



## **Student Handbook**

Thank you for choosing a The Management Institute course.

Your development is our passion and the student is the focus of our organisation.... After all – without you we wouldn't exist!! We understand that each trainee has individual needs. At all times you will be our Number One priority. We will provide a learning environment where trainees feel comfortable and creativity and debate is encouraged. Staff will be available should you have any concerns you wish to discuss on a one to one basis.

The Management Institute operates on a Code of Practice which specifies our organisations commitment as an RTO to provide excellence in Training and Assessment, whilst operating within the Australian Quality Training Framework. A copy of the Code of Practice can be found at Annex A.

This booklet sets out information about the courses we offer, and the mutual responsibilities of The Management Institute and you, the student. Please take time to read the information contained in this booklet. The full policy and procedure manual is available for your reference at any time by contacting our staff.

Should you have any enquiries please contact your trainer/assessor.

We hope you enjoy the course.

David Bryan  
Chief Executive

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### Contact information

For information on courses etc, please contact The Management Institute staff at:

Suite B7  
Airport Central  
Gold Coast Highway  
Coolangatta 4225.

PO Box 1563  
Oxenford 4210

Ph: **55 344 799**  
Mob: 0423 192 850  
Fax: 55 734 729

[www.themanagementinstitute.com.au](http://www.themanagementinstitute.com.au)  
[info@themanagementinstitute.com.au](mailto:info@themanagementinstitute.com.au)

### **Special needs**

If you have any special needs for example, cultural, religious, physical, dietary or any other requirement, please contact The Management Institute staff who will make every effort to help with your request.

### **To get you started....**

1. Upon enrolment (and payment of relevant fees), you will receive your manual which will contain all the relevant information including the course outline and Assessment requirements. During your first session you will be given an induction to the course and to the expectations of The Management Institute. Some of the relevant induction points are covered at the end of the Student Handbook and will be tailored to your particular course, venue and delivery method.

### **Course Information and Vocational Outcomes**

2. The Management Institute will provide you with support while undertaking this qualification with us. Your learning will be monitored throughout the course and appropriate feedback given as necessary.

3. The qualification/s that you achieve will be recognised throughout Australia. You may talk to your trainer about career opportunities in your chosen field or perhaps training pathways to further qualifications.

### **Flexible Learning Options and Assessment Procedures**

4. Should you need assistance with any piece of assessment, it is very important that you speak with your trainer/assessor as early as possible. By doing so, you will be able to possibly undertake assessments in a different way. For example, if you feel that you may not be able to read all your written assessment, alternative options may be arranged.

5. Throughout your study, a number of different types of assessment will be conducted. The assessment methods will be listed in your manual and discussed with you in the course induction.

### **Fees and Charges (including refund policy)**

6. Total course cost includes all learning materials. The initial deposit of \$100 is payable one week prior to course commencement with the remaining payable by the course commencement date. (A payment plan is also available upon request).

7. Should a student need to cancel or transfer a course enrolment, the following conditions will apply (i.e. refund):

- The initial deposit of \$100 being the administration fee is non refundable.
- Should a participant withdraw up to one week prior to commencement and has paid the full course fee, a full refund (minus the administration fee) shall apply.
- Should a participant discontinue once the course has commenced (and less than half way through), a 50% refund of the course fees (minus the administration fee) shall apply.
- Should a participant discontinue once the course has proceeded more than half the way through, there will be no refund.
- Should a participant wish to complete previously commenced units of competence, in a future course, credit towards that course can be claimed...

8. For information about recognition of prior learning and associated costs, please discuss with your trainer/assessor.

9. Should insufficient enrolments be received for any scheduled course, The Management Institute reserves the right to cancel the course by giving at least two (2) days notice to registered students. Registered students affected by such a cancellation will be refunded any monies paid by them in connection with the course or their enrolment will be transferred by mutual consent to the next available scheduled course.

10. When a course is cancelled by The Management Institute for any reason other than insufficient numbers, The Management Institute will arrange an alternative date for the course offering. If this is not possible and the course has to be cancelled, every effort will be made to maximise the period of notice given to prospective students. In the event of such a course cancellation a full refund of fees would be made to students. The Management Institute will not be responsible for any out of pocket expenses (such as travel or accommodation costs) incurred by the student as a result of the cancellation.

### **Language, Literacy and Numeracy Support Services**

11. The Management Institute trainers/assessors will offer the following support should a student identify that they have language, literacy or numeracy needs or if, the trainer/assessor identifies that a student has such a need.

12. These guidelines are what the trainer/assessor will follow:

- trainers/assessors will make every effort to maintain the confidentiality of the student's needs and will not make discriminatory or judgemental statements about any student
- students with language, literacy or numeracy needs will be offered advice and support, and the possible impact on the proposed The Management Institute 's training program will be discussed
- Recommendations for assistance will be presented to the student to overcome the skill shortage. However, no student will be rejected because they decline the advice

13. For LNN support services view the links on The Management Institute Website or contact David Bryan for details of an independent language literacy or numeracy consultant. Extra support services will be at students' expense.

### **Other Client Support Services (such as welfare and guidance arrangements)**

14. If you feel that you will need support in any area such as cultural, religious, physical, and dietary or needs such as welfare, please discuss with your trainer/assessor. The Management Institute will make every effort to help with your request.

### **Mutual Responsibilities**

15. The Management Institute is required under State legislation to provide for the health, welfare and safety of both its employees and students. (Duty of Care: see Workplace Health and Safety).

16. The Management Institute reserves the right to terminate a student's enrolment should the student:

- endanger the health and safety of another student, trainer or themselves
- engage in the falsification of documents and/or assessments and training outcomes
- divulge personal or confidential information relating to another student's documents, assessment and training outcomes
- plagiarise (copy) another student's documents or assessments
- prevent other students from completing their course of study in reasonable peace and privacy
- Refuse to act in accordance with any rules and regulations prescribed by The Management Institute that are designed to protect the well being of others (eg. Smoking policies).

17. Furthermore, any trainer who violates student's rights or engages in any activity that causes stress or disadvantage to any student will be subject to discipline procedures that may involve termination of services.

18. The Management Institute will provide adequate print resources to assist a student to successfully complete all training programs.

### **Complaints and Appeals Procedures**

19. The Management Institute have policies and procedures in place in the case of a complaint and or an appeal.

20. In the case of a complaint, you should request a copy of the Complaints and Appeal Procedure Proforma and when completed forward it to the Chief Executive who will then investigate the matter and provide you with a decision and/or further action to be taken.

21. In the case of appeal against an assessment decision, you should in the first instance, attempt to resolve the issue with your trainer/assessor. However if you wish to appeal formally, you must do so on the Complaints and Appeal Procedure Proforma which will list your options for resolution including having the opportunity to formally present your case to an independent person or panel. You will be given a written statement of the appeal outcomes, including reasons for the decision. For a detailed copy of the appeals policy and procedure please contact any staff member.

22. If a student wishes to access their personal file for any reason, they must do so within three (3) months of completion of the last assessment by contacting staff from The Management Institute

### Access and Equity (such as discrimination etc)

23. The Management Institute have in place, policies on Access and Equity (such as discrimination, racism or disability) which ensure that staff and students are not discriminated against in accordance with relevant Commonwealth State/Territory legislation. All staff is made aware of their obligations under the relevant legislation during staff induction and professional development programs.

24. Any person believing that they have experienced any form of discrimination through their relationship with The Management Institute should report their complaint immediately to Management.

### Legislation relevant to your training

25. The Management Institute is committed to ensure all staff and students are aware of relevant legislation. Some useful sites include:

Workplace Health and Safety Act 1995	<a href="http://www.welaw.edu.au">http://www.welaw.edu.au</a> (and enter relevant name of Act) This act describes the mutual obligations of employers and employees to provide a safe working environment for employees and customers
Anti-Discrimination Act 1991	<a href="http://www.welaw.edu.au">http://www.welaw.edu.au</a> (and enter relevant name of Act) This act provides that people will not be discriminated against based on their religion, gender, age, ethnic background, disability etc and includes workplace harassment, victimisation and bullying
Privacy Act 1988	<a href="http://www.welaw.edu.au">http://www.welaw.edu.au</a> (and enter relevant name of Act) An Act to make provision to protect the privacy of individuals, and for related purposes.
Vocational Education, Training and Employment Act 2000	<a href="http://www.welaw.edu.au">http://www.welaw.edu.au</a> (and enter relevant name of Act) This act provides 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.
Copyright Act 1968	<a href="http://www.welaw.edu.au">http://www.welaw.edu.au</a> (and enter relevant name of Act) An Act relating to copyright and the protection of certain performances, and for other purposes.
Workplace Relations Act 1996 Workplace Relations Amendment (Work Choice) Act 2005 with Workplace Relations Regulations 2006	<a href="http://www.welaw.edu.au">http://www.welaw.edu.au</a> (and enter relevant name of Act) The principal object of <a href="#">this Act</a> is to provide a framework for cooperative workplace relations which promotes the economic prosperity and welfare of the people of <a href="#">Australia</a>
Liquor Act 1992 (QLD)	<a href="http://www.legislation.qld.gov.au">http://www.legislation.qld.gov.au</a> (QLD)
Liquor Act 1982 (NSW)	<a href="http://www.dgr.nsw.gov.au">http://www.dgr.nsw.gov.au</a> (NSW)
Registered Clubs Act (1976)	<a href="http://www.austlii.edu.au/au/legis/nt/consol_act/la107/">http://www.austlii.edu.au/au/legis/nt/consol_act/la107/</a> (NT) These acts regulate the sale and supply of alcohol in their respective states. Underpinning these Acts are the principles of harm minimisation and

26. Additional information regarding legislation applicable to each state can be found at appendix 1-3 respectfully.

### **Recognition**

27. The Management Institute agrees to recognise an AQF qualification and/or Statement of Attainment issued by another RTO. If the Units of Competency achieved and stated in the Statement of Attainment or qualification are part of the student's current or proposed course for which the student is enrolled with The Management Institute, credit for those units will be granted towards the student's enrolled course of study.

28. If you believe that you can demonstrate and have the underpinning knowledge of the competencies that you wish to complete, you can apply for Recognition of Prior Learning. To assist in guiding you through the recognition process better has developed a comprehensive Recognition Kit. Ask your trainer for access to the kit if you would like to choose this pathway.

29. Once the completed application as per the recognition kit is received by an assessor they will then:

- Peruse your application
- Interview you to assess your knowledge and skill in demonstrating competency
- Decide if application is approved; if student is required to provide more information, the assessor will provide support and guidance to where the gaps may lie
- If student can demonstrate their knowledge and skills through the RPL process, The Management Institute will notify of outcome and issue Statement of Attainment or qualification

### **Issuing of Qualification**

30. Upon completion of a training course (including activities and all assessments) and competency in each unit has been achieved, The Management Institute will issue you with a Statement of Attainment (for one or more units being complete) or in the case of a full qualification – a Certificate will be issued.

31. Both the Statement of Attainment and the qualification are nationally recognised throughout Australia. In the case of Statement of Attainment, you can use this to build up towards the relevant qualification, should you decide later to undertake more study. Under the Australian Qualifications Training Framework, The Management Institute are required to issue a qualification or Statement of Attainment within 21 days.

## Induction Requirements

- **Emergency evacuation procedures:**
  - At the commencement of your course, your trainer will explain to you where the exits are and the evacuation procedure. However, should it be necessary to evacuate the building for any reason, it is important that you are fully aware of where the exit points are.
  - You are required to only collect handbag size personal items (if absolutely safe to do so) and proceed immediately (in single file) to the designated safe area.
  - At this point, The Management Institute staff would have contacted the local emergency service. All students are to remain outside the premises until such time as the Queensland Fire and Rescue Authority provide safe entry.
- **Times of class and break periods .** These will vary from course to course. Your trainer will explain times and break periods with you at the commencement of your course.
- **Completion of Relevant Forms.** To ensure you get the most out of your training, it is important for the trainer to have as much information about you as possible. Therefore there will be a few forms that you are required to complete prior to training commencing. Please be as open and honest as possible. If you have any special needs, it is important that the trainer is aware of them, to ensure that you receive the highest quality training.
- **Mobile telephone and smoking policy.** As a courtesy to the trainer and other students, The Management Institute requests that all mobile telephones be turned off during class contact time.
- **Smoking.** It is now State legislation that smoking is not permitted in the workplace. Therefore consideration of The Management Institute employees and other students, smoking within the common areas is forbidden.
- **Dishonest Action:**
  - Students are expected to display honesty and ethical behaviour in their studies at all times. It is a serious offence to copy the work of another person without due acknowledgement of that person's work.
  - Specific instances of such unethical behaviour includes:
    - students submitting the work of another as their own
    - students consciously committing acts of plagiarism
  - 'Plagiarism' can be defined as the deliberate act of taking, and using, as one's own, the ideas and or writing of another person with the intent to deceive. Plagiarism occurs when:

- any words (parts of a sentence, a single sentence, sentences or paragraphs) are copied directly, but not enclosed in quotation marks and appropriately referenced to their source
  - text is paraphrased or summarised, without direct quotations, and an appropriate form of referencing does not acknowledge the source of the material
  - an idea, which appears elsewhere in some graphic form (for example, text, art, film) is used or developed without reference being made to its author or source
- Allegations of dishonest action relating to items of assessment will be referred to the Chief Executive. The Chief Executive may involve one or more of the following actions:
- dismiss the allegation
  - require that the student submit a new assignment on the same or another topic
  - cancel the item of assessment and award no result for that item
  - require that an alternative assessment be undertaken immediately or at a later date
  - other disciplinary action as a result of the severity of the allegation

### **Training and Assessment Strategies**

32. The Management Institute has in place policies and procedures which maintain high professional standards in the delivery and assessment of education and training services and which maintain the interests and welfare of students. Assessment will meet the National Assessment Principles (including RPL and Credit Transfer).

33. The Management Institute will maintain a learning environment that is conducive to the success of students. Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of the students.

34. The Management Institute is committed that trainers will be suitably qualified and also sensitive to the cultural and learning needs of students.

35. As a learning organization, The Management Institute can demonstrate its ability to identify the learning needs of diverse clients and to plan/implement appropriate learning strategies. This will include the ability to design and/or adapt training products so that the outcomes of the endorsed components of the Training Packages or accredited courses can be achieved.

36. For each qualification and course that is offered by The Management Institute, a training program has been designed. This program outlines the methods of both delivery and assessment for each unit of competency.

37. At the commencement of your course, your trainer will take you through the work book that you have received. Each method of delivery and assessment will be

explained to you. You will also be informed of the formal assessment/s that you will need to undertake to demonstrate competency.

38. Should you have any questions about delivery or assessment, please discuss with your trainer.

39. To ensure you have fair participation in access vocational education and training, some useful websites may include:

- [www.det.qld.gov.au](http://www.det.qld.gov.au)
- [http://www.dest.gov.au/sectors/training\\_skills/](http://www.dest.gov.au/sectors/training_skills/)

40. The Management Institute endeavours to protect the privacy of all its students. If The Management Institute is approached by a third party seeking information, your written permission will be sought.

41. However, The Management Institute must comply with certain government regulations. Therefore, data may be required by government to ensure all requirements have been met. In this instance, no written request will be sought however all information is held in confidence by the government.

42. Should there be any need for further information not contained within this Handbook, please ask a The Management Institute staff member and the relevant documentation or website will be referred to you.

Once again, thank you for choosing The Management Institute .



## Code of Practice

The Management Institute Code of Practice specifies our organisations commitment as an RTO to provide excellence in Training and Assessment, whilst operating within the Australian Quality Training Framework.

### Quality Commitment

The Management Institute is committed to meeting the Registered Training Organisation requirements for quality by:

- ❖ Providing clients with the most cost-effective delivery of training and services designed to assist them to meet their desired outcomes.
- ❖ Improving our training and assessment services through open consultation and collaboration with our clients, and other stakeholders.
- ❖ Benchmarking our training and assessment materials against other standards to ensure consistency and currency of our materials and processes and materials.
- ❖ Promoting the desire to learn and by encouraging ongoing professional development of our staff and students.
- ❖ Continued commitment to The Management Institute 's Continuous Improvement Plan.

### Legislative Requirements

- ❖ The Management Institute will meet at all times all legislative requirements of State and Federal Governments.

### Access and Equity

- ❖ All of The Management Institute 's staff, students and contractors will be treated in an ethical and responsible manner. We will also ensure our operating environment at all times complies with legislative requirements for all parties.

### Management and Administration

- ❖ The Management Institute has policies and management strategies that ensure sound financial and administrative practices. The Management Institute guarantees the organisation's sound financial position and safeguards student fees until used for training/assessment. We have a Refund Policy that is fair and equitable. Student records are managed securely and confidentially and are available for student

perusal on request. The Management Institute has adequate insurance to cover its scope of operations.

### **Marketing and Advertising**

- ❖ The Management Institute markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

### **Client Service**

- ❖ Our student information will ensure that all fees and charges are known to students before enrolment.
- ❖ Our course content and assessment procedures are explained and that relevance to the workplace is outlined.

### **Training and Assessment**

- ❖ All of The Management Institute's Trainers and Assessors have the appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the Scope of registration.
- ❖ Assessments conducted by The Management Institute's assessors meet the National Assessment Principles (including Recognition).
- ❖ The Management Institute is committed to ensuring adequate facilities, equipment and training materials are provided to meet student's desired outcomes.
- ❖ The Management Institute will only issue AQF qualifications within its scope of registration.
- ❖ The Management Institute is committed to transitioning to a review training package within its scope of registration within 12 Months of its publication.

### **Information and Support Services**

- ❖ The Management Institute will provide students with timely and accurate details of:
  - Course information;
  - Costs;
  - Refund policy;
  - Competency standards;
  - Learning outcomes;
  - Assessment criteria;
  - Assessment results; and
  - Grievance procedures and avenues of appeal.
- ❖ The Management Institute will provide student support services that include full support during the course, including (where appropriate) telephone counselling and a fax service for the submission or return of assignments.

- ❖ *The Management Institute is committed to quality service and focusing on continuous improvement. We value feedback from students, staff and our clients.*

## External Audit

- ❖ The Management Institute agrees to participate in external monitoring and audit processes required maintaining its RTO compliance.

## Our Commitment

The Management Institute will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn

David Bryan  
Chief Executive  
The Management Institute

August 2007

### **Legislation relevant to Victoria:**

Accessed at: <http://www.otte.vic.gov.au/abtorgleg.asp>

Victorian Vocational Education and Training Act 1990

Website: [www.vetab.vic.gov.au](http://www.vetab.vic.gov.au)

### **Legislation**

Vocational Education and Training (VET), in Australia is regulated by a variety of Commonwealth, State and Territory laws.

Employment, workplace and equity issues are also covered by a range of Commonwealth, State and Territory legislation.

Under the Australian Constitution, where State and Territory laws and Commonwealth laws deal with the same area of law and there is inconsistency, the Commonwealth law prevails.

### **VET Legislation**

The VET sector framework is established by both State and Commonwealth legislation. The Commonwealth Acts are:

- the Australian National Training Authority Act 1992, which established the functions and powers of the Australian National Training Authority
- the Vocational Education and Training Funding Act 1992 which sets out the funding of VET in Australia.

Commonwealth Acts can be found at [www.austlii.edu.au/legis/cth/consol\\_act/](http://www.austlii.edu.au/legis/cth/consol_act/)

In Victoria the Victorian Vocational Education and Training Act 1990 governs VET. This Act:

- establishes the LESC as the State Training Authority and specifies its powers and functions in the promotion, planning, coordination and administration of VET in Victoria
- provides for the regulation of apprenticeships and other work place training
- establishes and governs the function and operations of TAFE Institutes.

In Victoria the Victorian Qualifications Authority Act 2000:

- governs the registration and suspension of RTOs, and
- regulates course accreditation

**Legislation relevant to the Northern Territory:**

Accessed at: <http://www.nt.gov.au/dcm/legislation/current.shtml>

**Northern Territory Employment and Training Act 2004**

Provides for vocational education and training that meets the present and future needs in the Territory of government, industry and the community and that is nationally recognised in accordance with the AQF.

**Work Health Act 2005**

An Act to promote occupational health and safety in the Territory to prevent workplace injuries and diseases, to protect the health and safety of the public in relation to work activities, to promote the rehabilitation and maximum recovery from incapacity of injured workers, to provide financial compensation to workers incapacitated from workplace injuries or diseases and to the dependants of workers who die as the results of such injuries or diseases.

**Liquor Act 2005**

The primary object of this Act is to regulate the sale, provision, promotion and consumption of liquor –

- so as to minimise the harm associated with the consumption of liquor; and
- (b) in a way that takes into account the public interest in the sale, provision, promotion and consumption of liquor.

*This act will affect you if you are working or training within the hospitality industry.*

**Anti-Discrimination Act 2004**

An Act to promote equality of opportunity in the Territory by protecting persons from unfair discrimination in certain areas of activity and from sexual harassment and certain associated objectionable conduct, to provide remedies for persons discriminated against and for related purposes.

**Legislation relevant to New South Wales:**

Accessed at: [http://www.dgr.nsw.gov.au/legislation\\_home.asp](http://www.dgr.nsw.gov.au/legislation_home.asp)

Vocational Education and Training Act 2005

Website: [www.vetab.nsw.gov.au](http://www.vetab.nsw.gov.au)

The Vocational Education and Training Act 2005 is the New South Wales legislation that establishes the NSW Vocational Education and Training Board (VETAB).

The objects of the Act are:

- to provide for the accreditation of vocational courses conducted within New South Wales;
- to provide for the registration of people and organisations that conduct vocational courses;
- to provide for the approval of people and organisations (other than official universities) that provide courses to overseas students within New South Wales;
- to promote consistency of standards in vocational education and training; and
- to encourage the recognition of vocational courses that are accredited under the Act.

VETAB's responsibilities are outlined in section 6 of the Act.

**Occupational Health and Safety Act 2000** (including WorkCover)

Website: [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)

The objects of the Occupational Health and Safety Act 2000 are to:

- secure and promote the health, safety and welfare of people at work
- protect people against workplace health and safety risks
- provide for consultation and cooperation between employers and workers in achieving the objects of the Act
- ensure that risks are identified, assessed and eliminated or controlled,
- develop and promote community awareness of occupational health and safety issues,
- provide a legislative framework that allows for progressively higher standards of occupational health and safety to take account of new technologies and work practices
- protect people against risks arising from the use of plant (i.e. machinery, equipment or appliances).

Anti-Discrimination Act 1997

Website: <http://www.legislation.nsw.gov.au>

An Act to render unlawful racial, sex and other types of discrimination in certain circumstances and to promote equality of opportunity between all persons.