



Mi Haven

T R A I N I N G

Student Handbook

MiHaven Training RTO no. 40928
130 Abbott St, Cairns QLD 4870

Phone: 07 40410407
Email: info@mihaven.com.au

Website: www.mihaven.com.au
facebook: www.facebook.com/MiHaven

TABLE OF CONTENTS

Welcome to MiHaven Training.....	3
Positive Relationships	3
Mentoring and Support	4
Provision for language, literacy and numeracy assistance	4
Legislative requirements	4
Confidentiality.....	5
Marketing and advertising	5
Student access to accurate records	5
Accuracy of records	5
Student access to records.....	6
Access and equity policy	6
Student recruitment and admission process.....	6
Student assessment.....	7
Reasonable adjustment.....	7
Complaints and Appeals	7
Complaints and appeals procedure.....	8
Informal complaints and appeals	8
Formal complaints or appeals.....	8
Associated Forms.....	8
Fees and charges, including refund policy.....	9
Fee information and payment procedure.....	9
Refund information	9
Certification, issuing and replacement of certificates and statements of attainment	10
Certification	10
Replacement of certification documentation policy	10
Replacement of certification documentation procedure.....	10
Recognition arrangements for RPL and credit transfer.....	10
Recognition of Prior Learning policy.....	10
Recognition of Prior Learning procedure	11
Recognition of qualifications policy	11
Recognition of qualifications procedure.....	11
Student Code of Conduct	12

When attending on construction site:.....	12
Punctuality	13
Training hours and breaks	14
Absences	14
Procedure for absence	14
Procedure for being late/absent from work site	15
Contacting you	15
Smoking	16
Alcohol and other drugs	16
Dress Code.....	16
Personal hygiene and grooming.....	16
Disciplinary Procedures	17
Counselling	17
Warnings	17
Verbal Warning	18
First Written Warning	18
Examples of Gross – Misconduct	18
Final Written Warning and Exit	18
Training Guarantee.....	19

WELCOME TO MIHAVEN TRAINING

At MiHaven Training we believe that each student contributes directly to the reputation, success and value of our courses. We encourage team work, consideration for each other and a sense of pride in our training.

This handbook has been developed to give you a better understanding of the expectations we have of our students and to outline the policies, procedures, and support systems we have to help each student achieve to their full potential.

You should read, understand and comply with the provisions of this handbook. It explains many of your responsibilities for the course, the MiHaven Training team, fellow students, potential employers and other stakeholders.

As one of our main objectives is to create an environment that is conducive to both professional and personal growth, we hope that your experience here will be challenging, rewarding and enjoyable.

Again, welcome!

The MiHaven Training Team ☺

POSITIVE RELATIONSHIPS

Every student represents MiHaven Training to our stakeholders and the public. The way students act and behave presents an image of our entire organisation. The acts and behaviour of each individual will/can impact positively or negatively on the organisation as a whole.

Positive relationships matter. MiHaven Training will continue into the future as we build a reputation for professionalism and positive outcomes today.

Business owners and employers consider offering employment to students because of the positive results they have experienced. Dissatisfied employers will disengage from our courses and relationships can be broken. Our objective is to provide the highest standard of service possible and to always aim for excellence.

MENTORING AND SUPPORT

We value student input, passion, ideas and dedication.

From the day you start at MiHaven Training our aim is to support and develop you in your role so that you feel confident to undertake the responsibilities placed upon you and ultimately are able to succeed in employment and your life goals.

A mentor works with MiHaven Training and is accessible to all students.

Our mentor's key responsibilities are to:

- Build strong relationships with all MiHaven Training students
- Work in partnership with students to build positive work habits and attitudes, punctuality and attendance.
- Work in partnership with students in building life skills including positive lifestyles and behaviours.
- Have effective working relationships with all employers and their staff including supervisors.

PROVISION FOR LANGUAGE, LITERACY AND NUMERACY ASSISTANCE

MiHaven have a full time qualified Trainer – Language Literacy and numeracy specialist that will support the development of the LLN skills to enable the individual to gain the qualification studied.

LEGISLATIVE REQUIREMENTS

As a Registered Training Organisation, MiHaven Training is required to comply with the following Acts and Regulations:

Commonwealth legislation (available at www.comlaw.gov.au):

- [National Vocational Education and Training Regulator Act 2011](#) (+ ASSOCIATED LEGISLATIVE INSTRUMENTS)
- [Copyright Act 1968](#)
- [Privacy Act 1988](#)
- State legislation (available at www.legislation.qld.gov.au):
- [Anti-Discrimination Act 1991](#)

- [Child Protection Act 1999](#)
- [Vocational Education, Training and Employment Act 2000](#), Chapter 4: Vocational placement
- [Vocational Education, Training \(Commonwealth Powers\) Act 2012](#)
- [Work Health and Safety Act 2011](#)

CONFIDENTIALITY

MiHaven Training will not disclose any information about a student, except as required by law or as required under the VET Quality Framework, without the student's written permission. All electronic student information is secured in MiHaven Training's database, and printed materials are kept in a secure storage facility, accessible only by authorised personnel. All students are required to sign a Student Agreement Form consenting to the disclosure of such information.

Further information regarding your privacy is available from the Office of the Australian Information Commissioner (OAIC), by contacting 1300 363 992, or www.oaic.gov.au

Students have access to their personal records at any time.

MARKETING AND ADVERTISING

The Student Handbook provides prospective students with relevant and accurate information relating to the services to be provided by the RTO

Written consent will be gained before using a student's photographs, audio or visual recordings, or other material in any marketing and advertising materials.

STUDENT ACCESS TO ACCURATE RECORDS

ACCURACY OF RECORDS

Trainers maintain accurate Assessment Summary Records (ASRs) which provide a record of each student's progress. These records are forwarded, along with completed student assessments to the Quality & Compliance Officer each month. The Quality & Compliance Officer checks the accuracy of the information and accompanying evidence before entering student results into the RTO's data management system, (Ammonite), and filing the completed assessments. A copy of the ASR is returned to the Trainer for their records.

File location: [T:\Quality System\4. Documents and Templates\Student Documents\2. Student Handbook\Student Handbook_2016.docx](#)

STUDENT ACCESS TO RECORDS

Trainers are able to provide students with access to their own records on request. Alternatively the Quality & Compliance Officer is able to provide copies of student records from the data management system.

ACCESS AND EQUITY POLICY

MiHaven Training aims to ensure all students have every reasonable opportunity to complete their training, regardless of sex, race, impairment, or any other factor.

The following principles are applied by MiHaven Training in the development and implementation of training and assessment strategies.

STUDENT RECRUITMENT AND ADMISSION PROCESS

MiHaven Training's student recruitment and admission process:

- is bias-free and non-discriminatory
- encourages fair access for members of under-represented groups
- Bases admission to courses on availability of places and the applicant satisfying course entry requirements, (usually determined during a pre-enrolment interview)
- Provides applicants with adequate information and support to enable them to select the most suitable course for their needs

To ensure that all curricula developed by MiHaven Training are inclusive of a range of student needs, MiHaven Training:

- Consider issues relating to access and equity when specifying course entry requirements and prerequisites
- Offers flexible course design including credit transfer and recognition of prior learning
- Provides inclusive and non-discriminatory learning and assessment materials
- Ensures language, literacy and numeracy requirements are consistent with the vocational level of the course

STUDENT ASSESSMENT

MiHaven Training uses an assessment process that is valid, reliable, flexible and fair through:

- Recognition of previously acquired skills and knowledge
- The provision of adequate course and assessment information prior to enrolment
- Adapting assessment to meet student needs while maintaining integrity of the assessment (see reasonable adjustment below)
- Giving students the right to appeal an assessment or recognition decision
- Giving all students an equal opportunity to demonstrate competence

REASONABLE ADJUSTMENT

Reasonable adjustment is provided to students with special needs according to their individual circumstances. This means providing the appropriate service for student learning and assessment. This may include but is not restricted to:

- Alternative assessment methods
- Learning and assessment aids such as papers in large print
- Extra time to complete a course or assessment
- Learning support

Special consideration may be granted where illness, bereavement or personal trauma is preventing a student from completing an assessment.

COMPLAINTS AND APPEALS

Complaints and appeals are managed in a fair, efficient and effective manner. MiHaven Training will endeavour to resolve all formal complaints within 28 working days of the receipt of the written complaint.

Upon receiving the MiHaven Training Complaints and Appeals form, MiHaven will reply in writing that the Complaints and Appeals form has been received.

A Complaints and appeals Register is used to document all formal complaints and appeals received and their resolution.

All substantiated complaints and upheld appeals are reviewed as part of the continuous improvement process.

COMPLAINTS AND APPEALS PROCEDURE

Students may choose to make either an *informal* and *formal* complaint or appeal.

INFORMAL COMPLAINTS AND APPEALS

- in such instances a student should communicate directly with their trainer, who will make a decision and advise the student directly.
- if the student is dissatisfied with the outcome they may then choose to communicate the complaint to the MiHaven 40928, who will make a decision in regards to proceeding with a formal complaint or appeal
- Alternatively, if a student is dissatisfied with the decision made by the MiHaven 40928, they may initiate a 'formal complaint' by completing and submitting a Complaints or Appeals Form.

FORMAL COMPLAINTS OR APPEALS

- All formal complaints or appeals are managed by the CEO or the Training Operations Manager as their delegate and every effort will be made to resolve all formal complaints within 28 working days of the receipt of the written complaint.
- Where resolution of complaints will take longer than 60 calendar days, the complainant or appellant will be advised in writing of the reasons and will be regularly updated in writing.
- If a student is still not satisfied, with the outcome of the formal Complaints and Appeals procedure the CEO may refer them to an external mediator or may advise them of the appropriate body where they can seek further assistance.

ASSOCIATED FORMS

- Complaints and Appeals Form (available from MiHaven Training Office / website)
- Complaints and appeals register (available at MiHaven Training Office – *internal usage*)

FEES AND CHARGES, INCLUDING REFUND POLICY

FEE INFORMATION AND PAYMENT PROCEDURE

- Most of our training courses are subsidised by government funding and no or minimal student fees apply
- The full cost of 'fee for service' courses inclusive of course fees, administration fees, materials fees and any other charges can be obtained on request from the Training Operations Manager.
- 'Fee for service' courses must be paid in full prior to commencement of training. ie CPCCOHS1001A - Work safely in the construction industry (White Card).
- Other payment terms including the timing, fee amounts and any non-refundable deposit/administration fee can be negotiated and will be stated in quotes or on invoices
- Fees for items such as issuance of a replacement qualification or statement of attainment will be \$50.00 per replacement request
- Negotiated fees and timeframes for students who are deemed not yet competent on completion of training and assessment will be on an individual basis

REFUND INFORMATION

MiHaven Training recognises that there are some instances where students are unable to complete their training for many reasons, with this in mind, has developed a refund policy that is fair, equitable, and compliant.

Should MiHaven Training have to cancel a course due to lack of student numbers or any other valid reason, students will be entitled to a full refund or the funds can be transferred to a future course.

If student written cancellation is received between 14 and 7 days prior to commencing training a 50% charge of the full training costs already paid will apply.

If student written cancellation is received less than 7 days prior to training, the full costs of the training will apply

No refund is available to students who leave before finalising their course or unit requirements

CERTIFICATION, ISSUING AND REPLACEMENT OF CERTIFICATES AND STATEMENTS OF ATTAINMENT

CERTIFICATION

All students who complete a full qualification will receive both a certificate as well as a statement of attainment. Students who do not complete a full qualification will receive a statement of attainment only.

REPLACEMENT OF CERTIFICATION DOCUMENTATION POLICY

Written requests for a replacement certificate or statements of attainment (within a 30 year period) are handled in a timely manner.

REPLACEMENT OF CERTIFICATION DOCUMENTATION PROCEDURE

- All requests for a replacement certificate or statement of attainment must be in writing
- Requests will be actioned by the MiHaven 40928 or their delegate
- The Training Operations Manager or their delegate will determine the legitimacy of the request by accessing the data management system (Ammonite)
- If a replacement certificate or statements of attainment is issued it will be identified as a re-issued version and will conform to the requirements for printing and issuing qualifications and statements of attainment as outlined in the [NSSC Application of the AQF Qualifications Issuance Policy](#) and the [AQF Certification Explanation](#).
- The replacement will be issued within 15 working days of receipt of the written request.
- The fee for the issuance of a replacement certificate or statement of attainment is \$50.00 per replacement request

RECOGNITION ARRANGEMENTS FOR RPL AND CREDIT TRANSFER

If you possess skills and knowledge that you have gained through previous training and/or experience that is relevant to your training and would like to receive RPL for them, please discuss this with your trainer.

RECOGNITION OF PRIOR LEARNING POLICY

File location: T:\Quality System\4. Documents and Templates\Student Documents\2. Student Handbook\Student Handbook_2016.docx

All students shall have access to, and will be offered **Recognition of Prior Learning** (RPL).

RECOGNITION OF PRIOR LEARNING PROCEDURE

During the student induction process, students are advised of the RTO's RPL policy and are given the opportunity to request an RPL assessment.

Students seeking RPL assessment will be:

- provided with a copy of the [RPL application form](#)
- provided information about the types of evidence that can be used to support an RPL application
- required to provide a completed [RPL application form](#) and associated evidence to support their application
- able to appeal an RPL decision via the [Complaints and Appeals Process](#) if unsuccessful

The Trainer will:

- notify the student of the outcome of their RPL application including any gap training identified
- update the student's records RPL Assessment Summary Record (ASR) for any RPL granted
- submit the student's RPL Assessment Summary Record (ASR) and evidence of assessment to the MiHaven 40928 for resulting and filing.

RECOGNITION OF QUALIFICATIONS POLICY

MiHaven Training recognises all AQF and VET qualifications and VET statements of attainment issued by any other RTO and will seek verification of the certification from the relevant RTO where there is some ambiguity.

RECOGNITION OF QUALIFICATIONS PROCEDURE

- During the student induction process students are made aware that any existing AQF qualifications or statements of attainment they possess will be recognised by the [Comments]

- If a student presents an AQF qualification or statement of attainment to a Trainer, the Trainer will take a copy and bring it to the attention of the MiHaven 40928.
- The MiHaven 40928 will verify the authenticity of the qualification or statement of attainment.
- The verified copy of the qualification or statement of attainment is placed in the student's file.
- Once the qualification or statement of attainment is verified, the Trainer will give the student exemption for the units of competency identified in the qualification or statement of attainment and the student's Assessment Summary Record (ASR) will be updated accordingly by the Training Operations Manager or the Quality & Compliance Officer as delegate for the Training Operations Manager.
- This information will then be entered in Ammonite using the 'credit transfer' option.

STUDENT CODE OF CONDUCT

To ensure that the learning environment is free from harassment, discrimination and victimisation, MiHaven Training specifies the standard of behaviour expected in the Student handbook.

MiHaven Training believes in encouraging all students to set personal goals and work toward attaining their full potential. MiHaven Training supports students in this through provision of quality trainers and mentors who practice excellence in their work, are passionate about their commitment and strive to model appropriate and ethical behaviour at all times.

As students, MiHaven Training expects those who enrol to be accepting of these expectations and to commit to adopting the Code of Conduct as outlined in this handbook.

WHEN ATTENDING ON CONSTRUCTION SITE:

When and if you are required to attend a live construction work site MiHaven Training has some policies and procedures you must follow.

You will be required to:

- Only attempt those tasks you have been appropriately trained and requested to complete.
- Seek opportunities for learning through direct observation, questioning and practicing of skills when appropriate.
- Display co-operation, teamwork, leadership and tolerance of others.
- Advise the mentor or supervisor immediately if you are unable to attend work on all occasions.
- Comply with Work Health & Safety requirements such as wearing correct PPE.
- Use tools, equipment and materials only at the request of the supervisor.
- Report to the site supervisor in the event of an injury.
- Provide your own packed lunch and water cooler for personal use.
- Only leave the site for an emergency after advising the mentor or supervisor.
- Remain on site at all other times.
- Only use mobile phones and electronic devices such as I-pods during allocated breaks

PUNCTUALITY

We insist on punctuality. It is one of the most important conditions of your participation in the MiHaven Training Program.

Punctuality means being on time seated at your desk ready to study or reporting to your supervisor ready to work.

Punctuality is compulsory for every session of study, onsite work and ongoing employment. If you are late it will be recorded on the attendance sheet.

Students who are unable to attend on time must contact their mentor or supervisor at the earliest opportunity and explain their reason for being late. The mentor or supervisor will assist to find a solution wherever possible.

The MiHaven Training team understands there are occasions when students have a genuine reason for being late. However it is the responsibility of the student to seek solutions to enable them to be on time.

Lateness cannot be tolerated in the MiHaven Training Program. Students who continue to fail to meet this important condition will face disciplinary procedures up to, and including exit from the MiHaven Training Program.

IMPORTANT: To be 'on-time' and punctual you must arrive and be in training or at the job site 15 minutes before the start time on the schedule.

TRAINING HOURS AND BREAKS

An important aspect of the MiHaven Training Program is preparing students to be able to successfully manage their own working life arrangements. As part of the program you will be issued a weekly schedule which clearly states the start and finish times for training and work sites.

You will be given the required break times which includes morning tea, lunch and afternoon tea. The times for these will vary according to training requirements and job sites.

ABSENCES

The MiHaven Training Program requires a full-time commitment from students.

If a student cannot attend due to sickness a doctor's certificate must be presented on the first day back into training.

Absence is permissible for reasons of serious illness or bereavement of a family member, but permission must be obtained from the mentor or trainer.

Any absenteeism that is not approved will lead to disciplinary procedures up to and including exit from the MiHaven Training Program.

PROCEDURE FOR ABSENCE

1. Call the mentor- This must be done 15 minutes *prior* to class starting
2. Get a medical certificate – this will need to be given to the trainer on the following day (a medical certificate needs to be provided for all illnesses)

Do not

- get someone else to call in sick for you
- text in your absence
- get another team member to report in for you. Everyone will be given the contact details of the mentor
- call later in the day

If you are late

1. Call the mentor- if you are running late even by 5 minutes
2. When you arrive to class
 - Find your seat
 - Excuse your-self and apologise to the group and trainer
(Your late arrival will interrupt the group and affects everyone)
3. An explanation will be required- during the next break

Do not

- walk into class making a lot of noise and interrupting the trainer or student discussion
- continually be late
- text that you are going to be late
- come back late from breaks

PROCEDURE FOR BEING LATE/ABSENT FROM WORK SITE

1. Call your Mentor immediately if you cannot be at your job site for any reason
 - Follow the instructions given by the mentor
2. Call your work placement supervisor ensure
 - You ask for them by their name and title e.g.- Sue Blue Manager
 - Explain your absence and apologise
3. The mentor will then need to follow up to organise additional onsite time

Do not make excuses

CONTACTING YOU

- Students agree that we can get in contact with you at all times.
- Students must agree to have Phone Credit at all times

SMOKING

Smoking laws in Queensland state that you are not to smoke within 4 metres from the opening of any building or where food or drink is being supplied.

At MiHaven Training we do not have designated 'smoke breaks' but you are free to smoke in the appropriate areas on your lunch breaks.

Please be mindful that the smell of smoke is unpleasant to many people. It is expected that students do not smell of smoke when they are in the training room.

ALCOHOL AND OTHER DRUGS

Under no circumstances must you attend training under the influence of drugs, alcohol or any illegal substances.

While on the premises it is also unacceptable to sell or consume alcohol or other drugs, or illegal substances. Breaking this rule will result in instant dismissal and possible police notification.

You may be requested to undertake a Drug and alcohol test at any given time during the program.

DRESS CODE

Students on the MiHaven Training Program must uphold strict dress and personal presentation standards.

- It is compulsory that you wear the uniform and any required PPE.
- It is important to remember that students will be on show to potential employers and important program partners. Personal grooming, hygiene and dress are a reflection of the student and the program as a whole.

PERSONAL HYGIENE AND GROOMING

Students are asked to be aware of their personal grooming and hygiene at all times.

- Hair should be neat and clean.
- Nails should be clean and tidy.
- Students should use deodorant as work can be physical and lead to excessive perspiration at times.

DISCIPLINARY PROCEDURES

The MiHaven Training Program disciplinary procedures will be used only when necessary and as a last resort. Where possible, informal and/or formal counselling or other good management practices will be used to resolve matters prior to any disciplinary action being taken. The procedure is intended to be positive rather than punitive.

COUNSELLING

Counselling is an attempt to correct a situation and prevent it from getting worse without having to use the disciplinary procedure. Where improvement is required, the student must be given clear guidelines as to:

- what is expected in terms of improving shortcomings in conduct or performance
- the time scales for improvement
- when this will be reviewed
- The student must also be told, where appropriate, that failure to improve may result in formal disciplinary action.

A record of the counselling will be made available to the student with a performance improvement plan. A copy will also be retained in their personnel file. It is imperative that any counselling should be followed up and improvements recognised and recorded.

WARNINGS

Examples of Minor Misconduct

Below are listed examples of misconduct which may warrant either a Verbal Warning or a First Written Warning. It is stressed however that this list is not exhaustive and that on all occasions a full and proper investigation must take place prior to the issue of a warning.

- Persistent lateness and poor time-keeping.
- Absenteeism, including going absent during training or work placement, without valid reason, notification or authorisation.
- Unreasonable standards of dress or personal hygiene.
- Failure to observe regulations and procedures.
- Inappropriate behaviour

VERBAL WARNING

A Verbal Warning is appropriate when it is necessary for the manager in charge to take action against an employee for any minor failing or minor misconduct.

FIRST WRITTEN WARNING

A First Written Warning is appropriate when:

- A verbal warning has not been heeded and the misconduct is either repeated or performance has not improved as previously agreed.
- An offence is of a more serious nature for which a written warning is more appropriate.
- The recurrence or accumulation of offence/offences, if left, will lead to more severe disciplinary action.

EXAMPLES OF GROSS – MISCONDUCT

Listed below are examples of misconduct which may be considered to be Gross Misconduct and may warrant a Final Warning. It is stressed however that this list is not exhaustive and that on all occasions a full and proper investigation must take place prior to the issuing of a Final Warning or exit from the program.

- Theft, including unauthorised possession of program property.
- Being unfit for training or work because of the misuse/consumption of drugs or alcohol.
- Physical assault or verbal abuse.
- Wilful damage of property.

FINAL WRITTEN WARNING AND EXIT

A Final Written Warning is appropriate when:

- A student's actions are of a serious nature falling just short of one justifying dismissal.
- A student persists in the misconduct that previously warranted a lesser warning.

Students will be supported to stay within the program however an employer is not obliged to employ students who fail to operate within the expected code of conduct¹²³⁴

TRAINING GUARANTEE

MiHaven Training gives a guarantee to the student that it will complete the training once the student has started study in their chosen qualification or accredited course. Students who enter a course after the start date may be given the opportunity to negotiate a package of units that will lead to a statement of attainment only.

In the event of losing a specialist trainer, if MiHaven Training is unable to obtain a suitable replacement, or MiHaven Training closes or ceases to deliver the agreed training and / or assessment, MiHaven Training will arrange for agreed training and assessment to be completed through another RTO if this is possible. (Fees may be incurred).

Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and agreement to those arrangements, including any refund of fees will be obtained.

If an external transfer is not possible, MiHaven Training will gain a written agreement for a subject/course transfer within the RTO from the student and or parent/guardian.

Please sign the Student Detail and Declaration Form in your enrolment kit.