and the provision of goods and services.
- ***Commonwealth Racial Hatred Act 1995***  
This allows people to complain about offensive or abusive behaviour based on racial hatred. In 1995, the Racial Hatred Act amended the Racial Discrimination Act by adding new laws specifically dealing with racial hatred.
- ***Disability Services Act 2006 (QLD)***  
This promotes the rights of people with a disability, increasing their wellbeing and encouraging their participation in the life of the community. It includes measures to safeguard the rights and safety of people with a disability and combines with existing systems to improve the quality of services they receive

## Complaints and Appeals

A Complaints and Appeal Policy and Procedure are in place for all MiHaven Training students/employers who are not satisfied with any aspect of their training journey, including delivery of and assessment outcomes. Please refer to MiHaven Website for further information.

## Privacy Policy

As a Registered Training Organisation (RTO) we are required to collect and record information about our students, including personal information. All student's personal information is protected by the Privacy Act 1988 and 13 Australian Privacy Principles (APPs).

All students will be required to authorise MiHaven Training as part of their application or enrolment to collect and store personal information to administer their application and enrolment, to monitor academic progress and to provide services, including services delivered in partnership with relevant stakeholders and third parties beneficial to the student's participation, completion and gaining employment. This may include checking of migration status (work and study entitlements) through VEVO (Visa Entitlement Verification Online) for the purpose of confirming enrolment eligibility.

MiHaven Training will ensure that information collected from all students is not excessive and is only used for the purpose for which it is collected.

### ***How we disclose your personal information?***

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy)

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.desegov.au/national-vet-data/vet-privacy-notice>

## **Further Enquiries and Assistance**

If you require further information or assistance with any aspect of the training programs, please contact our office and speak with one of our MiHaven Training staff members. They will assist and provide you with further information and guidance. Course information is a free and confidential service.

Our staff are available to all current and prospective students. Groups or individuals who require information sessions on course, details and workplace-based training options, please contact our office for further information.

## **Important Links**

- <https://www.mihaven.com.au/information-forms-policies-procedures>
- <https://www.asqa.gov.au/>
- <https://training.gov.au/Organisation/Details/40928>
- <https://desbt.qld.gov.au/training/training-careers>
- <https://desbt.qld.gov.au/training/apprentices>
- <https://desbt.qld.gov.au/training/providers/funded/userchoice>

### **Further Information Available:**

Please request further documentation from our staff, if you wish to apply for enrolment within any of our courses.

- Schedule of Fees
- USI Transcript Service- Information Sheet
- Application for Enrolment Form
- Course specific Flyers
- Application for Credit Transfer
- Application for Recognition of Prior Learning
- Employer Responsibilities DJYESBT Flyer
- Provider Declaration Form
- School Based Apprenticeships/Traineeship Information Sheet
- Student Handbook

### **Contact Details**

MiHaven Training – RTO #40928  
5 Palm Avenue, Parramatta Park Qld 4870  
07 4041 0407  
PO BOX 7777 Cairns, QLD 4870

