



Mobile Learning Express

Learners Handbook

Mobile Learning Express

ABN: 94 11684 7164 RTO: 41584

4/53 Banksia Road Caringbah NSW 2229

Phone: +61 9540 4665

Mobile: +61 418 999 009

Email: info@mobilelearningexpress.edu.au

Website: <https://mobilelearningexpress.edu.au>

Learner Handbook

WELCOME

Welcome and congratulations on choosing Mobile Learning Express (MLE) for your professional development.

ABOUT MOBILE LEARNING EXPRESS (MLE)

TJK & Co Pty Ltd trading as Mobile Learning Express (MLE) is a Registered Training Organisation (RTO) (RTO code 41584) and is one of the leading providers of online training and flexible blended learning in Australia.

Being a Registered Training Organisation (RTO) means our training course is nationally recognised and comply with the VET Quality Framework for Registered Training Organisations.

The quality of our training is rigorously monitored and audited to ensure we provide a high standard of quality service.

CONTACT DETAILS

Mobile Learning Express
4/53 Banksia Road
Caringbah NSW 2229
Phone: +61 9540 4665
Mobile: +61 418 999 009
Email: admin@mobilelearningexpress.edu.au
Website: <https://mobilelearningexpress.edu.au>

OUR MISSION

MLE is a training organisation that believes in a positive attitude with a 'can do' approach. We aim to provide quality professional services and be the supplier of choice for their business needs.

MLE will:

- Ensure our services are accessible to accommodate individual client's needs.
- Offer training that meet industry and employer skills requirements.
- Provide high-quality services.
- Provide a range of complementary outsourcing services to 'add value' to MLEs current offering of service. Thereby, utilising our skills and resources to become a 'one stop' shop to meet and support client's educational needs.

AT MLE IMPORTANCE IS PLACED ON

- Quality education
- Open access to education and opportunity for learner success
- Diversity in our staff, clients, learners and creative ideas
- Respect for all clients, learners, colleagues and community
- Company integrity
- Service to our community

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VISION STATEMENT

MLEs aim is to provide an education system that will lead to enhancing employment opportunities on a global scale. The mission is to deliver quality in training and assessment meeting the needs of clients and industry.

CODE OF CONDUCT

Our code of conduct outlines the obligations and responsibilities required to meet the standards for the provision of vocational education and training (VET). We will ensure that policies and management practices are adopted which maintain high professional standards in the marketing and delivery of vocational education and training services, and which safeguard the educational interests and welfare of participants. We are committed to integrating Access and Equity principles within all our services that we provide to our clients. All staff will and do recognise the rights of clients/ learners and provide information, advice and support consistent with this Code of Practice.

MARKETING

Marketing the course with integrity, accuracy and professionalism consistent with the educational, cultural and regulatory systems.

COURSE INFORMATION

Providing accurate information to learners regarding their Fees, Access and Equity, National Recognition/ Credit Transfer, Equal Opportunity & Harassment policies

ENROLMENT

Enrolment will always be conducted in an ethical and responsive manner. Enrolment decisions will rest on assessment by MLE incorporating the standards and outcomes of the course that are likely to be achieved by the learner given his/her qualifications, proficiencies and aspirations.

NATIONAL RECOGNITION

MLE will recognise the qualifications and Statements of Attainment issued by other registered training organisation.

APPEALS AND COMPLAINTS

MLE will ensure that participants have a fair mechanism for appealing disputed assessment decisions through the Appeals and Complaints Policy.

REFUND POLICY

MLE has fees and charges and refund policies that are fair and equitable. The policies contain guidelines for refunding fees to learners should the training provider cancel or discontinue a course for any reason, or should a learner withdraw from the course.

FEES AND CHARGES

Information on fees and charges is clearly documented and made available to all clients/ learners and other stakeholders.

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ENROLMENT

Enrolment is on-line via the website.

DECLARATION AND ID PROVISIONS

It is mandatory to provide a form of ID prior to commencement of your course, such as drivers licence, age card. This form of identity is your way to prove your authenticity when doing your Virtual Classroom and completing online assessments. MLE online system allows for the online upload of documents.

ENROLMENT CHECKLIST

Read the program information before you enrol to ensure you:

- Have determined the learning outcomes meet your needs
- Can follow the order of study and assessment requirements outlined in the program
- Have met the entry requirements for the program
- Meet the literacy and numeracy requirement for the course you are enrolling in
- Be able to upload Photo Identification – required for authenticity purposes only in all virtual interactions with MLE
- Non-residents of Australia may be required to verify their English Language Proficiency
- Have the minimum equipment/ resources requirements for to work online - refer to Technology section

COURSE ENROLMENT

- Course enrolment is complete when MLE issues the learner a username and password for online course access.
- MLE and the learner will agree on a date for online course access, this date will be known as the agreed course commencement date.
- Course duration is effective from the agreed course commencement date.
- Login access to available unit/s will be active as at the agreed course commencement date and confirmation of payment (if a payment plan is in place).
- A learner will be deemed to have commenced their course at the time of login on or after the agreed commencement date.
- The Course is non-transferable once the learner has commenced.
- A single non-refundable fee of \$200 is to be submitted with your enrolment application and must be received by MLE before course enrolment can proceed. Refer to Payment Information section of this handbook
- A single unit fee of \$315 (invoiced) is to be submitted on confirmation of your enrolment and must be received by MLE before you are notified of your login access to the course. Refer to Payment Information section of this handbook.
- Applicable to non-residents of Australia: Course enrolment may not be processed without certified current English proficiency documentation if requested by MLE. Please contact MLE administration for further information.

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CHANGES TO ENROLMENT/ PERSONAL DETAILS

MLE needs to keep all learner records up to date. Should you cancel a course, change your name, address or other information during the period of your training; please contact our office.

PRIVACY POLICY

MLE recognises the importance of protecting personal information which it may be required to collect from individuals who become associated with MLE. The purpose of the Policy is to ensure that any individual who provides information to MLE is protected according to the National Privacy Principles (NPP) as set out in the Privacy Act 1988 (amended by the Privacy Amendment (Private Sector) Act 2000

Refer to the Privacy Policy for further information in Appendix 2.

TECHNOLOGY

As your course is online and your computer access is very important for your success. Before you commence this course, please make sure you have access to the following:

- Working computer with Microsoft Office or equivalent
- Access to the internet
- Access to a smart phone, video camera or web camera and headset
- A legitimate email addresses

HARDWARE SPECIFICATIONS

It is recommended that you have access to use the following during your online course

- access to a printer
- access to a photocopier
- access to a scanner
- access to a headset and microphone – required for webinar/ virtual classroom
- access to webcam where applicable – online webinar / virtual classroom

COMMUNICATION

To participate in a 'Webinar/ Virtual Classroom' you may be required to have a headset and/or a webcam. You may also be required to provide evidence of your skills by providing a video, DVD or live streaming to demonstrating your competency in a particular task/ observation.

We may use a variety of digital mediums to run our webinars/ virtual classroom sessions. Learners access this through their online environment

MLE has this in place to accommodate occasions where workplaces have various protocols in place relating to accessing digital mediums off site.

Your trainer/assessor will confirm your access to online session during your course commencement.

COURSE MATERIALS AND ACCESS

- Course Materials are supplied in an online environment, unless otherwise advised, and are available for viewing online and may not be downloaded.

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- The content of the online Course Materials, including copyright and all other such intellectual property rights contained therein, remain the property of MLE. You may reproduce any part of the online Course Materials without the prior written consent of MLE.
- Course Material is provided online via our Learning Management System (LMS) 24/7. In the event our eLearning system becomes unavailable, course materials will be provided by another mode of delivery.
- When you study with MLE you will with unlimited enrolment for 24 months so you can study at your own pace. You can complete the course in a motivated pace or take your time.
- *Refer to your course brochure*

LEARNER ENTITLEMENTS AND RESPONSIBILITIES

MLE has responsibilities to you as learner to provide you with a quality of service that will assist you as much as possible in attaining your qualification. We endeavour to abide by all our policies and procedures.

LEARNER RECORDS

As a learner, you have online access to monitor your progress, and may gain access to your study records upon request to MLE. Please contact admin@mobilelearningexpress.edu.au to request any information. These records include copies of assessments you have completed, applications for RPL and RPL assessments, and copies of statements of attainment and qualifications. If the copies requested are duplicate copies to replace those already provided to learners, a small fee will be incurred \$40.

LEARNER RESPONSIBILITIES

As a learner you are required to:

- Ensure that all the information provided to MLE is accurate
- Notify MLE of any contact changes (email, phone, address etc.) as soon as possible. Our contact with you is vital; keeping MLE up to date with your details is a must so we can provide our quality service to you
- Advise MLE of any difficulties or problems you may experience with MLE staff, procedures or training via the online feedback form
- Achieve satisfactory progress with your studies through participation as required
- Submit your own work, it is important that you do NOT submit or claim any work derived from another source or work done by another person that has not been referenced
- Make a copy of all assessments and any work submitted electronically for your own records
- Complete your course of study in the allocated time frame
- Be aware that costs may be incurred for extension of study that has not been completed in the agreed allocated time frame. Please contact admin@mobilelearningexpress.edu.au for current details

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LEARNER MISCONDUCT

Plagiarism will be treated as learner misconduct. When a trainer assessor suspects alleged plagiarism in learner assessments, the CEO will be notified and then an investigation will begin.

Plagiarism may result in the learner being terminated from their course. Learners using information and ideas by others must fully acknowledge the source with appropriate referencing. Plagiarism can be defined as copying published information without acknowledgement of the source and presenting the work as your own.

Harassment by a learner, toward another learner or toward a staff member, will be treated as learner misconduct, and the CEO will be notified to initiate an investigation and action into misconduct.

The misconduct of harassment may result in the learner being terminated from their course. Harassment may include bullying, verbal or written abuse, offensive messages by telephone, emails, text messaging or persistent contact and of a sexual nature.

DISCIPLINARY PROCEDURES

Learners who are unruly, offensive or conduct themselves in a disrespectful manner toward MLE or fellow learners will be offered one warning to desist their behaviour after which continued behaviour will result in their enrolment being cancelled.

LEARNER PARTICIPATION INFORMATION FOR WEBINARS/ VIRTUAL CLASSROOM TYPE DELIVERY:

Punctuality Learners are required to be punctual. Please ensure that you arrive at your training or assessment session at the time pre-arranged with your trainer/assessor. Delays in commencing training or assessment activities may cause delays to completing training for yourself and others.

Absences If you are absent from an online training session, you are expected to follow up on any training missed. Learners who wish to leave a training session early are to tell the trainer who will provide you with any information you may need to prepare for the next training session or applicable assessment sessions. If you are to be absent from a training/assessment session, you must call your Trainer/assessor at least two hours prior to the session. An email may be sent in special circumstances outside of your control.

CONSIDERATION OF OTHERS

MLE expects that you will behave in a manner appropriate to a learning environment. This means:

- Swearing or abuse will not be tolerated
- Voices should be kept at a level that will not disturb others
- Other learners and trainers/assessors are always to be treated with respect

FEES AND REFUND

Fees are levied on the course details of which are contained in the course information sheet.

Applications are taken and then confirmed with potential learners confirming enrolment in a course once all documentation has been submitted. The following documents are required to be returned to MLE:

- Enrolment form
- Unique Student Identify Number (USI)
- Complete Declaration in the Enrolment form
- Uploaded photo ID

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- An application deposit fee
- A confirmation email/ letter of enrolment is sent to learners on finalising the application submitted

PAYMENT OF FEES

Course fees can be paid by cash, credit card, direct deposit, Pay Pal or via payment plans. No cash payments should be sent through the mail. Receipts will be issued on payment of fees. Tax invoices will be sent when fee instalments are due. EFTPOS facilities are available at MLE. Payments can be made over the telephone or in person. Please note that fees paid via credit card may incur a 2% surcharge on the amount payable. Learners are liable for the financial commitment to MLE for the duration of their course. Learners whose fees are in arrears may have their enrolment suspended or cancelled unless prior arrangements have been made with the CEO.

ADMINISTRATION FEE

Learners enrolling in the course are required to include an administration fee (non-refundable) of \$200 with their enrolment application. Learners who are not offered a place within a course will have their administration fee refunded in full.

PAYMENT OPTIONS

Fees in Advance

In the case where a learner wishes to pay more than the administration fee with their enrolment application, the amount will not exceed \$1,500.00 prior to the course commencement. Following course commencement, MLE will require payment of additional fees in advance from the learner but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the learner does not exceed \$1,500.00.

MLE has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

Payment Plans

Payment plans are available to help make your studies at MLE more affordable by reducing your payments down to smaller amounts spread out over a set period.

Payment plans will be made on a per unit commencement. This means that before you commence your next unit you will need to make payment for the unit.

When you finish a unit, you will receive an invoice for your next unit. You make the payment and will receive an acknowledgement – receipt and notification of the unit access being available for you to commence.

FEES AND REFUND POLICY

MLE has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced. MLE guarantees to complete training and/or assessment of enrolled learner's providing the following conditions are met:

- Application fee or payment plan deposit has been paid
- The learner meets the training/assessment requirements;
- The learner meets all other obligations as stated in MLEs Policies and the Learner Handbook

In the event that a course is cancelled while in progress due to circumstances beyond the control of MLE the learner will be provided with a refund of fees on hold or offered a transfer to another course or similar course. MLE will safeguard any money paid by you in advance of your course by

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not using funds until the course has commenced. MLE will refund you any money paid by you in full in the event we cancel or discontinue a course.

If you withdraw from a course due to illness, (verified by a medical certificate) we will refund any course fees paid in advance less the administration fee of \$200

NOTE: This also includes less the fees for any subject that has been started

If you fail to commence the course, you will forfeit all monies paid.

NOTE: This means that in the case:

- where you do not commence the course or login;
- we are unable to contact you after all reasonable (maximum 8 weeks) attempts have been made;
- that we do not hear from you with sufficient evidence or reason
- you will forfeit all monies paid

Learners who have any queries regarding eligibility for refunds should contact the CEO in the first instance.

APPLYING FOR A REFUNDS

To apply for a refund, a written claim must be submitted on the Application for Refund Form (contact administration) to the CEO of MLE and should arrive at MLE prior to course commencement.

An application for a refund will be processed within 4 weeks after a claim has been received. Refund is assessed on a case by case basis.

Refunds will only be refunded to the person who entered into the contract with MLE and will not be provided to a third party.

All refunds are paid electronically and not in cash. Agreeing to the Refund policy does not remove the right of the learner to take further action under Australia's consumer protection laws or to pursue other legal remedies. Please see Complaints Policy. The processes in the Complaints policy do not circumscribe the learner's right to pursue other legal remedies.

MLE applies sound and accountable financial practices within its day-to-day operations and maintains its adherence to equitable refund policies.

MLE guarantees that the training course that have commenced will remain available for completion for all enrolled learners. All users have a general 12 months in which to complete their course with 24 months to finalise completion. Refer to Course Extensions for further information.

COURSE STRUCTURE

MLE is committed to providing Training and Assessment services to all enrolled learners. Learners will be granted access to training and assessment once payment has been made for the unit of competency and they have received their Login information. MLE will provide training and assessment that leads to the achievement of the chosen competency. All training modules must be completed to access the assessment tasks. The assessment will measure competency of the training material.

Online environments will involve Webinars/ Virtual classroom attendance mandatory as indicated in the training schedule unless other methods are indicated or approved by the CEO.

The course is structured for learners who are either:

1. Working in the industry and will include a mix of workshop attendance, choice of online access to complete your training/ assessment.
2. Have recent working history background to work in the simulated workplace environment.

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COURSE EXTENSION

MLE will not be obliged under any circumstances to extend the period of a learner's enrolment if the learner has not completed the course in the allocated time of 12 - 24 months has ended the learner will no longer be provided with access to the course material, course assessment and unlimited trainer support.

In most instances MLE may arrange a course extension for a learner at an additional fee of \$250 for a three-month extension and \$500 for a six-month extension.

In some circumstances a learner may wish to place their course on hold due to extended holidays or unforeseen events which do not allow continued study. Learners should contact MLE Learner Support to request their course be placed on hold for a period time which is not to exceed six months.

LANGUAGE, LITERACY & NUMERACY

All learners who advise MLE of their special learning needs will be provided with the appropriate support and guidance with the aim of assisting the learner to obtain competency in the course undertaken. This assistance provided by MLE will be within the principles of fairness and flexibility of workplace assessment and will be offered in a discrete manner.

Learners are advised of MLEs requirement to complete the non-intrusive language, literacy & numeracy assessment, if applicable.

Random sampling of learner may be conducted to ensure the authenticity of those completing learning and assessment online. A minimum standard of language, literacy and numeracy is required to complete online learning.

If the learner fraudulently declares the minimum level is met, a statement of attainment or certificate may not be issued.

All learners are questioned at the time of enrolment where they are provided with the opportunity to declare special needs in this area. If this is not indicated, the learner has declared they have the minimum language, literacy and numeracy skills to proceed with online/ workplace learning.

SUPPORT SERVICES INFORMATION

Support services, welfare and guidance information for all learners is available by contacting your trainer MLE has access to various support and welfare services for the assistance of its learners including internal counselling services in relation to your training, assessment. Where your needs are outside of MLE service we will suggest external professional, who may be able to assist you further.

ACCESS AND EQUITY

MLE is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy.

MLE provides assistance to all clients to identify and achieve their desired outcomes. MLE upholds the principles of equal opportunity.

SUPPORT REFERENCE GUIDE LANGUAGE LITERACY AND NUMERACY

Should you be identified with language, literacy or numeracy support requirements and it is considered that you are unlikely to achieve the competency standards, and customised delivery or assessment strategies will not address the issue, learners are to be referred to a Registered Training Organisation (public or private) to address the issue. Assistance for the learner, and

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liaison with the Registered Training Organisation will be provided, where applicable, to identify the specific support requirements.

LEARNING SUPPORT

Should a learner or potential learner be identified with learning support requirements which are considered to be sufficient that the learner is unlikely to achieve the competency standards, and customised delivery or assessment strategies will not address the issue, learners are to be referred to a Registered Training Organisation (public or private) to address the issue. Assistance to the learner, and liaison with the Registered Training Organisation will be provided, where applicable, to identify the specific support requirements.

DISABILITY SUPPORT

Should a learner or potential learner identify themselves with a disability, trainers will liaise with the learner and relevant disability support agencies/workers to address the delivery and assessment requirements of the learner through customization of the program. If however, providers are unable to accommodate the needs of the learner, MLE will endeavour to identify another Registered Training Organisation delivering the same competencies who are able to accommodate the needs of the learner.

SOCIAL SUPPORT

Where social or personal circumstances may affect a learner's learning experience, MLE will support the learner where possible, including referral to the following organisations:

Centrelink	131 021
Mission Australia Helpline	1300 886 999
Salvation Army Care Line	13 72 58
Life Line	131 114
Men's Line Australia	1300 789 978
Kids Helpline	1800 55 1800
Alcoholics Anonymous	1300 222 222
Alcohol and Drug Information Service	1300 85 85 84
Pregnancy Helpline	1300 139 313
Drug-Arm	1300 656 800
Interpreting Service	131 450
State-wide Sexual Assault Helpline	1800 010 120
Youth Emergency Service (Accommodation)	1800 800 531

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ASSESSMENT METHODS

MLE conducts online training and assessment. Assessment methods include several assessment tools are used to suit learner's styles which include such instruments as short answer questions, oral questions (where applicable), projects, assignments, case studies and webinar/ virtual classroom/ practical observations in workplace where applicable or in simulated workplace environment

Learners are entitled to three attempts at their assessment at no additional cost. If the third attempt is unsuccessful, the learner will be locked from the assessment and required to contact MLE to discuss the area of assessment which is of concern.

A qualified Trainer and Assessor may require the learner submit additional evidence or aid in relation to the assessment. No further costs are required from the learner.

MLE will promptly provide copies of all qualification and statements of attainment achieved by enrolled learners and provide ongoing assistance to enquiring learners about their record of achievements and statements of attainment.

ISSUING OF QUALIFICATIONS

MLE will provide learners with written feedback by email or online of their assessments (excluding public holidays) will be responded to by email within five working days of the receipt of your assessment.

Qualifications/ Statement of Attainments will be issued within 30 days of the being deemed competent, unless an appeal against assessment has been lodged. Qualifications/ Statement of Attainments will be held in the event of:

1. any outstanding monies owed are paid in full before the release of the Qualifications/ Statement of Attainments to the learner.
2. the Learner has not provided a Unique Student Identifier (USI) before the release of the Qualifications/ Statement of Attainments to the learner.

A certificate/ statement of attainment will only be re-issued to student on receipt of a written request and payment of fees. Re-issue of certificates will attract a fee of \$40.

RECOGNITION OF PRIOR LEARNING (RPL)

National Recognition – Direct Credit / Credit Transfer

WHAT IS RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning means that you may be able to receive recognition for specific competencies that you have acquired knowledge and skills through other studies, training, and experience at work or from everyday life experiences. An application for RPL is available from MLE.

Note: our term used is called "Fast Track"

WHAT IS SPECIFIC CREDIT?

MLE recognises the qualifications and Statements of Attainment issued by all other RTO's for nationally recognised training delivered in Australia.

Where it is identified upon enrolment that you have completed identical unit code of competency, you will be granted credit automatically. You must provide a certified copy of the Statement of Attainment or qualification (with list of units achieved) and complete a Credit Transfer / RPL Application in order to qualify for this credit. Where you cannot produce a certified copy of the documentation required, credit will NOT be granted.

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WHAT IS CREDIT TRANSFER?

Credit transfer allows a learner to receive credit for training already completed in units of competency, where the learner is able to demonstrate that the content of those units is the same as the units in which they are enrolled. Unit codes may not be identical but there may be equivalency.

In order to receive credit, transfer the origin unit is analysed against the destination unit to determine the extent to which the content of the two is the same. In cases where it is identified that the content and outcomes are the same between the origin and destination units, and your documents are no greater than 12 months old credit transfer will be granted and there will no need to complete that unit as part of the training.

MLEs policy has in place where the certificate/ statement of attainment is older than 12 months you will be required to provide supporting evidence to demonstrate recent currency of experience / skills/ knowledge.

On review / assessment of the documentation you will potentially be acknowledged for credit transfer for the unit/ module.

HOW CAN RPL/NATIONAL RECOGNITION/CREDIT TRANSFER BENEFIT ME?

You may be able to shorten your course or substitute the learning of new or more advanced skills for those skills you have already mastered. It also means that you do not have to waste time by repeating the learning of skills that you already have.

WHAT KIND OF INFORMATION CAN BE USED FOR NATIONAL RECOGNITION / CREDIT TRANSFER?

You can supply certified copies of Certificates and results or Statements of Attainment for courses and subjects that you have undertaken and/or completed.

These documents will go through a verification process of authenticity

What kind of information can be used for RPL?

This can be done in several ways:

- You can supply certified copies of Certificates and results or Statements of Attainment for courses and subjects that you have undertaken and/or completed.
- You can submit a portfolio that you have compiled, reports you have written, samples of your previous work or references/testimonials detailing your previous skills or experience.
- Even if you are unable to supply any of this information, you may undertake testing to assess your skills.

WHAT ARE THE STEPS INVOLVED IN RPL?

Applications should be submitted to the MLEs administration within 2 weeks of your course commencement or as soon as is practicable to avoid repeating units of competency. RPL rates are charged at 100% of the normal unit fee.

MLE incorporates various techniques to assist in the assessment of the application including such things as formal discussions and interviews including verification where applicable.

On submission of your application you will be contacted by a trainer/assessor to conduct a skills and knowledge discussion. Once completed you will progress through an induction for RPL and commence to provide your evidence.

An assessor will assess your submitted evidence and contact you for a competency conversation. This meeting will enable you to provide further information in support of your application and

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allow trainer/ assessor to negotiate further avenues for assessment where necessary. It is envisaged that at the conclusion of this meeting, you will be fully informed of whether or not further assessment is required.

You will be advised of the outcome of the RPL application at the completion of the assessment process and provided with the formal opportunity to appeal against the result in the event you are unsatisfied with the outcome.

COMPLAINTS AND APPEALS

MLE ensures that all learners are treated fairly and in accordance with the principles of access and equity and invites all clients to clearly state any complaints that they may have. MLE will assess all complaints and appeals individually and makes decisions on the merit of issues raised.

COMPLAINTS

Should you have a complaint about the services provided MLE, these should be discussed with your Trainer/Assessor in the first instance in an attempt to resolve the issue prior to escalation to the CEO of MLE. Where a complaint cannot be resolved through discussion and conciliation, you will need to complete a complaints form and forward to administration. The office administrator will forward the form to the CEO for arbitration. Details of any decisions made will be detailed on this form and a copy provided to you within 7 working days. If you remain dissatisfied with the decision, you must then follow the other appeals procedure. *Refer to the Flowchart Complaints / Grievances – Appendix 1*

ASSESSMENT APPEALS

If you are dissatisfied with the result of an assessment you must first approach your assessor to discuss the reasons why you believe that you have been unfairly assessed.

Where you are dissatisfied with the discussions with the assessor you will be requested to put in a formal appeal against your assessment using Appeals form. This form is to be submitted to the administration of MLE within 14 days of the result of the assessment being provided.

An external review will be conducted of the assessment with the learner being advised of the outcome within 14 days.

Refer to the Flowchart of Assessment Appeals Procedure – Appendix 1

In the case where you are still not happy with the outcomes you may complaint further externally to MLE to the complaints team at Australian Skills Quality Authority, Email: complaints@asqa.gov.au

LAWS AND LEGISLATION

MLE has obligations under a number or both Federal and State/ Territory legislations and all stakeholders are aware of their obligations to adhere to these.

There is a variety of important State and Federal legislation that affects you as a learner in the vocational education and training system. You should make yourself aware of this legislation and familiarise yourself with your rights and responsibilities under it. The legislation applies to you both at work in your workplace and in all aspects of your training; some important legislation is outlined below.

New South Wales Legislation is available online at www.legislation.nsw.gov.au

All Commonwealth legislation is available online at www.austlii.edu.au

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NATIONAL VOCATIONAL EDUCATION & TRAINING REGULATOR ACT 2011

The objective of this act is to establish a system for the effective and efficient provision of high-quality vocational education and training to meet the immediate and future needs of industry and the community.

PRIVACY ACT 1988

INFORMATION PRIVACY ACT 2009

The privacy Act regulates how personal information is collected, stored, used and disclosed

ANTI-DISCRIMINATION ACT 1991

The purposes of this Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation

SEX DISCRIMINATION ACT 1984

An Act relating to discrimination on the ground of sex, marital status, pregnancy, potential pregnancy or family responsibilities or involving sexual harassment

RACIAL DISCRIMINATION ACT 1975

An Act relating to the Elimination of Racial and other Discrimination

DISABILITY DISCRIMINATION ACT 1992

An Act relating to discrimination on the ground of disability

COPYRIGHT ACT 1968

An Act relating to copyright and the protection of certain performances, and for other purposes

WORK HEALTH AND SAFETY ACT 2012

An Act about workplace health and safety

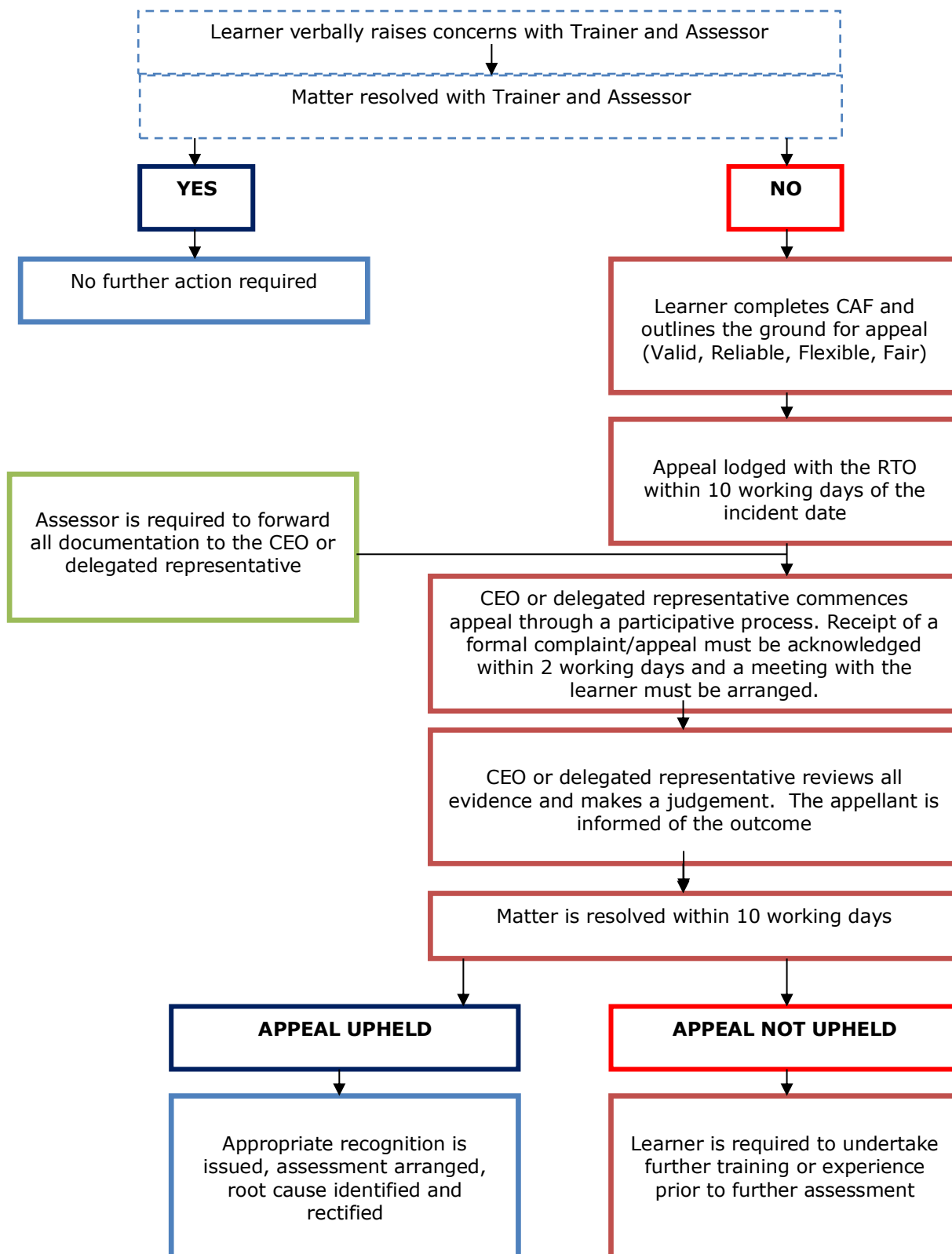
Other Commonwealth acts worth being familiar with

- Disability Standards for Education 2005
- Competition and Consumer Act 2010
- Electronic Transitions Act 1999
- Fair Work Act 2009
- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Work Health and Safety Act 2012

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Appendix 1

COMPLAINTS AND APPEALS PROCESS



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Appendix 2

Privacy Notice

Under the *Data Provision Requirements 2012*, Mobile Learning Express is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Mobile Learning Express for statistical, administrative, regulatory and research purposes. Mobile Learning Express may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and NCVER.
- Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:
 - populating authenticated VET transcripts;
 - facilitating statistics and research relating to education, including surveys and data linkage;
 - pre-populating RTO student enrolment forms;
 - understanding how the VET market operates, for policy, workforce planning and consumer information; and
 - administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).