



**Student Handbook  
for  
Make Work Safe  
(MWS) Pty Ltd**



NATIONALLY RECOGNISED  
TRAINING

## Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Make Work Safe (MWS) Pty Ltd policy may impact on the currency of information included. Make Work Safe (MWS) Pty Ltd reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting.

This handbook has been prepared as a resource to assist students to understand their obligations and those of Make Work Safe (MWS) Pty Ltd. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook.

Any queries can be directed to:

### Make Work Safe (MWS) Pty Ltd

49 Condamine Street  
Dalby 4405

Phone: (07) 4662 6860 (Option 2)  
Email: training@macnellies.com.au

## Version Control and Amendment History

Version Number	Approval Date	Approved By	Amendments
V1	August 2024	Business Manager	<ul style="list-style-type: none"><li>• Full review of version 6 (MacNellie's Workplace Safety)</li></ul>
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## Important Details

### Registered Training Organisation (RTO) Details:

Office:            Make Work Safe (MWS) Pty Ltd  
                      RTO: 46201  
                      49 Condamine Street  
                      Dalby QLD 4405  
                      Phone: 07 4662 6860  
                      Email: [training@macnellies.com.au](mailto:training@macnellies.com.au)  
                      Website: [www.macnellies.com.au](http://www.macnellies.com.au)

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## Welcome

Congratulations on choosing to undertake a qualification with Make Work Safe (MWS) Pty Ltd.

Make Work Safe (MWS) Pty Ltd, owners have been operating as MacNellie's Workplace Safety in the Southern Queensland region since 2001 providing a comprehensive service in all aspects of Workplace Health and Safety including:

- Consulting
- Training
- Safety Equipment and Clothing
- Servicing of Fire Extinguishers & First Aid Kits
- Embroidery

Make Work Safe (MWS) Pty Ltd, through its old-fashioned service and up-to-date knowledge has attracted interest from interstate and national organisations for the provision of consulting, training, safety equipment, servicing and embroidery.

Our goal is to equip you with knowledge, skills and confidence you need to enter the workforce, to undertake further studies or keep current for your workplace requirements.

We are committed to providing you with a variety of experiences and challenges that are a mix of practical and theory, so you not only meet the requirements of the courses but also feel better prepared to do your workplace role.

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. **Our RTO provider code is 46201.**

Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods. We offer training sessions via:

- Classroom lessons
- Face-to-face support

Training is conducted at several locations:

- Upstairs at our Sales Centre, 49 Condamine Street
- Our Training Centre, 4a Alice Street Dalby
- Or our Trainers are able to travel out to sites/workplaces in the Darling Downs/Southwest regions to conduct training courses.

Businesses/Community groups with a group of people have the option of booking a specific training session that suits their individual requirements.

## Contacting Us

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with Make Work Safe (MWS) Pty Ltd.

### **Our Vision:**

To grow a well-rounded business and establish ourselves as one of the leading suppliers of training and services in the Workplace Health and Safety Industry.

To Identify, develop and continue to improve services to our Clients.

To establish a network of Trainers, Service Technicians and Consultants in the Darling Downs and Southwest Region.

### **Our Mission:**

We aim to supply and deliver an extensive range of Products and Services

Provide a high Level of Customer service

Be a Provider of Training Excellence

Maintain this Standard by training and developing our Staff

Continual Improvement of Equipment and Facilities

### **Our Values:** To behave with “**ETHICS**”

**E - Efficiency**

**T - Transparency**

**H - Honesty**

**I - Integrity**

**C - Courtesy**

**S - Sincerity**

Is Integral to the operation of our business and the conduct of our staff.

### **Participant induction and acknowledgement**

Before you complete and sign your enrolment form for a Make Work Safe (MWS) Pty Ltd course, please be sure that you have read through this handbook and understand its contents.

If you do not understand something, please contact us on **07 4662 6860** to speak to one of the friendly MWS team. By completing, signing and submitting your enrolment form, you are acknowledging that you have read this handbook and understand its contents.

## Legislation

As an RTO, is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- *National Vocational Education and Training Regulator Act 2011*
- *Standards for Registered Training Organisations (RTOs) 2015*

Additionally, Make Work Safe (MWS) Pty Ltd abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- *Anti-discrimination*
- *Children and Young People*
- *Employment and Workplace Relations*
- *Equal Opportunity*
- *Fair Work* (including harassment and bullying)
- *Privacy*
- *Unique Student Identifier (USI)*
- *Workplace Health and Safety*

Make Work Safe (MWS) Pty Ltd is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- [www.comlaw.gov.au](http://www.comlaw.gov.au) which is the Australian Government website for Commonwealth Law
- [www.asqa.gov.au](http://www.asqa.gov.au) which is the website for the regulator of Australia's vocational education and training (VET) sector

## Code of Conduct (Staff)

As a responsible member of the VET community, Make Work Safe (MWS) Pty Ltd follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, Make Work Safe (MWS) Pty Ltd has expectations for student behaviour. These are outlined in the section 'Student Conduct'.

The Code of Conduct contains standards of behaviour that are expected of all team members engaged at Make Work Safe (MWS) Pty Ltd.

MWS is committed to building a workplace where diversity is valued and is free of discrimination, harassment and threatening, intimidating or humiliating behaviour.

A copy of the Code of Conduct can be obtained by contacting Make Work Safe (MWS) Pty Ltd on: (07) 4662 6860.

## Other Policies and Procedures

A range of Policies and Procedures underpin Make Work Safe (MWS) Pty Ltd.'s operations, these include:

- Privacy Policy
- Access and Equity Policy
- Assessments Policy and Procedure
- Complaints and Appeals Policy and Procedures
- Marketing and Advertising Policy
- Student Protection Policy
- Student Support Policy
  - Which includes Students Rights and Responsibilities
- Refund Policy and Procedure
- Workplace Health and Safety Procedure

If students would like any more information on any of Make Work Safe (MWS) Pty Ltd policies, they need to send a request to [training@macnellies.com.au](mailto:training@macnellies.com.au).

## Privacy

Make Work Safe (MWS) Pty Ltd is committed to maintaining student privacy and strongly supports the privacy and confidentiality of its students in all aspects of its business operations. Information is collected and stored in accordance with the Privacy Act 1988 (Commonwealth), the Privacy Amendment (Private Sector) Act 2000 and the Australian Privacy Principles 2014.

Make Work Safe (MWS) Pty Ltd will not give out student information to any person or agency without the permission of the student unless required to do so by law.

### Why we collect your personal information?

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

### How we use your personal information.

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

### How we disclose your personal information.

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

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

### How the NCVER and other bodies handle your personal information?

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988 (Cth) (Privacy Act)* and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include

populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVET is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations, (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- Administration of VET, including program administration, regulation, monitoring and evaluation
- Facilitation of statistics and research relating to education, including surveys and data linkage
- Understanding how the VET market operates, for policy, workforce planning and consumer information

The NCVET may also disclose personal information to persons engaged by NCVET to conduct research on NCVET's behalf.

The NCVET does not intend to disclose your personal information to any overseas recipients.

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

DEWR is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

## **Surveys**

You may receive a student survey which may be run by a government department or an NCVET employ, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

## **Contact Information**

At any time, you may contact Make Work Safe (MWS) Pty Ltd to:

- Request access to your personal information
- Correct your personal information
- Make a complaint about how your personal information has been handled
- Ask a question about our Privacy Policy.

## **How Students are able to request access to their own personal records by:**

- Submitting a written request to Make Work Safe (MWS) Pty Ltd. Within 14 days of receipt, and after verification that the records are for the individual submitting the written request, records will be made available to the student by the RTO Administrator or Training Coordinator.
- Attending the Training Office in person and providing photo identification as verification of identity, records will be made available to the student by the RTO Administrator or Training Coordinator.

See also our Privacy Notice on [MacNellie's Workplace Safety](#) website.



# Student Conduct

Just as Make Work Safe (MWS) Pty Ltd has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, complete all items required and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

When you sign your enrolment form, you agree to follow Make Work Safe (MWS) Pty Ltd Student Expectations.

## Participants' rights and responsibilities

### Rights:

- To be listened to
- To be treated with respect
- To learn unhindered by disruptive behaviour
- To be given adequate information about course and trainer's expectations
- To be given adequate notice to prepare for assessments
- To be provided with a reasonable level of adjustment made to assist your successful completion of the course if you have a disability (consistent with requirements of the unit in question)
- To receive co-operation from other participants
- To receive support from other participants in maintaining a safe and supportive learning environment
- To have work assessed on merit alone
- To receive timely and effective feedback concerning assessments
- If under 18, that training be provided in an appropriately supervised environment at all times.

### Responsibilities:

- To provide a safe and supportive learning environment for fellow participants and trainers
- To treat all participants and trainers with respect, regardless of gender, race, culture, sexuality, disability or age
- To listen to others
- To complete work in a timely manner
- To recognise that people are not all the same – treating everybody the same is not necessarily fair
- To co-operate with fellow participants and trainers
- To use appropriate language and behaviour at all times and present themselves in a fit state to learn.
- Notify Make Work Safe (MWS) Pty Ltd of change of name, address, email or phone contact details

### Expectations:

- Turn off or to silent mobile phone
- Return from breaks in a timely manner
- You are expected to behave appropriately during training and assessment. Your trainer will reserve the right to speak with you and act if your behaviour is disruptive to the training and assessment process.

Make Work Safe (MWS) Pty Ltd views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment,

and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course.

Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety, and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to Make Work Safe (MWS) Pty Ltd and/or a partner organisation such as a school or workplace.

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our **Complaints and Appeals procedures**. Which you may request a copy by email from [training@macnelies.com.au](mailto:training@macnelies.com.au) .

## **Workplace Health and Safety**

Workplace health and safety legislation applies to everyone at Make Work Safe (MWS) Pty Ltd. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately.

## **Smoking, Drugs and Alcohol**

Make Work Safe (MWS) Pty Ltd is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on Make Work Safe (MWS) Pty Ltd premises, to use Make Work Safe (MWS) Pty Ltd facilities or equipment, or to engage in any Make Work Safe (MWS) Pty Ltd activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

## Course Information

Information specific to a course is provided in the relevant Course Information fact sheet on MacNellie's website or they are available by request by email: [training@macnellies.com.au](mailto:training@macnellies.com.au).

Course outlines cover information about the following:

- Course topic cover
- Pre-requisites
- Dress code requirements
- Duration
- Outcomes
- Who should attend the course

## Enrolment

The enrolment process may vary depending on the type of qualification you intend to study. A copy of our Student Handbook will be made available to you to read and understand. It is available on our website, [www.macnellies.com.au](http://www.macnellies.com.au)

Generally, Make Work Safe (MWS) Pty Ltd enrolment process requires a student to:

- Review the course outline information provided to them electronically or from Make Work Safe (MWS) Pty Ltd Website: [www.macnellies.com.au](http://www.macnellies.com.au)
- You may be required to complete a Language, Literacy and Numeracy (LLN) assessment as part of the enrolment process to identify if your LLN skills are of a level to successfully complete the course
- Complete and submit your enrolment form and any other requirements
- Accept the fees and charges related to the enrolment
- Confirm on the enrolment form that you have been given access and opportunity to read and understand the Student Handbook and Course Information.

Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course.

**Note:** that enrolment is not confirmed until fees have been paid as agreed.

## Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

### How Does Assessment Work in CBT?

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the

assessment does not demonstrate the requirements the student is marked as 'Not Competent', while successful performance will result in the student being deemed 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

## **Entry Requirements**

While eligibility requirements are outlined in the relevant Course Outline sheets on the website it is a good idea to confirm by contacting Make Work Safe (MWS) Pty Ltd about any pre-requisites or eligibility requirements for entry into the course in which the student is interested.

Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

## **What are prerequisites?**

Prerequisites are units of competency that are critical to achieving subsequent competency. They vary based on the course offering. Please consult the course outline for specific prerequisite information. It is imperative that you review the course information and determine if you hold the prerequisites before enrolling to ensure successful enrolment.

## **Supply of Course Prerequisites**

Some courses have prerequisites that **MUST** be supplied prior to attending the course. This will be communicated on the website, in the booking confirmation, and on the phone if you call. In the event a prerequisite is not received by 5pm on the business day prior to the course, the enrolment will be cancelled and entry to the course will be refused. If this occurs, the course fee may not be refunded, nor held in credit.

## Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider.

This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Make Work Safe (MWS) Pty Ltd cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

## Access and Equity

Make Work Safe (MWS) Pty Ltd will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. Make Work Safe (MWS) Pty Ltd prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

Make Work Safe (MWS) Pty Ltd will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary and LLN support.

It is the responsibility of all staff at Make Work Safe (MWS) Pty Ltd to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on (07) 4662 6860.

## Learning Support

Make Work Safe (MWS) Pty Ltd determines the support needs of individual students and provides access to the educational and support services necessary for the individual student to meet the requirements of the training product as specified in the training packages.

Make Work Safe (MWS) Pty Ltd provides access to the required support throughout their training and assessment. This support may include LLN support, additional one to one support from the trainer.

If you have difficulty with reading and writing you can access support from the [Reading and Writing Hotline](https://www.readingwritinghotline.edu.au/) on **1300 6 555 06** or <https://www.readingwritinghotline.edu.au/>

## Training and Assessment Strategies

Make Work Safe (MWS) Pty Ltd has a Training and Assessment Strategy for each of the qualifications we deliver, and we outline our approaches for conducting assessment in those strategies.

Make Work Safe (MWS) Pty Ltd staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Credit Transfer (CT).

### Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities, but still meet the requirements of the assessment guidelines.

## Recognition Processes

Make Work Safe (MWS) Pty Ltd offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred.

These are detailed below:

- **Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement.

Evidence must be:

- *Authentic* – it must be your own work
- *Sufficient* – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- *Current* – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- *Valid* – it must be relevant to what is being assessed

If your RPL application is successful you may finish your course earlier or reduce the amount of your study.

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact our administration staff on (07) 4662 6860 to discuss your options.

- **Recognition of Current Competencies**

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has "...previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained".

(Taken from: <http://www.skillsrecognition.net.au/key-terms>)

- **Credit Transfer**

Make Work Safe (MWS) Pty Ltd recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact administration staff on (07) 4662 6860.

### **Foundation Skills**

All training and assessment delivered by Make Work Safe (MWS) Pty Ltd contain Foundation Skills. Foundation Skills are embedded into Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

# Assessment Information

## Assessment

Make Work Safe (MWS) Pty Ltd and Training ensures that all strategies for training and assessment:

- ✓ Meet the requirements of the relevant Training Package or VET accredited course
- ✓ Will be conducted in accordance with the principles of assessment and the rules of *evidence*
- ✓ Will meet workplace and, where relevant, regulatory requirements
- ✓ Are systematically validated
- ✓ Have been developed through effective consultation with industry

A defined training and assessment strategy is implemented to ensure that training and assessment services are conducted by trainers and assessors who have the necessary training and assessment competencies; relevant vocational competencies at least to the level being delivered or assessed; can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and continue to develop their VET knowledge and skills as well as their industry currency and trainer/assessor competence.

Assessment in a competency-based environment is based around the acquisition of knowledge and then a demonstrable use of that knowledge in a practical sense. For most of our courses, you will be required to undertake assessment of a theoretical nature and demonstrate skills in a practical environment.

For more detailed information about assessment policies and procedures, please request a copy of MWS Assessment Policy and Procedure.

## Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

## Resubmissions

If you receive feedback to say your submission was 'Unsatisfactory', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions or demonstrating a task again. Make Work Safe (MWS) Pty Ltd does not charge a fee for resubmission of assessments.

Talk to administration staff for more information. All of the staff at Make Work Safe (MWS) Pty Ltd will take every reasonable effort to help you succeed in your course.

## Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

## Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.



Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Make Work Safe (MWS) Pty Ltd.

## **Appeals in relation to assessment**

Whilst as a student, you can lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow Make Work Safe (MWS) Pty Ltd's procedure for lodging an appeal.

## **Where to Get Help**

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office on (07) 4662 6860.

## **Wellbeing Support**

Make Work Safe (MWS) Pty Ltd is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help.

Included are:

[Lifeline](#) 13 11 14 – 24 hour crisis counselling

[Suicide call back service](#) 1300 659 467 – 24hr counselling for anyone affected by suicide.

[13YARN](#) 13 92 76 (24hrs/7 days) – Aboriginal and Torres Strait Islander Crisis Supporters to yarn to

[Thirrili \(Indigenous Suicide Services\)](#) 1800 805 801 – After suicide support.

[Beyond Blue:](#) 1300 22 4636

[Salvation Army:](#) 13 SALVOS (13 72 58)

[Orygen Online resources and fact sheets](#)

## **Issuing Certificates**

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Make Work Safe (MWS) Pty Ltd and other RTOs under the Standards for RTOs 2015.

If for some reason Make Work Safe (MWS) Pty Ltd ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also, the section 'Cancellation of Course by Make Work Safe (MWS) Pty Ltd')

**High Risk Work Licences**, once you have been deemed competent, you will receive an Assessment Summary via email. Your assessor will provide full instructions for lodging your application for your High-Risk Work Licence online. This application must be made within 60 days of your assessment.

If you do not make the application within the required timeframe, you will have to re-sit your assessments and achieve a competent result to obtain a new Assessment Summary.

Please refer to the Workplace Health and Safety website for current license applications fees: <https://www.worksafe.qld.gov.au/licensing-and-registrations>

## Fees

The training costs and fees associated with the courses offered by Make Work Safe (MWS) Pty Ltd are provided to the applicant at the time an initial inquiry or booking is made.

Make Work Safe (MWS) Pty Ltd require all fees to be paid prior to the commencement of training.

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition.

Information about fees and charges can be obtained by contacting Make Work Safe (MWS) Pty Ltd on (07) 4662 6860.

## Other Fees

These may include charges by your RTO for things such as:

- RPL application
- Replacement of transcript
- Replacement card
- Replacement of training materials
- Any fees associated with withdrawal from the course
- Cancellation

## Replacement of Training Materials

Make Work Safe (MWS) Pty Ltd will charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with us on (07) 4662 6860 if replacement materials are required.

## Re-issue of Transcripts

An administration fee of \$27.50 applies for Make Work Safe (MWS) Pty Ltd to re-issue a copy of your Certificate or Statement of Attainment.

## Payment Options

Payment of course fees can be made to **Make Work Safe (MWS) Pty Ltd** via:

- Credit card
- Debit card
- Electronic funds transfer
- Cash

Fees must be paid by the due date agreed. This will be clearly stated prior to your enrolment.

Please note that outstanding fees may result in cancellation of your enrolment and/or Make Work Safe Pty Ltd withholding the issue of qualifications until all fees are paid. If you are experiencing financial difficulty, please contact Make Work Safe (MWS) Pty Ltd as early as possible to discuss options.

## **Refunds**

Make Work Safe (MWS) Pty Ltd Pty Ltd is committed to the provision of a fair and equitable policy for the terms of credit and refund of course enrolment fees. The scope of this policy includes the provision of all training programs provided by Make Work Safe (MWS) Pty Ltd Pty Ltd. It is the policy of Make Work Safe (MWS) Pty Ltd to ensure that all applications for refund of fees are considered.

An application for refund of course fees under any other circumstance must be made in writing or email to Make Work Safe (MWS) Pty Ltd.

An initial non-refundable administration fee or deposit of 15% will apply to all courses. This fee is payable 10 working days prior to the commencement of the course.

Should a student withdraw from a course for any reason, a full or partial refund may be applicable. Information below outlines some of the circumstances under which a refund may be granted. Please contact Make Work Safe (MWS) Pty Ltd on (07) 4662 6860 to discuss individual circumstances.

## **Cancellation Fee**

A cancellation fee may apply when withdrawing from a course.

- Where the student requests to transfer from one course date to another an additional administration fee of twenty-five percent (25%) of the original cost will apply
- An eighty-five percent (85%) refund is available up to 10 working days prior to the commencement of the training.
- Fifty (50%) refund is available is cancellation occurs between five (5) to ten (10) working days prior to the commencement of the training.
- No refund available where cancellation is made less than 5 working days prior to the commencement of training.

## **Course Withdrawal**

All cancellations are to be made in writing and emailed to [training@macnellies.com.au](mailto:training@macnellies.com.au) including the following information:

- Your name
- Contact details (address, phone, email etc.)
- USI
- Effective date of the cancellation
- Reason for refund request

Your application will be reviewed, and you will be advised of the outcome within [7 working days].

## **Cancellation of Course by Make Work Safe (MWS) Pty Ltd**

In the event that a course is cancelled by Make Work Safe (MWS) Pty Ltd for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded or have the option of moving the course date to a later course.

## **Student Feedback**

Make Work Safe (MWS) Pty Ltd is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time but will also specifically ask for it at the completion of your study, by completing the form given at the end of your training.

## **Complaints**

To ensure any complaint or appeal is dealt with in a fair, effectively and timely manner. Complaints and appeals will be resolved in accordance with the principles of natural justice.

Make Work Safe (MWS) Pty Ltd encourages and values client's views and opinions. Benefits of encouraging open communication processes provides Make Work Safe (MWS) Pty Ltd with:

- More valuable feedback on which to base continuous improvement activities
- Issues are less likely to escalate into formal complaints
- Learners/clients are more likely to be satisfied which positively affects attrition rates and learner/client referrals

### **Students have the right to:**

- Make a complaint
- To present their case
- To access an independent arbiter
- To be clearly informed on the outcomes of the complaint or appeal
- To escalate their complaint if not getting a response in a timely manner
- To resolve complaints and appeals in a realistic, fair and timely manner.

### **How to make a complaint**

Complaints may be made over the telephone or in person, in this instance staff will if it is possible attempt to address these problems on the spot.

If this is not possible the staff member will request that the person making the complaint, put the complaint in writing and send by email to [training@macnellies.com.au](mailto:training@macnellies.com.au)

All complaints will be dealt with in accordance with our policies and procedures and written complaints will have a response within 28 days of receipt.

All complaints, appeals and outcomes are documented.

## **Appeals**

Whilst as a student, you can lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If students are not satisfied with the outcome of the discussion with their Assessor, they may lodge a formal review of the assessment decision.

## **How to make an appeal**

The student requesting the appeal, must put the appeal in writing and send by email to [training@macnellies.com.au](mailto:training@macnellies.com.au).

All appeals will only be accepted up to 14 days after the date of the assessment result.

All appeals are documented and dealt with in accordance with our policies and procedures will have a response within 28 days of finalising the process.

ASQA cannot advocate on behalf of students or mediate between students and providers, but they do provide the following as a point of contact in certain circumstances.

Students/clients may also contact ASQA:

If your complaint is related to a potential breach of the Standards for RTOs, you can submit the complaint through [asqaconnect](#).

[Read more about submitting a complaint to ASQA.](#)

If your complaint requires a personal resolution, and is related to issues such as refunds, issuance of certification or allegations of harassment, [visit our Complaints – More support page](#).

## **RESOURCES/LINKS**

- Australian Human Rights Commission Ph: 1300 369 711
- Queensland Ombudsman Ph: (07) 3005 7000 or Free call: 1800 068 908 (outside Brisbane area)