

**Mi** Haven  
T R A I N I N G  
RTO 40928

# Student Handbook



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## **Disclaimer**

This Student Handbook has been developed to inform current and potential students studying with MiHaven Training of the relevant services provided and the rights and responsibilities of all parties involved in the training and learning journey.

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.

Students are advised to seek any changed information and/or updates by contacting MiHaven Training staff. Therefore, MiHaven Training deny 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 Student 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

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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, who provides personalised support to students in all our training programs. 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. Our trainers are highly qualified industry experts and committed to seeing students reach their full potential.

## **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.



## **Australian Skills Quality Authority (ASQA)**

ASQA is the national regulator for Vocational Education and Training (VET). Their purpose is to ensure quality education and training so that students, employers, governments and the community can have confidence in the integrity of qualifications issued by training providers.

## **Standards for Registered Training Organisations (RTOs) 2015**

The Standards describe outcomes RTOs must achieve, but do not prescribe methods by which RTOs should achieve these outcomes. This allows RTOs to be flexible and innovative in their VET delivery - an acknowledgement that each RTO is different and needs to operate in a way that suits their clientele.

## **Vocational Education and Training (VET)**

VET stands for Vocational Education and Training. Its aim is to produce a workforce with the skills and knowledge needed by industry. Our organisation is registered to provide VET qualifications. These qualifications are based on National Training Packages and Accredited Courses and will be recognised throughout Australia both by employers and by other Registered Training Organisations (RTO's).

## **Australian Qualifications Framework (AQF)**

The Australian Qualification Framework (AQF) is a national framework for all qualifications. The AQF Levels define the relative complexity and depth of achievement and the level of autonomy required of participants to demonstrate that achievement. Each level is further defined by the knowledge required and understood by a participant.

## **Competency Based Training**

Qualifications are comprised of units of competency, which have been determined by the relevant industry bodies. The Standards provide a framework for training and assessment and specify what competencies an employee at a particular level should be reasonably expected to achieve.

A key part of Vocational Education and Training is competency based training which is based on learning and developing skills through a combination of firsthand experience and structured training. A student is competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments, against the standard.



## **Our Responsibilities**

MiHaven Training will not disclose any information about a student, except as required by law or as required under the VET Quality Framework, without the student's written permission. All electronic student information is secured in MiHaven Training's database, and accessible only by authorised personnel. A Consent to Discuss Form would need to be completed prior to disclosing any personal information to a third party.

Written consent is gained before using a student's photographs, audio or visual recordings, or other material in any marketing and advertising materials. As part of the Application for Enrolment, students are asked if they wish to agree to MiHaven Training taking video and/or photos for quality training purposes and/or marketing. No image is released to the public, third party or other without prior consent.

We value student input, passion, ideas and dedication. From the day you start at MiHaven Training our aim is to support and develop you in your role so that you feel confident to undertake the responsibilities placed upon you and ultimately are able to succeed in employment and your life goals.

Students are encouraged to provide feedback after every course. Although MiHaven Training staff and trainers always try and collect feedback throughout the training and assessment process either formally or informally. Student surveys are issued electronically to students nominated email addresses, mid-way through course, and again at the completion of every course. Students can also go to the MiHaven website and submit feedback at any time. We encourage suggestions and recommendations, as MiHaven Training are striving to continuously improve all facets of our practices, processes and services offered to all students.

## **Code of Conduct**

MiHaven Training wants to ensure that all learning environments are free from harassment, discrimination and victimisation. MiHaven Training believes in encouraging all students to set personal goals and work toward attaining their full potential. MiHaven Training expects students who enrol to abide by these expectations and to commit to adopting the Student Code of Conduct (Page 9).

MiHaven Training has a zero-tolerance approach to harassment and disciplinary action will be taken against any employee or student involved in such behaviour. This is regarded as any form of behaviour that is unwanted, unwelcome or unreciprocated by relevant persons. This may manifest as verbal or physical harassment but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

Discrimination means treating a person less favourably than another because of a personal attribute that they may have. Under State and Federal equal opportunity laws, discrimination based on attributes is unlawful. Any form of discrimination or bias should be reported to MiHaven Training staff.

## **Disciplinary Process**

The MiHaven Training disciplinary procedures will be used only when necessary. Where possible, informal and/or formal counselling or other good management practices will be used to resolve matters prior to any disciplinary action being taken. Students at all times must maintain appropriate behaviour and follow MiHaven Training Student Code of Conduct (Page 9).



Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given, and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately, and the student may be requested to leave the course. The Director and Training Operations Manager will oversee all disciplinary matters.

## **Student Code of Conduct**

### **Training Times**

An important aspect of the MiHaven Training Program is preparing students to be able to successfully manage their own working life arrangements. As part of the program, you will be issued a training schedule which clearly states the start and finish times for training. Students will be advised of the break times each day. The times for these will vary according to training requirements.

### **Absences**

The MiHaven Training Program requires commitment from students. Absence is permissible for reasons of serious illness or bereavement of a family member, but please make sure to disclose this to your trainer and alternative arrangement may be made to assist you to continue on your learning journey.

### **Dress Code**

Students enrolled in a MiHaven Training Program must uphold strict dress and personal presentation standards. It is compulsory that you wear neat casual clothing, no revealing clothing, and if required wear supplied PPE (Personal Protective Equipment). It is important to remember that you, as a student could be on show to potential employers and important program partners. Personal grooming, hygiene and dress reflect you as a student and the program as a whole. While undertaking any mandatory work placement hours, you are required to wear any required PPE, uniform specific to the employers' standards and if supplied, a MiHaven Training labelled garment.

### **Personal Hygiene**

Students are asked to be aware of their personal grooming and hygiene at all times. Hair should be neat and clean; nails should be clean and tidy, and students should use deodorant as work can be physical and lead to excessive perspiration at times.

### **Smoking and Vaping**

Smoking and vaping are not permitted onsite at MiHaven Training Campus. Please leave the premises and as per smoking laws in Queensland, make sure to be at least five meters from the opening of any building or access point, this includes neighbouring businesses and private homes. At MiHaven Training we do not have designated 'smoke breaks' but you are free to smoke or vape on your lunch breaks.

### **Alcohol and other drugs**

Under no circumstances must you attend training under the influence of drugs, alcohol or any illegal substances. While on the premises it is also unacceptable to sell or consume alcohol or other drugs, or illegal substances. Breaking this rule will result in instant dismissal and possible police notification.



## **Work Health and Safety**

MiHaven Training is committed to providing as far as is practicable, a working environment that is safe and without risk to health to all its employees, contractors and students through the effective implementation of compliant health and safety policies in the workplace. Every person who works for MiHaven Training is responsible for ensuring health and safety is managed in all aspects of the workplace.

It is a requirement of both Health and Safety legislation and of MiHaven Training, that all hazards, illnesses and incidents, including dangerous occurrences, and damage to property be reported to MiHaven Training Operations Manager. By reporting injuries, the potential severity can be identified, and corrective actions can prevent similar recurrences. All work-related injuries and illnesses must be reported immediately, and an Accident/Incident Report Form must be completed, if possible, within 24 hours after the occurrence regardless of when it occurred.

## **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 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 Sales Team 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 or Yellow 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.

## **Language, Literacy and Numeracy (LLN)**

MiHaven Training is committed to ensuring that each student enrolling in our training programs or courses will be given a fair and reasonable amount of language, literacy or numeracy learning options or support if required. An LLN Assessment is required to be completed by all students as part of their application for enrolment. Please note, the LLN Assessment is to be completed by the enrolling student only, unfortunately MiHaven Training staff, partners or other people cannot assist in any form during the LLN Assessment. Mobile phones are also not permitted to be used during the LLN Assessment.

The LLN Assessment has been designed to give an indication of a student's abilities across the five core skills of the ACSF (Australian Core Skills Framework), linked directly to the specific qualification they are applying to enrol in. These are Learning, Reading, Writing, Oral Communication and Numeracy. The outcome of the assessment is the first step in considering the support needs of the student, and assessing the students current LLN score against the benchmark LLN scores are for the chosen qualification.

If any LLN barriers are indicated, the LLN Robot will provide the student with an individualised training support resource. The LLN report will also indicate if the student has reached the benchmark criteria for the qualification they are applying for enrolment with. If significant barriers are identified, the student may potentially not be suitable for the course and other options available will be discussed. If the barriers identified are minimal, a MiHaven Training trainer and assessor will be in touch with the individual student to discuss strategies that could be implemented, this could be documented within an Individual Student Support Plan.

All discussions with our staff will be treated as confidential.

***Language, literacy and numeracy support providers:***

The Reading Writing Hotline.

1300 655 506

<http://www.literacyline.edu.au/>

Deaf Services Queensland.

(07) 4032 3033

<http://www.deafservicesqld.org.au/>

Vision Australia.

1300 84 74 66 or 07 4037 5600

<http://www.visionaustralia.org/>

Cairns Library – Adult literacy

<http://www.cairns.qld.gov.au/library/community/adult/adult-literacy>

Fantastic Phonics.

(02) 6379 8350

[www.vocationalliteracy.com.au](http://www.vocationalliteracy.com.au)

## 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 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.

## Specialist Support Services

Where student require support outside of MiHaven Trainings area of expertise, staff will assist and encourage student to seek support from external organisations offering services aligned with the student needs.

### ***Specialist support providers:***

Headspace  
(07) 4041 3780

<https://headspace.org.au/>

Lifeline Australia

13 11 14

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

Beyond Blue  
1300 22 4636

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

Suicide Call Back Service

1300 659 467

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

Black Dog Institute  
(02) 9382 4530

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

Wuchopperen Health Service Ltd

(07) 4080 1000

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



## Access and Equity

MiHaven Training is committed to providing all students with equitable opportunities to pursue their training and development. MiHaven Training integrates access and equity principles into all training and assessment activities we conduct or is conducted on our behalf.

MiHaven Training will meet the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equal opportunity without discrimination. MiHaven Training offers opportunities for all people to participate in the vocational education and training programs. All 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 students and other staff.

MiHaven Training prohibits discrimination towards any group or individuals in any form including but not limited to:

- Gender
- Disability
- Pregnancy and breastfeeding
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Parental status
- Religion
- Sexual orientation
- Age
- Political opinion
- Medical record

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

- The Racial Discrimination Act 1975
- The Sex Discrimination Act 1984
- The Disability Discrimination Act 1992
- The Privacy Act 1988
- The Age Discrimination Act 2004
- Commonwealth Racial Hatred Act 1995
- Disability Services Act 2006 (QLD)



## **Privacy**

MiHaven Training is required to collect, use, store and disclose a range of personal information on students, employees and a range of other stakeholders. MiHaven Training complies with the Privacy Act 1988, including the 13 Australian Privacy Principles (APP). MiHaven Training is committed to maintaining the privacy and confidentiality of its RTO employees, RTO contractors, third party and student records.

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.

MiHaven Training shall take reasonable steps to ensure personal information is safe from misuse, loss, and unauthorised access, alteration or disclosure. Information shall be destroyed, or identifiers removed when it is no longer needed for either the primary or approved secondary purpose or the required retention period set by Commonwealth and State legislation.

MiHaven Training shall take reasonable steps to ensure the security of physical files, computers, networks and communications are maintained at all times. All filing cabinets are kept locked; data systems are restricted with passwords and the office building is accessed via swipe cards out of office hours. During standard business hours (8.30am-5.00pm) MiHaven Training staff will greet all visitors and escorted each visitor to the appropriate department.

## **Record Management**

MiHaven Training record keeping practices ensures the confidentiality of staff and student records and assures the safety and integrity of all records, all training resources, materials, forms and procedures used within MiHaven Training are current. All Certificates and Statements of Attainment issued by MiHaven Training are consistent with the requirements of the Australian Qualifications Framework (AQF) and the Nationally Recognised Training and Qualifications Authority logos are only used in accordance with their conditions of use.

All MiHaven Training staff are responsible for upholding the accuracy and integrity of MiHaven Training's records management systems, including its Student Management System, client information (e.g. survey data), assessment evidence, partner school information (including Third Party Agreements) and records of attainment of units of competency and qualifications.

## Enrolment

MiHaven Training requires each enrolling student to complete and sign an Application for Enrolment Form. All information collected is confidential and personal information will only be used as identified by MiHaven Training's Privacy Policy. MiHaven Training's enrolment process is robust to ensure all conditions, obligations and information is clear to all parties prior to enrolment. Application for Enrolment Forms can either be accessed online via email from our Student Management System, downloaded off MiHaven Training's Website, or can be available paper based for collection from our head office.

MiHaven Training team 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. When the completed Application for Enrolment Form is received, signed and all identification documentation is on file and verified, the student is allocated a permanent student number, their USI is verified on our Student Management System and the student is enrolled into their allocated course.

Students are advised of enrolment with a Welcome Letter via an email directly sent via our Student Management System. This contains login details for each individual student, to access their own student portal through the Student Management System. This portal allows access to their own completed assessments, trainer notes and feedback and any identification provided to MiHaven Training. Students are required to update their individual password on the first login attempt, this is to remain confidential.

## Fees

MiHaven Training charges a tuition fee (where applicable) or a co-contribution fee (where applicable) for all courses. A materials fee (also known as an incidentals fee- if applicable) may also be charged where resources are required or available to be purchased from MiHaven Training in order to undertake the course. This will be discussed prior to enrolment.

### Tuition Fees

The tuition fee is the base cost of a course and does not include the costs of additional material and incidental fees. Tuition fees vary by course. Tuition fees will also vary if students are eligible for recognition of existing skills via a Recognition of Prior Learning (RPL) or can be granted Credit Transfer (CT) for units. Tuition fees may be paid by the student, employer or other third party, but must be paid prior to commencement of any course. Please refer to the Schedule of Fees located for download from the MiHaven Training Website.

<https://www.mihaven.com.au/information-forms-policies-procedures>

### Government Subsidies

MiHaven Training is a Skills Assure Supplier (SAS), which means MiHaven Training is eligible to deliver training and assessment services subsidised by the Queensland Government- Department of Employment, Small Business and Training (DESBT) through the VET Investment budget. For eligible students, the cost of tuition fees may be partly or fully covered by a State or Territory Funding subsidy. Each Funding Contract has its own specific eligibility requirements. At the time of the enrolment interview, MiHaven Training will evaluate whether a student is also eligible for funding or not. Fact sheets for each funding contract are available for download off the MiHaven Training website.

### **Co-Contribution Fees**

Where a course is partially subsidised by Government Funding, a co-contribution fee representing the remaining cost of the tuition fees is required to be paid directly to MiHaven Training. This amount may be paid by the student, Employer or other third party, but must be paid prior to commencement of any course. Examples of evidence for reduced co-contribution fees include, but is not limited to, a health care card, pension concession card or Veterans Gold Card that will be current at time of commencement. A dependent spouse or dependent child of a card holder is also entitled to the Fee Concession. Please refer to the Schedule of Fees located on the MiHaven Training Website.

(<https://www.mihaven.com.au/information-forms-policies-procedures>)

### **User Choice**

Student contribution fees under the current User Choice program are set at \$1.60 per nominal hour for each Unit of Competency, which may be paid on behalf of the student by the employer or a third party. MiHaven Training cannot waive the student contribution fees unless an exemption of fees application has been approved by the SRTTO (Supervising Registered Training Organisation). MiHaven Training will invoice the nominated party (student, employer or third party) after the conclusion of each Unit of Competency completed under the User Choice program. 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. No payments are applicable for employers of school-based students. 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 the time of their 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.

### **Materials Fees**

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. For all User Choice funded students, 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.

(<https://www.mihaven.com.au/information-forms-policies-procedures>)

### **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.

#### **Testamur Reissue Fee**

MiHaven Training retains all students results, statement of attainments and/or qualifications for a minimum of 30 years and can be accessed and reissued for a fee; information regarding pricing is available through MiHaven Training Schedule of Fees located on our website.

#### **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, prior to commencing any course or studies. Statement of Attainment and/or Certificate and Record of Results will only be issued once fees have been paid in full.

#### **Fee for Service Payments**

Students can negotiate a deposit and payment plan if the total course fee exceeds \$1,500 with MiHaven Training prior to enrolment. Please speak with the MiHaven Sales Team during your application for enrolment interview. A deposit is required prior to the commencement of your first class.

**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.**

#### **Payment Options**

You can pay your fees by way of:

- Upfront payment **not in excess of \$1500**, method through Cash, EFTPOS or Bank Transfer:
- Account Name: MiHaven Pty Ltd
- BSB 034 167 Account 505508



### **Periodic Payment**

Periodic payment can be made through a payment plan. Application will be considered on its merits and is available to an approved individual. Invoices will be issued prior to the commencement of training. MiHaven Training only allows payment plans for fees more than \$1500.

MiHaven Training recognises that students may require a payment plan for amount less than \$1500. In these circumstances, please contact MiHaven Training Operations Manager on (07) 40410407 to discuss whether a payment plan can be made for fees that are less than \$1500 in total.



### **Refunds**

MiHaven Training recognises that there are instances where students are unable to complete their training for many reasons, with this in mind, MiHaven Training has developed a refund policy that is fair, equitable, and compliant. The policy is intended to advise students of their rights and obligations in regard to refunds.

This refund policy takes effect following a student's withdrawal from a course of study after having prepaid tuition fees against the course to MiHaven Training. MiHaven Training is to apply this policy in a consistent and transparent process for any student that is enrolled in a program at the organisation.

This refund policy, and the availability of complaints and appeals processes, does not remove the student's right to take further action under Australia's consumer protection laws (See Legislation and other Legal Instruments). A student is eligible for a refund of tuition fees where MiHaven Training cancels a qualification or unit/s of competency before it or the student commences.

### **Exceptions to refunds**

Students who have their enrolment cancelled by MiHaven Training as a result of academic or behavioural misconduct under the MiHaven Training Student Code of Conduct (Page 9), and/or who submits falsified evidence of their eligibility to the course are not eligible for a refund of tuition fees for any training that has commenced.

No refunds will be granted for any short courses, enrolment fees are non-refundable. All requests for refunds must be submitted by completing the Refund Request Form three (3) business days prior to the course date. A full refund will not be granted if the request is received less than three (3) business days prior to the short course delivery date.

If a course is rescheduled/cancelled by MiHaven Training prior to program or course commencement, then Students will be rescheduled to the next available course date. No monies will be refunded by MiHaven Training for any expenses the Student has or may incur as a result of the reschedule.

### **Withdrawing from a course**

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.

### **Nominal Duration of Qualification (User Choice- trainees/apprentices only)**

Every qualification has a nominal duration, this can be found online through the Queensland Training Information Service (QTIS): <http://www.qtis.training.qld.gov.au/> The nominal duration is the amount of time a trainee/apprentice has to complete all the theory and practical assessments, training record book, workplace logbook and complete the minimum paid employment requirements. In some circumstances, the Department of Education, Small Business and Training (DESBT) may agree to extend a traineeship/apprenticeship. If an extension is not granted by DESBT prior to the nominal duration date being reached, the trainee/apprentice will be withdrawn from their qualification.

Please note, trainees/apprentices will receive an email warning them that they have seven (7) days until their nominal duration due date, the trainee/apprentice will then be emailed a further reminder on their nominal duration due date. Once the nominal duration of the qualification has past, a final warning email will be sent to the trainee/apprentice to contact MiHaven Training, if return contact from the trainee/apprentice has not been made within five (5) days, they will be withdrawn, and a Statement of Attainment issued for any units of competency deemed competent.

### **Study Duration of Qualification (All students, excluding User Choice)**

Every qualification has a study duration, this duration will be discussed within the enrolment process, it is included in all marketing collateral and on the MiHaven Training website. The study duration is the amount of time a student has to complete their assessments and work placement (if applicable), before having to pay for an extension or be withdrawn from their qualification. The study duration is a benchmark set by MiHaven Training for non- apprenticeships/traineeship students only.

Please note, students will receive an email warning them that they have seven (7) days until their study duration due date, the students will then be emailed a further reminder on their study duration due date. Once the study duration of the qualification has past, a final warning email will be sent to the student to contact MiHaven Training, if return contact from the student has not been made within five (5) days, the student will be withdrawn, and a Statement of Attainment issued for any units of competency deemed competent. Students are able to request an extension of time (fees apply). Please refer to the MiHaven Training Schedule of Fees for more information.

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

MiHaven Training is committed to abide by the requirements for Registered Training Organisations 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.

Recognition of prior learning (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.

Credit transfer (CT) also recognises previous formal learning (e.g. university, other RTO issued 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 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 an RPL application. Please refer to the Schedule of Fees located on the MiHaven Training Website.

## **Transition of superseded training products**

At times, Industry Skills Service Organisations (SSO) will update training package products. SSO's update training packages to make sure they align with current industry trends and requirements. These updates ensure that students receive the necessary skills for the current work environment.

Where a qualification is superseded, MiHaven Training will ensure students are transitioned to new training package as soon as practicable. MiHaven Training has a 12 month train out period, to complete any students enrolled within a superseded qualification. Training packages and qualifications can be checked on the National Register; [www.training.gov.au](http://www.training.gov.au)



## **Training and Assessment Strategy (TAS)**

A Training and Assessment Strategy (TAS) is a framework used by trainers and assessors to inform the training delivery and assessment approach taken by MiHaven Training.

The TAS sets out the blueprint for the delivery and assessment of the qualification, it is the 'bible' of each training group. MiHaven Training develops Training and Assessment Strategies (TAS) in consultation with industry and are systematically reviewed for currency and is customised to suit the needs of the specific target group/ student cohort.

## **Industry Consultation**

MiHaven Training wants all training, assessment and resources to be relevant to both employer and student's needs, with an outcome focus and drive. It is therefore critical that all staff at MiHaven Training engages with industry stakeholders to ensure that we are developing training and assessment solutions that align with industry requirements and expectations. It is also important that we recruit trainers and assessors who have the skills and knowledge that reflect current workplace practice. This engagement happens on two fronts; outgoing and incoming.

MiHaven Training implements a deliberate strategy of industry engagement, scheduling a plan of attack for industry engagement to occur biannually. However, to allow for flexibility and unexpected changes in needs and expectations of staff, clients, employers and students, MiHaven Training has a provision for organic engagement.

## **Validation and Moderation**

Validation and Moderation is the quality review of MiHaven Training's assessment processes. Validation involves checking that the assessment tool/s produce/s valid, reliable, sufficient, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the training package or VET accredited courses are met. Moderation is a quality control process aimed at bringing assessment judgements into alignment. Moderation ensures the same decisions are applied to all assessment results within the same unit of competency.

MiHaven Training is required to validate each training product at least once every five years, with at least 50 per cent of products validated within the first three years of each five-year cycle, considering the relative risks of all of the training products on the RTO's scope of registration, including those risks identified by the VET regulator. Moderation and validation activities are undertaken every six (6) months.

## **Continuous Improvement**

MiHaven Training encourages the continuous improvement of training and assessment strategies and practices to ensure we are delivering the best service to all students and clients. In order to achieve this, MiHaven Training systematically evaluates quality/performance indicator data, validation outcomes, client, trainer and assessor feedback and complaints and appeals documents. Data outcomes are used to continually improve MiHaven Training, training and assessment strategies and practices.

Student surveys are issued electronically both at the mid-way point and again at the completion of every course. We encourage suggestions and recommendations, as MiHaven Training is striving to continuously improve all facets of our practices, processes and services offered to all students.

## **Third Party Agreements**

MiHaven Training often work with other organisations (third parties) to deliver a range of services, including providing marketing, undertaking recruitment, using facilities and resources, and training and/or assessment of vocational education and training (VET) courses on our behalf. MiHaven Training is responsible for all services delivered under our registration, regardless of where these are conducted.

During the application or enrolment meeting, you will be advised if a third-party agreement is in place, within your particular course of study, and what services the third party will provide on behalf of MiHaven Training.

The Standards for RTOs require MiHaven Training to notify ASQA within 30 days of entering into, or cancelling, a written agreement with a third party. MiHaven Training notifies ASQA of third party arrangements using the online portal, ASQANet.

In accordance with MiHaven Training's Skills Assure Supplier (SAS) Agreement and Third-Party Arrangements Directives 2021-22, MiHaven Training must provide the Department of Employment, Small Business and Training (DESBT) with details of all third-party arrangements under our SAS Agreement.

## **Assessment**

MiHaven Training is committed to the highest standards in the provision of training and assessment. MiHaven Training has implemented strategies and continuous improvement processes for training delivery and assessment of all courses within its scope of registration. MiHaven Training ensure that all assessments meet the principles of assessment and rules of evidence, meets course requirements and provide re-assessment and appeals of assessment judgements if required.

MiHaven Training ensures the security and integrity of assessment tools and commits to the principles of skills recognition and all processes meeting national vocational regulator standards. MiHaven Training will monitor delivery standards through regular systematic gathering, collation and analysis of feedback from students throughout their learning journey.

The objective of assessment is for the student to show that they have achieved competency in the unit/s. Students may be assessed by one or more of the following methods.

- Observation
- Oral questioning
- Case study
- Multiple choice
- Written short answers
- Project
- Or any other method outlined in the Training and Assessment Strategy (TAS)

Students will be advised of the assessment methodology before training commences.



## 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.

## Complaints and Assessment Appeals

As part of MiHaven Training's commitment to providing a fair, safe and productive learning environment; students, parents and guardians of students under 18 years of age, and individuals seeking to enrol, have the right to lodge a complaint if they believe they have been treated in a manner which is likely to have an unreasonable negative impact on them.

Complaints will be managed equitably, fairly and in a confidential and timely manner. Every attempt will be made to ensure that complainants and respondents are protected from victimisation and discrimination in any of the stages described in the procedure.

Complaints and Appeals may be of an academic or non-academic nature:

- **Academic complaints relate to:**
  - Student learning materials and resources
  - Assessment tools, methods and processes
  - Outcome of assessment processes
  - Training delivery methods
  - MiHaven Training its trainers, assessors, other staff and stakeholders
- **Non-academic complaints may relate to:**
  - A third-party providing services on the RTO's behalf, its trainers, assessors or other staff
  - A student of MiHaven Training
  - Administrative processes
  - Customer service-related issues
  - Fees and charges
  - Any other issues not directly related to training delivery and assessment
  - Informal processes will be used to resolve issues where possible and prior to initiating formal or external complaint processes.

A Complaints Form and an Assessment Appeals Form are available for all MiHaven Training students, clients, employers who are not satisfied with any aspect of their training journey, including delivery of and assessment outcomes. Please refer to MiHaven Training Website for further information.

## **Resulting and Issuance**

MiHaven Training ensures certification is only issued once all required assessments have been completed, signed by the assessor and deemed competent. All administration staff are required to complete the Issuance Checklist prior to any qualification/ statement of attainment being issued and printed which will verify that the qualification code, course or qualification descriptions and other information is correct prior to issuing.

All participants who enrol in a MiHaven Training qualification and are judged competent in any units are entitled to a Statement of Attainment, even if they do not fully complete the course. MiHaven Training administration team will ensure Statements of Attainment will be issued within thirty (30) days of notification of withdrawal or completion of the unit of competency. Qualifications will be issued within thirty (30) days from date of completion. It is noted that these time limits are maximums, and every effort shall be taken to issue certification and statements in the shortest possible timeframe.

MiHaven Training complies with the record management requirements set out in the RTO Standards 2015. MiHaven Training retains all students results, final assessment outcomes, eligibility identification requirements statement of attainments and/or qualifications for a minimum of thirty (30) years.

MiHaven Training is responsible for authentication and verification of any replacement certification reissue. Records of all students AQF certification documentation is maintained by MiHaven Training in accordance with the requirements of Schedule 5 of the Standards for Registered Training Organisations (RTOs) 2015. All records can be accessed and reissued to all students, past and present once the replacement fees have been paid in full and student identification has been confirmed. All fees are included in MiHaven Trainings schedule of fees.

## **Marketing & Advertising**

MiHaven Training ensures a consistent approach in the marketing and promotion of all services offered. MiHaven Training ensures processes associated with marketing and promotions are conducted with integrity and accuracy to all students which guarantees that students can make informed decisions when choosing which RTO is the best fit for the training they are looking for.

MiHaven Training only promote training or assessment for training products that are currently on our scope of registration, and we provide clear information about the amount of training involved in each training product and honour all commitments we make in all marketing materials.

## **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.

## 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>

## Contact Details

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