



MARTYR TRAINING SERVICES

STUDENT HANDBOOK



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INTRODUCTION

Martyr Training Services is a locally owned and operated Registered Training Organisation (RTO Number: 32179) registered with the Australian Skills Quality Authority (ASQA).

Registered Training Organisations (RTOs) are government-approved providers and assessors of nationally recognised training. This means that RTOs, such as Martyr Training Services, are the only organisations that can issue nationally recognised qualifications or statements of attainment.

As an RTO, Martyr Training Services is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015.

At Martyr Training Services, we aim to deliver quality and engaging training that is relevant to clients, employers, and the industry. Martyr Training Services is committed to continuous improvement. To meet this commitment,, Martyr Training Services continually develops and improves new resources, processes, and facilitation methods to remain ahead in technology and industry standards.

Martyr Training Services maintains governance arrangements across all of its operations, within its scope of operation. The experienced and dedicated staff at Martyr Training Services work hard to ensure that all training complies with the VET Quality Framework and any national guidelines approved by the Australia Skills Quality Authority (ASQA) and the Australian Qualifications Framework (AQF).

Legal Name	Martyr Training Services Pty Ltd
RTO Number	32179
Phone Number	(07) 4743 3400
Primary Address	64 Duchess Road, Mount Isa QLD 4825
Website	http://www.martyrtraining.com.au
ABN	46 606 648 748

Our scope of training is listed on the National Register. The link to our registration is: <https://training.gov.au/Organisation/Details/31279>.

Martyr Training Services

Student Handbook

This handbook will serve as a quick reference about training programs and processes at Martyr Training Services.

The contents of this handbook are accurate at the time of publication, but this document is updated regularly. You should read this handbook in conjunction with our website.

Please ensure that you read and understand this document. By signing and submitting your enrolment form, you are acknowledging that you have read this handbook and understand all its contents.

If you do not understand any of the information outlined in this handbook, please contact us on (07) 4743 3400 and speak to one of our friendly staff.



STUDENT CODE OF CONDUCT

At Martyr Training Services, we encourage a spirit of cooperation and mutual respect. When attending a course delivered by or at Martyr Training Services, we expect all students to consider and abide by the following code of conduct.

- **Workplace Health and Safety:** All students, participants, and visitors must adhere to Workplace Health and Safety requirements, including any site-specific policies or procedures. These requirements are further discussed later in this handbook.
- **Reporting:** We ask that you report illegal activity of any sort and not engage in criminal behaviour while in training or on the Martyr Training Services premises.
- **Behaviour:** You are expected to treat other students and staff with respect and fairness and avoid discriminatory conduct on grounds such as gender, sexuality, race, ability, cultural background, religion, age or political conviction. Behaviour that disrupts or hinders services in any area of the Martyr Training Services premises will not be tolerated. Any individual or group behaviour that is discriminatory, abusive, indecent, violent, excessively noisy, disorderly, dangerous, or offensive, or any conduct that unreasonably disturbs other groups or individuals, is strictly prohibited.
- **Privacy:** We ask that you respect the privacy of others in the collection, use or access of personal information whilst undertaking studies with Martyr Training Services. You must not disclose confidential information concerning any matter relating to Martyr Training Services or any of our training materials.
- **Theft:** As the premises of many training facilities are open to the public, students are advised not to leave their valuables unsupervised. Martyr Training Services or its approved trainers cannot be held responsible for anything stolen from training premises.
- **Litter:** All litter to be removed following the class, and there will be minor cleaning tasks required after each training session to ensure the room is left in a tidy state. See your trainer for this information.

Attendance and Punctuality

Students should be at the course **at least 15 minutes prior to the start of training**. Some courses have enrolment proof of identity requirements, and students must be able to satisfy these prior to attendance.

Failure to be on time may preclude you from attending. A refund in these circumstances will not be available.

Student Participation

By completing and submitting your enrollment, you agree to participate in relevant practical and theory-based learning and assessment activities associated with your selected course. Failure to meet the requirements for assessment will mean that competency cannot be verified by the trainer and assessor.

As an RTO, Martyr Training Services must be confident that its delivery and assessment practices produce job-ready graduates aligned to training package requirements.

RTOs must ensure all performance evidence requirements are demonstrated and do so in the context of any assessment conditions. This means that to be deemed competent, you must actively participate in both written and practical assessment. This may include role-playing a work-based scenario, engaging in physical activity and light manual handling, and completing written documentation, such as risk analysis or incident report form.

Dress Standards

Students are expected to dress in a manner that is neat, clean, and safe, as would be expected in the workplace. All students are expected to a reasonable standard of grooming, including appropriate standards of hygiene.

Many of the Martyr Training Services courses involve physical participation in practical scenarios that reflect the working environment. During these practical assessments, you may be required to participate in light manual handling, such as kneeling, bending, lifting, and carrying.

We do not recommend wearing skirts or dresses to any training.

While Martyr Training Services will provide all equipment necessary for practical assessments, all students are required to wear closed-toed shoes. **Students wearing inappropriate footwear (such as high heels or rubber thongs) will not be permitted onsite.**

Chewing gum is not permitted in and around the training environment.

Lipstick should not be worn when you are attending first aid courses because of the stain it may leave on manikin faces.

Drugs, Alcohol and Smoking

Alcohol is NOT permitted in the training environment. A student who appears to be affected by alcohol cannot attend the training.

Some courses, such as Driving on the Lease, will require students to be breathalysed prior to the commencement of training. This requirement will be detailed on the course information sheet. Students that return a blood alcohol level of greater than 0.00% will not be permitted to participate in training. A refund will not be available under these circumstances.

Drugs are not permitted in the training environment. Anybody found having any sort of dealing with drugs will be expelled from the course and will be reported to the police. A student who appears to be affected by drugs cannot attend the training.

Smoking is not permitted in and around the training environment except where indicated by the appropriate signage. Smoking is not permitted inside any Martyr Training Services' buildings or vehicles.

Medical and Mobility Issues

Students who have medical issues that could affect their performance in the training course should identify this to the enrolment officer prior to attending a course.

Telephones

Please do not make or receive calls or text whilst the trainer is conducting training. If it is expected that you might get an urgent call, please communicate this possibility to the trainer before the course begins.

Student Misconduct

If a staff member, trainer/assessor and or training/assessor delivering training on behalf of Martyr Training Services is dissatisfied with the behaviour or performance of a student, the trainer/assessor or staff member has the authority to:

- Warn the student that their behaviour is unsuitable or unacceptable.
- Ask the student to leave the training venue or immediately cancel the class; or
- Cancel the student's enrolment in the course without refund or acceptance into another course.

If a student wishes to provide feedback or express a complaint in relation to any disciplinary action taken, they can take action as per the Martyr Training Services Complaints and Appeals Procedure.

STUDENT INFORMATION

We offer a wide variety of courses from various industries, including Health, Mining, Agriculture, Civil Construction, Infrastructure, and Business. For a full list of the training we have on offer, please view our website.

Accredited Courses

An accredited course is one that has been assessed by ASQA as compliant with the Standards for VET Accredited Courses 2012 and the Australian Qualifications Framework (AQF). These courses are generally a competency base, meaning that the training and assessment strategies focus on developing and applying relevant skills and knowledge required to perform workplace tasks to a specified standard.

Accredited courses:

- Meet quality assurance requirements and are nationally recognised,
- Meet an established industry, education, legislative, or community need,
- Provide competency outcomes and a satisfactory basis for assessment, and
- Align to the AQF where it leads to a VET qualification.

Nationally recognised qualifications are set out in Training Packages, and these can be viewed at www.training.gov.au.

Non-Accredited Courses

Non-accredited courses have no connection to an external accreditation body. These courses focus on equipping students with a specific skill set or knowledge base.

Non-accredited courses include driving lessons.

Enrolment

Some of the courses on offer at Martyr Training Services have pre-requisites – enrolment into these courses are subject to meeting these conditions. Specific details of the pre-requisites pertaining to these training courses are contained in individual course documentation and are made available prior to enrolment.

All course information is located on our website.

If a potential student does not meet the pre-requisite conditions, we will endeavour to assist you in understanding your options regarding meeting the standards.

Upon successful enrolment, students will be provided with further information relevant to their selected course.

Unique Student Identifier (USI)

The Unique Student Identifier is a National Government initiative. Your free USI account will contain all of your nationally recognised training records and results completed from January 1 2015 onwards. This will assist when you are commencing employment with a new employer or commencing a study with a new training organisation.

If you have completed any training since January 1 2015, you will have a USI. Martyr Training Services will need to verify your number before students can access government funding, report a competent outcome, or be issued with a statement of attainment.

If you do not have a USI, you can apply for one at <https://www.usi.gov.au/>. Alternatively, you may indicate on your enrolment form that you wish for Martyr Training Services to apply for a USI for you.

Evidence of Identity (EOI)

Some courses, such as high risk courses, require students to provide sufficient evidence of identity. More information about sufficient forms of EOI are available on our website, on the enrolment form, or on the course flyer.

Course Delivery

Martyr Training Services offers both full face-to-face training, as well as online learning solutions.

eLearning and Online Courses

Martyr Training Services offers online training and assessment, creating an innovative and industry-current space for learners to develop their skills and knowledge.

As an RTO, Martyr Training Services has a legal obligation to provide training and assessment that addresses all mandatory requirements of the unit of competency, regardless of whether the training is conducted face-to-face or via an online delivery mode.

All units of competency include mandatory performance evidence requirements. In compliance with regulatory requirements, Martyr Training Services must gather valid, sufficient, authentic and current evidence of these mandated practical skills.

This means that eLearning can reduce, but not eliminate, face to face training and assessment.

Martyr Training Services' online courses have been developed to train and assess theory content only.

The eLearning process, therefore, is twofold:

- **Online Learning:** Students will engage in self-paced learning. Students will access their eLearning account, work through the reading material, and complete an online theory assessment. Students must complete online learning before enrolling in the practical assessment.
- **Practical Training and Assessment:** After completing the theory assessment, students will engage in onsite practical training and assessment. These practical courses are designed to build on the knowledge that students acquired in their online assessment. Practical training courses train and assess performance evidence only.

Full Face to Face Training

In addition to online learning, Martyr Training Services offers traditional face-to-face training and assessment. These courses train and assess both knowledge and performance evidence requirements.

Face to face training is comprised of two modes of assessment, which will be completed during training:

- Knowledge Assessment
- Practical Assessment

Recognition of Prior Learning

In accordance with the requirements of the Standards for RTOs, Martyr Training Services provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

Recognition of Prior Learning (RPL) is the determination, on an individual basis, of the skills and knowledge currently held by the learner. This recognition is then used to determine the advanced standing or 'credit' that the learner may be awarded because of their prior knowledge, skills and experience.

The RPL process involves assessing the competency of an individual to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses. Competency may be derived from sources, such as:

- Formal learning through a structured program of instruction that is linked to the attainment of a AQF qualification or statement of attainment,
- Non-formal learning through a structured program of instruction that is not linked to the attainment of a AQF qualification or statement of attainment (such as in-house professional development courses),
- Informal learning through work-related or social activities.

Only accredited and approved assessors will conduct recognition assessments on behalf of Martyr Training Services.

The following guidelines apply:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled. Students are required to indicate their intention to apply for recognition upon their registration into the course.
- Students may not apply for recognition for units of competence or a qualification which are not included in Martyr Training Services' scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Martyr Training Services reserves the right to verify the authenticity of all certification with the issuing RTO.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

Appropriate recognition will be given to AQF Certification documentation issued by other RTOs.

Where the recognised AQF qualification and attributed units/modules forms part of another AQF qualification, the client will only be enrolled in the additional units required to complete the new qualification.

Forms of evidence toward recognition may include:

- Work records
- Records of workplace training
- Assessments of current skills
- Assessments of current knowledge
- Third party reports from current and previous supervisors or managers
- Evidence of relevant unpaid or volunteer experience
- Examples of work product
- Observation by an assessor in the workplace
- Performance appraisal
- Duty statements

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence.

Martyr Training Services reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence. If further evidence is required, then this is negotiated with the candidate.

Credit Transfer/Mutual Recognition

Mutual recognition is the recognition of learning achieved through formal education and training where there is a current equivalent unit on training.gov.au. This applies when the certification documentation provided by the client contains the same national competency code as those that form part of the training and assessment program offered by Martyr Training Services.

Under the Standards RTOs, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

Certification documentation must be presented as either originals or certified copies of an original. Certified copies must be signed by an authorised signatory or Director Martyr Training Services to verify authenticity. Original Certification documentation will be returned to the applicant. Administration fees associated with this process will be advised prior to the assessment of the material.

Martyr Training Services are not obliged to issue a AQF qualification or Statement of Attainment that is achieved wholly through recognition of units and /or modules completed at another RTO or RTOs. (i.e., client cannot complete all of their learning and assessment with another RTO and request Martyr Training Services to issue the qualification under recognition).

ASSESSMENT

As already stated, all units of competency contain mandatory knowledge and performance evidence requirements. Martyr Training Services is obligated to train and assess students to a nationally recognised standard. Thus, all assessment implemented by Martyr Training Services must address both knowledge and performance criteria.

Assessments will contain both theory and practical activities and must be completed, in full, by all students. It is expected that students successfully complete 100% of assessment activities to achieve competence in the chosen qualification.

Students must:

- Be assessed against all of the tasks identified in the elements of the subject, and
- Demonstrate they are capable of performing these tasks to an acceptable level (benchmark).

A student may be deemed competent if they display an ability to perform relevant tasks in various workplace situations or accurately simulated workplace situations and demonstrate an ability to integrate performance with understanding and demonstrate that they can adapt to different contexts and environments.

Martyr Training Services do not provide job or work placements as part of the course delivery unless specified in your course information.

Assessment Process

At the beginning of each course, the trainer will clearly explain how students will be assessed.

In order to gain competency in a subject, all subject requirements must be met, and all evidence must be submitted. Work must be completed fully and corrected and marked by an assessor before a subject can contribute towards a qualification.

All assessment conducted by Martyr Training Services meets the Rules of Evidence:

- **Validity:** The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
- **Sufficiency:** The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
- **Authenticity:** The assessor is assured that the evidence presented for assessment is the learner's own work.
- **Currency:** The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Principles of Assessment

All assessment conducted by Martyr Training Services meets the Principles of Assessment:

- **Fairness** - The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
- **Flexibility** - Assessment is flexible to the individual learner by:
 - Reflecting the learner's needs
 - Assessing competencies held by the learner no matter how or where they have been acquired.
 - Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
- **Validity** - Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires:
 - Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
 - Assessment of knowledge and skills is integrated with their practical application;
 - Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
- **Reliability** - Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Martyr Training Services employs a system of validation to ensure students are appropriately assessed, ensuring:

- Materials and activities are appropriate to the industry,
- Materials and activities meet the requirements of the training package,
- Student responses and performances are assessed against a benchmark,
- The assessment is of an acceptable assessment level for the recipient, and
- The responses of students and their subsequent result/s meet all criteria as outlined in the Marking Guide and Training Package.

Assessment Methods

Martyr Training Services uses a blend of assessment methods, which may include:

- **Observation:** where the student will be observed performing a series of tasks a number of times to determine their competency.
- **Verbal question and answers:** when the student will be questioned to determine the depth of their understanding of the process to ensure that they are competent.
- **Written assessment:** In this instance the student will be given the opportunity to demonstrate their competency through multiple choice questions, short answer questions, written reports etc.
- Other methods include case studies, projects, essays, video tasks, logbooks and third-party reports.

All assessment tasks must consider any language and literacy issues, or cultural issues related to the task.

Assessors aim to mark assessments within 24 hours of receipt of submission where practicable. Students will be notified where this timeframe cannot be met for any unforeseen reason.

Once satisfactory performance is achieved in all the performance criteria for a unit candidate will be marked:

- C for Competent; or if not yet deemed competent;
- NYC for Not Yet Competent until a re-assessment takes place
- If a student is not able to demonstrate competency after re-assessment, they will be marked NC for Not Competent.

Assessors will provide students with feedback where further evidence is required. Feedback will be provided to the student in a prompt timeframe and during practical assessment where required.

LANGUAGE, LITERACY, AND NUMERACY

Language, literacy and numeracy skills are critical in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions

Each training package on scope at Martyr Training Services sets a minimum requirement in language, literacy and numeracy (LLN) skills of learners, with which Martyr Training Services must abide. These skills will be detailed on the website, course information book, and enrolment form for each course.

Martyr Training Services aims to identify and respond to the learning needs of all students as soon as practicable to maximise the chances of our students successfully completing their training. Students are encouraged to express their views about their learning needs at all stages of their learning experience.

Martyr Training Services will make appropriate concessions for language, literacy and numeracy issues of clients where these concessions do not compromise the requirements of the relevant training package and the integrity, equity and fairness of assessment.

Reasonable Adjustment

Reasonable adjustment refers to flexibility in assessment approaches to account for individual learning needs, while still adhering to the assessment requirements of the relevant training package or VET accredited course. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions should not be altered in any way.

Martyr Training Services recognises that some people are better suited to learning via alternative teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

Martyr Training Services respects these differences among students and will endeavour to make any reasonable adjustments to their methods in order to meet the needs of a variety of students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence provided the student can verbally demonstrate competency (where this does not conflict with the required demands of the unit of competency).

Any reasonable adjustments to the assessment process must ensure that the integrity of the unit of competency being assessed is maintained. Where adjustments are made a declaration is to be stated, describing how the assessment was adjusted and signed by the student and the assessor. In the event that a student's needs exceed the capacity of the support services Allens Training Pty Ltd can offer, they will be referred onto an appropriate external agency.

COURSE FEES

Course fees are set at competitive rates and will be advised prior to the enrolment in a course. These fees may vary from course to course. Fees and charges are available on request by telephoning Martyr Training Services on (07) 4743 3400. All fees will be paid according to the fee structure provided prior to enrolment.

Course fees are due and payable at the time of enrolment unless otherwise negotiated.

Online courses must be paid in full before access is granted to our eLearning services.

No Statement of Attainment or Qualification will be issued until full and final payment has been received.

Cancellations and Refund Policy

If you wish to withdraw from a course, you must advise Martyr Training Services in writing of your decision. Written notice to cancel must be sent via email to admin@martyrtraining.com.au. Your request to cancel will be reviewed by management, and you will be advised of the outcome within five (5) working days.

From time to time, a refund may be required for specific student cases. Refund information and arrangements are made available to clients prior to enrolment through:

- Martyr Training Services Student Handbook,
- Martyr Training Services website, and
- As a part of the student agreement completed prior to enrolment

The term "commencement" in this policy refers to the first day of the first program attended by the client, or the first day of access to the first program on our eLearning service.

Face to Face Courses

Where the applicant provides written notice of cancellation greater than the time period outlined in the table below in advance of the course start date, a cancellation fee will not apply.

Where the applicant provides written notice of cancellation less than the time period outlined in the table below in advance of the course start date, no credit/refund will be granted.

All high risk courses (including Dogging, Rigging, Forklift, EWP & White Card) Machinery (including Excavator, Skidsteer, Backhoe and Loader) Load Restraint 4WD Fire Warden Licence to transport dangerous goods Multi-combination vehicle (MC)	7 business days
All other short courses including, but not limited to: Fire, First Aid & Manual Handling Provide First Aid Working at Heights Confined Spaces Driving on the Lease	3 business days
Driver training (including C class, MR, HR and HC)	3 business days

Rescheduling Courses

Courses may also be rescheduled within the relevant cancellation policy. Rescheduling outside of the policy may also be allowed on a first instance basis without penalty.

A cooling off period of four (4) hours from time of booking confirmation is allowed for rescheduling courses. For example, if you book a course and receive a confirmation at 12pm but realise you cannot make it and notify us within 4 hours, no penalty will be issued.

eLearning and Online Courses

All online training is non-refundable.

Driving Lessons

Where the applicant provides written notice within 72 business hours, a refund may be requested. Refunds must be requested in writing to the manager of Martyr Training Services. Refund requests must be sent via email to admin@martyrtraining.com.au.

To reschedule your driving lesson, please ensure you do so at least 72 business hours in advance. If the request is made less than 72 business hours before the lesson, the original booking will remain in place and cannot be changed.

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For HR, MR, or HC bookings made in bulk (i.e. all lessons and tests are booked together), a \$100 administration fee applies for all reschedules or cancellations.

All requests for refunds will be processed on an individual basis as per the process outlined below.

Driving Tests

Martyr Training Services may book driving tests with the Department of Transport and Main Roads on behalf of the student. Payment is required at the time of booking and incurs a surcharge. Where driving tests are cancelled with more than three (3) business days notice, the student will be refunded the full amount less the surcharge. This surcharge is implemented by the Department of Transport and Main Roads and cannot be waived by Martyr Training Services.

Contracted Courses

Where Martyr Training Services developed specific training at the request of a client, a Services and Resources contract must be signed. In the event of a cancellation where resources have been dispatched and course development has commenced, an enrolment and resources fee will apply.

Where the applicant provides written notice of cancellation greater than seven (7) business days in advance of the course start date of a cancellation, enrolment and resource fees will apply and be invoiced. This may include travel and development cost.

Where the applicant provides written notice greater than seven (7) business days in advance of the course start date of a reduction in trainee numbers, enrolment and resource fees will apply and be invoiced if these processes have been completed and resources dispatched. The minimum course fee will apply for any course developed and arranged specifically for the client.

Refund Requests

The refund process reflects the commitment to hold places as booked by the clients. Refunds are only available to cancellations that occur within the cancellation policy outlined above.

All refunds must be requested in writing to the manager of Martyr Training Services. Applicants may be required to produce written evidence to support the refund request, such as a medical certificate or other evidence.

Management will consider the request within 7 days of receiving the application. Refunds will be processed through accounts within an additional 7 days.

Medical Certificate Requirements

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If a student cancels on the day of their course and requests a refund or reschedule, they must provide a valid medical certificate from a local registered doctor or clinic. Online-only medical certificates will not be accepted.

The certificate must be issued by a doctor from a registered medical practice within a reasonable distance of the training location.

It must include the doctor's provider number and clinic contact details for verification purposes. Note that verification is only to verify the certificates authenticity.

Certificates obtained solely through online questionnaires will not be accepted.

WORKPLACE HEALTH AND SAFETY

Martyr Training Services observes all workplace health and safety legislation and regulations. No staff member or student is to place themselves or other students in a position that contradicts the Workplace Health and Safety requirements.

Martyr Training Services is committed to providing a safe and healthy work environment for its staff, students, contractors (such as trainers) and visitors.

Students share a dual responsibility for ensuring the health and safety of staff, students, contractors and visitors. This includes:

- **Equipment:** Any equipment that is not working, including electrical equipment, should be reported to your trainer as soon as possible.
- **Incidents and Accidents:** All incidents and accidents should be immediately reported to your trainer. An Incident Report Form may be required to be completed.
- **First Aid:** If a student requires first aid, a trainer or First Aid Officer will administer first aid, and the student must complete an Incident Form. In an emergency, staff will call an ambulance and stay with the student until it arrives.
- **Housekeeping and Fire Safety:** Housekeeping responsibilities will be explained at the induction process and the beginning of the course. Fire and evacuation procedures will also be explained for your training venue. Your trainer will provide you with this information at the start of your course. If this does not occur, please bring this to your trainer's attention as it may have been an oversight and is mandatory information.
- **Manual Handling:** While some courses will require a certain level of physical ability to undertake an assessment task, students and assessors are encouraged not to lift anything related to the training and assessment provided unless they do so voluntarily and take all responsibility for any injury caused. Never attempt to lift anything beyond your capacity. Always bend the knees and keep the back straight when picking up items. If you have experienced back problems in the past, do not attempt to lift heavy objects at all. Ask for assistance from someone else.
- **Safety Instructions:** Students are required to fit and wear appropriate personal protective equipment as directed by their assessor. Students must comply with safety instructions **at all times**. Students who fail to comply with safety instructions will be asked to leave Martyr Training Services and not be issued a certificate of attainment.

CERTIFICATE ISSUANCE



On successful completion of a course, subject to all outstanding checking of documentation and providing all agreed fees have been paid, students will be issued with the appropriate certification within 30 days of completion of the training course.

On completion of delivery of the course, trainers will submit all course paperwork for course processing and quality checking.

All qualifications and statements of attainment will be issued by Martyr Training Services and will be issued without alteration or erasure and be identified by a unique number – printed on the qualification or statement. Qualifications and statements of attainments must be issued according to the student's legal name as provided when creating their Unique Student Identifier (USI).

In order for Certification to be re-issued under a new name, relevant evidence supporting the change of name will be requested. In addition to this, the student's name will need to be updated in the USI system in order for the new certification to be issued.

To be eligible for a Full Qualification a student must have successfully completed and achieved competency in all the required course work and assessments as set out in the course outline.

PRIVACY AND CONFIDENTIALITY

Martyr Training Services has developed this privacy policy in line with the Privacy Act 1988, including the 13 Australian Privacy Principles (APPs), to ensure that:

- Personal information is only collected where necessary to fulfil the organisation's functions,
- Those giving personal information are informed of the purpose of collection and how their data will be used,
- Records containing personal information are kept secure and protected from loss or misuse,
- Individuals are informed of the right to access their personal information, and
- Permission is obtained from individuals before their image is used on publications or web sites.

In compliance with privacy legislation, Martyr Training Services can only issue a Certificate of Attainment/Certificate of Attendance to the participant, regardless of who paid for the training, unless indicated in writing that the participant permits the certificate to be sent to their employer.

All participants have the right to access their personal records. Where a student attends government-funded courses or accredited courses, we have a responsibility to record and report details to the Department of Education and Training (DET). This reporting is used for proof of attendance and complies with national standards.

Other than for reporting purposes, personal information will not be passed on to any third party without written consent. It is your right not to provide your full personal details on the understanding that you may not be entitled to the full services provided with our accredited training.

Martyr Training Services will not disclose information for any purpose other than the primary purpose unless Martyr Training Services reasonably believes that the use or disclosure is necessary to lessen or prevent serious and imminent threat to an individual's life, health or safety or a serious threat to public health or safety.

Martyr Training Services

Student Handbook

Martyr Training Services may be requested to make personal information available to authorised Australian and State agencies when required. Specific examples are:

Organisation	Authority
Centrelink	Has the authority to request information regarding student details under section 196 of the Social security Administration Act 1999. *
Police	A request must be submitted by the police in writing. Exceptions may arise where there is an emergency. Verification of police identity must occur.
Job Network Providers	Job Active Providers provide referrals and payment for students are entitled to attendance and student outcomes. *
Employers	Where the student is engaged by their employer, information regarding attendance and results may be given. *
Australian Apprenticeship Centres	Where the student is an Australian Apprentice, information regarding attendance and results may be given. *
State Regulators	Where a student receives government funding, information regarding enrolment and training activity data are given. *
The Australian Skills Quality Authority (ASQA)	Where a student is completing Nationally recognised training, information regarding enrolment and training activity data may be given. *
National Centre for Vocational Education Research (NCVER)	Where a student is completing Nationally recognised training, information regarding enrolment and training activity data are given. *

** Included in the student enrolment declaration. As part of the enrolment procedure students have already provided permission for Martyr Training Services to collect and distribute information to parties directly involved in their training and assessment.*

These organisations may access students' information free of charge and be distributed without any further permissions from the student. Where the student is no longer engaged with the service or department or Employer; permission must be sort from the student.

MARKETING AND ADVERTISING

Martyr Training Services will promote and market their training programs and services with integrity, accuracy and professionalism. No false, misleading, vague, or ambiguous statements will be made.

Student permission is gained in writing prior to using any material, footage, or recordings made by Martyr Training Services during the training course. No reference to other providers will be made.

Martyr Training Services does not guarantee that:

- A learner will successfully complete a training product on our scope of registration,
- A training product can be completed in a manner not consistent with the requirements of training packages, and/or
- A learner will obtain a particular employment outcome where this is outside the control of Martyr Training Services.

Martyr Training Services does not sell personal information for any purpose, including marketing purposes. Martyr Training Services may use personal information for internal analysis and marketing.



COMPLAINTS AND APPEALS

Martyr Training Services understands that on occasion, there may be instances of student dissatisfaction. We welcome the opportunity for improvement through receiving feedback so that a resolution can be found.

Complaints Process

A complaint is negative feedback about the RTO, its trainers/assessors, services, a third party or another student. All clients have the right to lodge a complaint if they are dissatisfied with the training and assessment services they have been provided (including through a third party) or another learner's behavioural conduct.

If a client has a complaint, they are encouraged to speak immediately with the trainer/assessor to resolve the issue. If the complainant is not satisfied that the problem has been resolved, they will be asked to lodge a formal complaint.

Formal complaints are to be made in writing within seven (7) business days of the incident. The manager will investigate the complaint and advise the complainant of the outcome. All complaints are acknowledged in writing and finalised as soon as practicable. No action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.

Complaints will be resolved on an individual case basis.

All complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially. The principles of natural justice and procedural fairness are adopted at every stage of the complaint process. In the interest of confidentiality, the number of people involved in the resolution process will be kept minimal.

Final decisions will be made by the manager.

If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome, the matter will be referred to an independent third party for review at the complainant's request. All costs incurred for the third-party review will be advised to the complainant.

The victimisation of complainants, respondents, or anyone else involved in the complaint resolution process will not be tolerated.

Appeals Process

An appeal is an application for reconsideration of an unfavourable decision during training and assessment. Valid grounds for an appeal against an assessment decision could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly;
- The judgement was not made per the Assessment Plan;
- The alleged bias of the assessor;
- The alleged lack of competence of the assessor;
- The alleged wrong information from the assessor regarding the assessment process;
- The alleged inappropriate assessment process for the competency;
- The provision of faulty or inappropriate equipment (except where necessary for assessments requiring inspections, fault-finding and repairs); and/or
- Inappropriate assessment conditions.

Appeals must be submitted in writing within seven (7) days of the student being informed of the assessment decision or finding. All appeals are acknowledged in writing and finalised as soon as practicable.

A fee may be charged for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.

The principles of natural justice and procedural fairness are adopted at every stage of the appeal process. All appeals will be handled 'in confidence and will not affect or bias the participant's progress in any current or future training.

An investigation into an appeal may result in one of the following outcomes.

- **The appeal is upheld.** In this event, the following options will be available:
 - The original assessment will be re-assessed, potentially by another assessor.
 - Appropriate recognition will be granted.
 - Anew assessment shall be conducted/arranged.
- **The appeal is rejected.** Per the assessment policy, the client will be required to:
 - Undertake further training or experience before further assessment; or
 - Re-submit further evidence; or
 - Submit/undertake a new assessment.

The appellant will be advised in writing of the outcome of their appeal within seven (7) days of the resolution. If the outcome is not to the satisfaction of the appellant, they may seek an appointment with the manager.