



Student Handbook

Your guide to studying with MAX

If you need any support
or have questions,
please feel free to contact us

Phone: 1800 021 560

Email: info@maxsolutions.edu.au

Welcome to MAX

The Student Handbook contains information to help you:

- › Understand the steps involved in studying
- › Understand your rights and obligations as a student
- › Access support while you study
- › Know where to access more information

Separate to the Student Handbook, you will receive a Course Outline which includes the course units, entry requirements and other details relating to the specific qualification. Students should read this handbook, together with any other information relating to their course, prior to starting study.

This guide is intended to give you the information needed for each stage of studying with us. It's important to remember that every course is different and you may have different needs depending on your circumstances.

When in doubt, please contact our team



1800 021 560



TrainingCourseAdministration@maxsolutions.com.au



maxsolutions.com.au/improve-your-skills

Join our student community

Connect with fellow students and trainers, and get important updates and resources to help you in your learning journey.



Facebook

@maxsolutionsrto



Instagram

@maxsolutionsrto



Being a student with MAX

When you become a student with MAX, you enter into an agreement designed to ensure we fulfil our role as your training organisation and you fulfil yours as a student.

You are entitled to:

- › Be treated fairly and with respect by trainers, staff and other students
 - › Learn in an environment free from discrimination and harassment
 - › Pursue your education goals in a supportive and stimulating environment
 - › Have your training records and personal information stored and maintained in a confidential, secure and professional manner
 - › Get information about assessment procedures and your progress in the course
 - › Be provided with quality, qualified industry current trainers and assessors
-

You must:

- › Treat all staff and students with respect, fairness and courtesy
 - › Be punctual and regular in training course attendance
 - › Participate in training according to your schedule
 - › Submit your assessment by the recommended due date or request an extension of time, approved by your trainer
 - › Observe safety practice standards by wearing appropriate clothing and footwear, using protective equipment (where required) and following instructions
-

You must not:

- › Plagiarise or cheat in any assessment event
- › Swear or use offensive and inappropriate language
- › Litter when on site
- › Harass fellow students, staff or the general public
- › Be under the influence of alcohol or drugs
- › Engage in behaviour, which may offend, embarrass, threaten, or harm other students, staff or the general public

Course Outlines

Before the commencement of your course with MAX, you will be provided with a Course Outline. The Course Outline provides you with the following information:

- › The course title, code and currency (as published on the national register)
- › Course outcomes and pathways
- › Skills and knowledge the course covers
- › Entry requirements
- › Course mode of delivery
- › Units of competency/subjects to be undertaken
- › Course duration and location
- › Participation requirements.

Enrolment

Prior to enrolment potential students work with trainers to develop an individual and comprehensive student pre-enrolment portfolio which comprises of:

- › Application for enrolment
- › Literacy, Language and Numeracy (LLN) assessment to establish your individual LLN capacity, and
- › Student profile (to support the Student Journey)

You will also participate in induction/orientation (once enrolment has been assessed by the trainer).

Eligibility and Credit Transfer (CT)

During enrolment, we will check with you to ensure you meet the eligibility requirements for the course. If you have credit/s from previous study that is identical or equivalent, you may be able to transfer it.

You must provide a copy of the statement of attainment and/or qualifications (including a record of results), along with written verification from the issuing RTO of your award or verified results from the USI registry and MAX will arrange to have the application processed.

Learning environment

Physical resources

Students have access to, or provision of, necessary facilities/materials/equipment. These include (but are not limited to):

Training rooms:

- › Adequate ventilation, heating/cooling to maintain a temperature at which people can work for long periods;
- › Comfortable chairs designed for use over a long period;
- › Adequate lighting for normal viewing, writing and reading but avoidance of glare, brightness and competing visual stimuli;
- › Tables suitable for writing, and with appropriate personal space;
- › Clear sight and hearing from all view points to the point of presentation;
- › Audio visual equipment that is not intrusive (as required);
- › Clearly accessible amenities such as toilets and drink stations;
- › Telephones placed away from training rooms;
- › Rooms located away from external noise of any kind likely to disturb proceedings;
- › Refreshment facilities;
- › Suitable training and assessment resources.

Online students will require access to a computer and internet connection to participate in their learning. In some instances, paper-based resources can be utilised for blended delivery.

Flexible training approach

Flexible learning can provide greater access and improved results for many students. It increases choice on what, when, where and how people learn, including:

- › Distance education
- › Mix-mode (blended) delivery
- › Online learning
- › Self-paced and self-directed learning
- › Face-to-face sessions.

Some government-funded programs, including short courses are classroom based and may not be able to provide the flexibility available for other training options.

Learning support

We offer a number of learning support services to our students. You can talk to your trainer or our support team at any time to discuss how to access these.

Language, Literacy and Numeracy (LLN) support

There are many ways your trainer can support you. Talk to us if you would like to know more about:

- › Additional learning support
- › Recognition of a disability
- › Adjustment to the learning environment or the hours of study
- › Referral to a MAX Health Support Officer

Students who require additional LLN support or remedial support will be referred to LLN specialists for assistance.

Academic and learning support / reasonable adjustment

Students have every opportunity to maximise their training and learning experience. A range of support will be provided where there is perceived difficulty in achieving learning goals. Additional support may include:

- › Flexible schedules for delivery of training and assessment
- › Learning materials in alternative formats
- › Interpreter services
- › Alternative methods of assessment where reasonable
- › Extra time to complete assessments

Support/counselling

Our team will talk to you privately if we notice any signs of distress or discomfort. We understand that there may be times when personal issues may affect your ability to undertake your training. We encourage Students to advise if there are personal issues which will affect their attendance or progression through the course.

MAX staff will ensure options are available to minimise the impact on your course progress and provide alternatives, dependant on the circumstances.

Occasionally, students require professional assistance from an outside support or counselling service. If you need any help contacting these services, we can help.

Translation and Interpreter Services

131 450

Adult Learning Australia

www.ala.asn.au

Lifeline

131 114 | www.lifeline.org.au

Beyond Blue

1300 224 636 | www.beyondblue.org.au

Kids HelpLine

1800 551 800

Drug and Alcohol Helpline

1800 888 236

Participation

Course progression

In order to support students who are at risk of not completing a course, we monitor, record, assess and report the course progression of students via MAX Trainer Weekly Reports and completion of a Student Support Plan.

To keep students aware and informed in relation to their course progress, we:

- › Provide regular progress reports to students and employers
 - › Conduct course evaluations with students
 - › Use intervention strategies for students who might be at risk
-

Withdrawing/deferring from your course

If you are having difficulty with your course, talk to your trainer or coordinator as they may be able to assist you in finding a way around the problem or look into alternative arrangements.

If you are unable to continue with your course, talk to your trainer or MAX Training Team. You will receive a Statement of Attainment for Units of Competency deemed competent in.

If you simply stop attending class, training sessions and handing in work, and are not contactable, it will be considered that you have abandoned your training. MAX will take all reasonable steps to contact you prior to terminating your training.

If you wish to withdraw from your course, you are required to complete the MAX Withdrawal Abandonment Form, which can be accessed from your MAX Trainer or Placement Consultant.

You should notify your trainer and/or MAX Training Team of your intention to withdraw.

For further information, refer to the refund section on page 11.

Completion

Upon completion of your course, MAX will issue a certificate or Statement of Attainment based on your results. In some instances, assessments may be peer reviewed for quality assurance prior to the awarding of any results.

Assessment

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that you can perform the standard expected in the workplace. You will be provided with the assessment at the beginning of each unit of competency. Before starting the assessment, ensure you read the instructions carefully and talk to your trainer if you are not sure what is expected of you.

Assessment may consist of:

Direct observation	Assessed in real time in the workplace
	Assessed in a simulated off-the-job situation that reflects the workplace.
Product based methods	Structured assessment activities such as reports, displays, work samples, role-plays, and presentations.
Portfolio	A purposeful collection of work samples of annotated and validated pieces of evidence, compiled by the learner
	Evidence could include written documents, photographs, videos, logbooks or workplace logbooks.
Questioning	Generally, more applicable to the assessment of knowledge evidence
	Assessment could be by written or oral questioning, conducting interviews and questionnaires.
Third-party evidence	<p>The trainer often collects evidence. However, other people - such as supervisors, trainers, team members, clients or consumers - can report what they see or hear to the assessor. Evidence collected in this manner is called 'third-party evidence'.</p> <p><i>- Third party evidence will be integral to the assessment where work placement is a mandatory component of a training package</i></p>

MAX will retain all assessment items and evidence for a period of at least six months following the completion of your course. Your trainer will provide you with feedback and outcomes of assessment at the completion of each unit of competency. We recommend that you keep a copy of your completed assessment tasks before submission to your trainers, as part of your records.

If insufficient evidence has been collected to confirm the result, your trainer will contact you and give you the opportunity to provide additional evidence of your competency. In some cases, a workplace placement component of a unit may be required to be completed prior to full competency award (within some qualifications).



Recognition of Prior Learning (RPL)

Recognition including RPL is an assessment process allowing candidates the opportunity to gain recognition of their existing skills, knowledge and experience gained through working and learning. RPL offers students the opportunity to have their competence assessed based on their formal, informal learning and work/life experiences. Your trainer will give you further details on how to commence RPL if you believe you have enough skills and ability within the industry. Please be aware to be eligible for RPL, you must have current competency.

RPL evidence may include a combination of the following:

- › Evidence of current competence
- › Performance, demonstration, or skills test
- › Portfolio, logbook, task book, projects or assignments
- › Written presentation
- › Interview
- › Case studies

MAX staff will explain the RPL Process in more detail and should you wish to proceed, staff will provide you with an RPL Application Form. MAX will provide guidance on how to undertake the RPL Process.



Issuing of awards

Awards will only be issued upon the student meeting all course requirements. Qualifications and Statement of Attainment will be issued according to the Standards for RTO's 2015. **Your results may be withheld if you have outstanding fees, unless there are contractual obligations.**

In general, MAX issue two (2) types of awards:

- › Full qualification issued under the Australian Qualifications Framework. These qualifications include Certificate I to IV, Diploma, Advanced Diploma, Vocational Graduate Certificates or Diplomas. Full qualifications can only be issued once the student has been deemed competent across all the relevant units of competency making up the qualification. Information about the actual results of competency is available in your course outline.
- › Statement of Attainment is issued when the student is deemed competent in specific units of competency but not all the units of competency within the qualification.

In order for MAX to release this information to another provider we will require permission in writing from the student.

Unique Student Identifier (USI)

Qualifications or Statements of Attainment are not issued until a verified USI has been obtained, unless the student is exempt. A USI is a 10-digit reference number you can use to access records and transcripts online.

If you do not have a USI, you will not receive your qualification or statement of attainment. You can apply for one at USI.gov.au or give MAX permission to apply for one on your behalf when completing the enrolment form.



Lost Certificates, Transcripts and Statements of Attainment

Certificates and Transcripts and/or Statement of Attainment are posted to you at the completion of your course. Make sure you keep copies of your transcripts because they list of all the competencies you have achieved.

If you require a replacement/re-issue Certificate and Transcript and/or Statement of Attainment, you must advise MAX in writing. The reissuance of your Certificate/ Statement of Attainment will incur a \$25 administration fee.

From 2015, students are also able to access their results through the USI transcript service.

Five key things you should know about your USI Transcript.

1. If you don't provide a USI to your training organisation, your training cannot appear in your transcript
2. Your USI training record starts with training received in 2015 - it cannot include training delivered before you had a USI
3. USI records will be updated every year, but only once a year for many training organisations - so you may need to rely on the documents from your training organisation in the most recent year
4. If something seems to be missing or wrong on your transcript check out our information on possible errors first and then contact the training organisation who delivered the training to confirm and seek a correction
5. Only your training organisation can make corrections to your training records. Have your USI handy when you call them

Fees and charges

MAX is required to ensure that full course fees associated with any given training package are provided to students prior to completion of the pre-enrolment, induction / orientation and student profile. Course fees disclosed must include all costs associated with the training course and will comprise of:

- › Course/tuition fees
- › Materials and equipment fees
- › Administration fees (which are not to be refunded, unless in the event of course cancellation by MAX)

MAX reserves the right to adjust fees at any time. MAX must adhere to obligations as stated in the Standards for Registered Training Organisations (RTO's) 2015.

Fee for service

Under the Standards for Registered Training Organisations (RTO's) 2015 clause 7.3, MAX will not accept more than \$1,500 payment in advance for individual clients. Schedules will be set up for any remaining payments to be made, with invoices being based on a 30 day payment period.

Funded training courses

For funded training courses, the amount to be charged for Student Contribution/Tuition Fees must be in accordance with the Contractual Obligations of the Funding Contract. A Student Fees Contribution Agreement must be completed for each student to be enrolled into a funded training course during the enrolment and induction process. Schedules can be set up for payments over an agreed period, with invoices being based on a 30 day payment period.

Cooling off period

MAX acknowledges the students' rights as a consumer including a cooling off period of 14 days. Written request to withdraw within the cooling off period must be received from the student by MAX. The MAX Student Withdrawal Abandonment Form may be used as written evidence of intent to withdraw during the cooling off period. This form can be obtained from your Trainer or emailing TrainingAdministration@maxsolutions.com.au.

Course cancellation

Where MAX cancels a course, the student is entitled to a full refund or transfer of funds to another course. In the instance that the course has been cancelled after it has commenced (and prior to completion), MAX will offer the student an alternative course or part thereof. If the student accepts the alternative course, no refund will be given and no additional fees will be charged. If the alternative course is not accepted, a full refund will be provided to the student, including the Administration Fee.

Further information on credit transfers following course cancellation, please discuss with our MAX team.

Student initiated enrolment changes

If the student wishes to change their enrolment e.g. into a different course being offered by MAX, any fees already paid may be transferred to the new enrolment. Any additional fees owing for the new training course enrolment are to be paid by the student.

Students wishing to withdraw from their enrolment are required to complete a MAX Student Withdrawal Abandonment Form and submit this to MAX (MAX Trainer will provide you with the required form for completion).

Refunds

Where a student withdraws their enrolment during the 14 days cooling off period, MAX will grant a full refund (minus an administration fee of \$50).

After the cooling off period, refunds will not be provided unless:

- › The student can provide medical reasons with a Medical Certificate; or
- › The student can provide reasoning for their course enrolment to cease - personal hardship

If a refund is granted, the refund amount is to be pro-rata based on unit progression of the course the student is undertaking. Where a student has partially completed a unit, the full pro-rata rate of that unit, and all other completed units, will be considered as fees which are not eligible for refund. If a refund is not granted, any outstanding fees must be fully paid by the student.

Students must apply for refunds in writing using the MAX Refund Request Form (Training) and clearly outline the reasons for the refund request and attach any supporting documentation.

Where a student disagrees with a MAX decision regarding their request for refund, the student is entitled to lodge a complaint, the complaints process is explained at enrolment and induction.

In the event of a student's enrolment being cancelled due to misconduct, no refund will be provided and any outstanding fees must be paid.

Outstanding fees

All payment terms and conditions are listed on the students invoice as well as being clearly stated in your Training Agreement. If fees are 14-30 days outstanding, a reminder call will be made to the payee with a follow-up reminder call. If fees are outstanding after 30-74 days, MAX will advise the payee in writing that the matter has been referred to MAX legal representatives if there is no response from the payee after a second reminder letter has been issued. MAX legal representatives will then deal with the debt collection process. In some instances, student course results may not be released until such time as the outstanding fees are paid. Non-payment of fees may result in the interruption of the students training.

Rules and regulations

The following apply to all persons, staff and students:

- › An individual's property is to be respected and not interfered with, without prior consent. Look after your own possessions. MAX accepts no responsibility for personal property lost or stolen at training sessions.
- › Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
- › No aggressive physical contact or verbal abuse is to occur between any persons.
- › Smoking is not permitted inside training facilities.
- › Drinking alcohol and being under the influence of illegal substances is not permitted inside training facilities.
- › Eating or drinking is not permitted in any space other than the designated areas.
- › Clothing and behaviour should be appropriate and not cause offence to anyone.
- › Mobile phones are to be turned off or placed on "silent" during classes and in study areas.
- › MAX reserves the right to adjust fees at any time. MAX must adhere to obligations as stated in the Standards for Registered Training Organisations (RTO's) 2015

Failure to follow these rules may result in disciplinary procedures.

Misconduct

Misconduct is any behaviour which disturbs the enjoyment of others, inhibits the performance of others and jeopardises the workplace, health and safety of others. Misconduct includes but is not limited to:

- › Inappropriate language
- › Discrimination, harassment, intimidation or victimisation
- › Serious negligence including WHS non compliance
- › Serious breach of confidentiality
- › Refusing to carry out lawful and reasonable instructions
- › Wilful disobedience
- › Being affected by alcohol or drugs (both illegal and prescription) in that their faculties are so impaired that they are unfit to participate in activities
- › Behaving in a way that is inconsistent with the continuation of a registered training contract
- › Plagiarism or collusion
- › Theft/fraud/violence/assault

Plagiarism and collusion

Plagiarism is the act of copying and using other person's expressions or ideas, without due acknowledgement.

Collusion is the unauthorised act of a student presenting work, which is the outcome of directly working with others, as his/her own.

Intentional plagiarism is associated with intent to deceive.

Unintentional plagiarism is associated with a lack of understanding of plagiarism or a lack of skill in referencing/acknowledging others' work.

All assessments must be your own work. Plagiarism or getting others to do your work will not be tolerated.

If you copy from a published document (including the internet) or take another person's ideas and put it into your own words your trainer can provide you with more information to assist you in assuring correct referencing techniques are used.

Punctuality

Students are required to be punctual for all classes and training sessions. Please ensure arrival at the training venue at least fifteen (15) minutes prior to the commencement. Being late disrupts the training schedule and will have an impact for you and the other students.

Absences

If you are participating in face to face training and are unable to attend your scheduled training or assessment, please notify your trainer or contact MAX on 1800 021 560 prior to the start time. The responsibility is on you to ensure work missed due to an absence is followed up.

Continued absences from training may affect your progress in the course and successful completion.

Change of contact details

If during your course of study, your personal contact details change including address, contact phone numbers, first name or surname, you are required to notify MAX.

Contact your trainer or placement consultant with these details, or email

TrainingCourseAdministration@maxsolutions.com.au. This is very important as your certificate and/or Statement of Attainment is sent to your last known address.

Health and safety

The health and safety of our students is important to us. In order to ensure the safety of our students, we make use of risk management and reduction techniques.

We ask all students to adhere to the following workplace health and safety practices:

- › To protect your own health and safety and to avoid affecting the health and safety of any other person
- › To not wilfully or recklessly interfere or misuse anything provided by MAX in the interests of health, safety and welfare
- › To cooperate with health and safety instructions given by MAX employees
- › To not endanger your own health and safety, or the health and safety of another person, through the consumption of drugs or alcohol

Travel concessions and student ID cards

If you are studying full time with MAX, you can apply for a student ID card and you may be eligible to apply for concessional travel through your State government department. Your Trainer should be able to direct you on how to apply or please contact MAX Training Administration for further guidance.

Your first student ID card is issued free of charge, but replacement cards will cost **\$10**.

If you have not received a Student card or require further information, please contact us.

Feedback, privacy and quality

To ensure you are treated fairly and have access to a quality service, there are several ways you can provide us feedback, make a complaint or access your information.

Customer Feedback Survey

MAX values feedback from all clients, including students and employers. Surveys are regularly used to provide formal feedback that helps us improve our service.

You will be asked to provide feedback upon completion of your course. Feedback Surveys assist us with ongoing continuous improvement with our services.

Complaints and appeals

All students, employers and stakeholders have the right to plainly state any complaints or feedback that they may have. All complaints from students are acted upon individually:

- › Each complaint and appeal and its outcomes will be recorded
- › Each complainant has the right to have a support person present during meetings
- › Each complaint and appeal can be heard by an independent person or panel (i.e. someone or some panel that is mutually agreed upon as independent)
- › Each complainant:
 - Has the opportunity to formally present his or her case
 - Is provided with a written statement of the Complaint and Appeal outcomes, including reasons for the decision.
- › We will act upon any substantiated complaint or appeal and these may result in a Continuous Improvement activity within MAX.

All appeals and complaints are reviewed and, if appropriate, will result in a corrective action or continuous improvement activity.

If you are dissatisfied with your service or have feedback, we encourage you to speak immediately with your Trainer and Assessor or contact the RTO Administration Team.

Complaints of a serious nature will be escalated to the General Manager Quality & Ethics and management team. Where appropriate, the General Manager Quality & Ethics will advise the Department Contract Manager of any serious allegations.

Where possible, we encourage parties to resolve problems through discussion. In some minor instances MAX may choose an informal method of addressing the issue including conducting an informal interview.

How to lodge a complaint or feedback

- › Completing feedback on our website
- › Completing a form at one of our offices
- › Our staff can log a complaint through internal systems

If no resolution of the complaint is determined at a local level or the issue is not resolved to the complainant's satisfaction, then they can email the General Manager Quality & Ethics, at quality@maxsolutions.com.au

Alternatively, if they feel their concerns have not been resolved, or cannot be resolved by MAX, we acknowledge the need for an appropriate external independent agent to mediate between the parties and identify the external independent agents as being:

- a) The relevant state Ombudsman Office
- b) Independent mediators/companies
- c) NSW Department Customer Support Centre on **13 77 88**

Except in extreme circumstances, the entire process should be finalised within 21 days. If the RTO expects it will take more than 60 calendar days to resolve, the person who lodged the complaint will be informed in writing.

Appeals

At times, a student may not agree with a decision regarding their assessment result or the assessment process. If the student is assessed as 'Not Competent', they will be given the opportunity to develop the required skill level and resubmit their assessment.

The steps relating to the appeals process is outlined below:

The first step is to discuss any disagreement with the trainer.

What happens after I appeal an assessment decision?

The RTO Management, if necessary, will convene a review panel including an external validator to thoroughly examine the appeal. The student will be advised of the outcome within five working days of the decision. If the student is not satisfied with the outcome of this process, they will be advised of their right to request an external mediation of the assessment appeal. MAX will coordinate an independent consultant for mediation. The student will also be advised that they can contact the Australian Skills Quality Authority (ASQA), Students/appellant have the right to contact the relevant State Training Authority (STA) where training is subsidised by State/Territory Government Funding.

Feedback

Feedback from our students tells us how they perceive the service we are delivering. Feedback is encouraged and important to note that MAX reviews and evaluates within a timely manner and where necessary used as a mechanism to implement changes to educate, improve services and overall performance.

Students can provide feedback by either completing a manual paper based Complaints and Feedback form and or lodging via the MAX website.

Privacy and access to your records

You have the right to access your training records at any time. If you would like to view your file/record, contact MAX Training team and they will make the file/record available to you.

Due to Privacy Principles, information about other students is not available. MAX will not disclose information about a student unless it is in keeping with Principle 6 of the Australian Privacy Principles and written consent has been received from the student.

Our commitment with National Child Safe Organisations

MAX is committed to the care, safety and protection of all children that it provides services to. MAX takes a zero-tolerance approach to all forms of child abuse and introduced its Child Safety and Wellbeing Policy on that basis ensuring all children's rights, needs and interests are met. MAX believes that all children have a right to be safe at all times. For further information on our commitment to child safety, refer to **MAX Child Safe Charter of Commitments**.

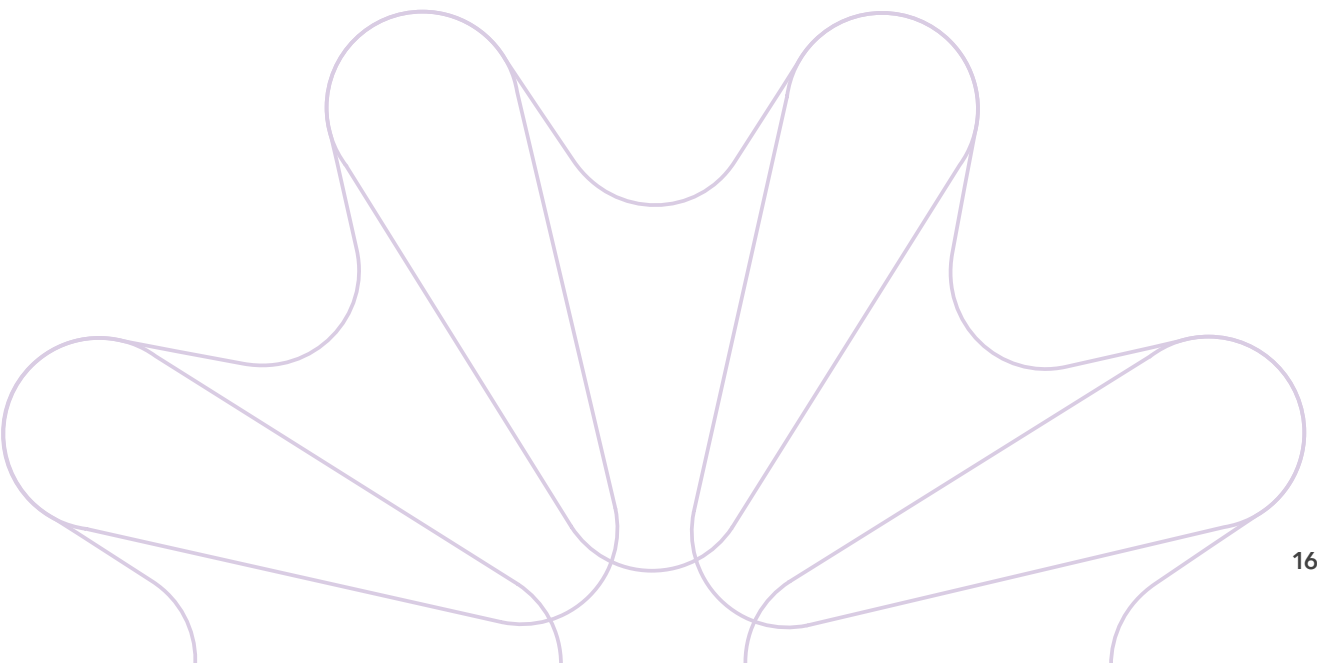
Legislation

MAX identifies and complies with relevant State or Territory laws including Commonwealth or State legislation.

Legislative requirements

The organisation complies with all legislative requirements of State and Federal Government. Information provided to students will reflect current legislative requirements. Legislation may include but is not limited to:

- › Relevant State / Territory Vocational Education and Training Employment Acts
- › Age Discrimination Act 2004
- › Anti-Discrimination Act 1991
- › National Vocational Education & Training Regulator (NVR) Act 2011
- › Health (Drugs & Poisons) Regulations 1996
- › Health Rights Commission Act 1991
- › Standards for Registered Training Organisations (RTOs) 2015
- › Workplace Health and Safety Act 2011
- › Apprenticeship and Traineeship Act 2001
- › Apprenticeship and Traineeship Regulations 2017
- › Privacy Act 1988
- › Workers' Compensation and Rehabilitation Act 2003
- › WorkCover legislation (State applicable)
- › Sex Discrimination Act 1984
- › Disability Discrimination Act 1992
- › Equal Employment Opportunity Act 1987
- › Racial Discrimination Act 1975
- › Home Building Act 1989
- › Construction Occupations Act 2004
- › Australian Human Rights Commission Act 1986



max

Every person. Every chance.

EMPLOYMENT | HEALTH | LEARNING



Have questions? Get in touch



1800 021 560



TrainingCourseAdministration@maxsolutions.com.au



maxsolutions.com.au/improve-your-skills