



## Participant Pre-enrolment Information

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# Pre-Enrolment Information

Version: 1.7  
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### The purpose of this document

The purpose of this document is to provide you with information about Mentor HR's policies and procedures that have been implemented to ensure your learning experience with Mentor is enjoyable and objective.

### Benefits of undertaking Nationally Accredited Training

There are many benefits that relate to you undertaking Nationally Recognised Training, these are:

- You receive a nationally accredited Certificate or Statement of Attainment
- You are provided with knowledge and skills that are recognised throughout Australia
- The training is relevant to your work
- Each training unit is tailored as much as is reasonably possible to your personal requirements.

### Mentor HR as a Registered Training Organisation (RTO) provides the following

- Training that is relevant to your workplace and the work that you do
- Hands on practical skills training
- Inclusive and flexible training methods
- Skills for now and the future
- Skills that may lead to career advancement
- Workplace Trainers/Assessors who are experienced in and know your industry and;
- A guarantee that we will complete all training and assessment once you have commenced study.

Please note students may receive a National Centre for Vocational Education and Research (NCVER) survey and/or an invitation to participate in a Department of Education & Early Childhood Development (DEECD) endorsed project and/or be contacted by DEECD for audit or review purposes.

### Important Information Relating to WorkSafe Victoria Approved Courses

WorkSafe Victoria courses are not part of the VET Quality Framework and are not competency based but completed through attendance as per approval conditions.

### ***Skills First Program***

The *Skills First* Program is an entitlement to government-subsidised training in Victoria, for residents of Victoria.

Please discuss your individual eligibility for a subsidised place with your Mentor HR representative.

### ***Eligibility requirements - Overview***

You are eligible for a government-subsidised training place if you:

Meet one of the following citizen/residency status:

- Australian citizen
- A holder of a permanent visa; or
- A New Zealand citizen

And are any of the following:

- Under 20 years of age

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- Undertaking an apprenticeship
- 20 years and older and 'up-skilling' by undertaking a course at a higher level than your existing qualification

### And:

- You haven't begun and are not enrolled to begin two or more other government-subsidised courses in the calendar year you are looking to enrol in the course
- You haven't already completed two other government-subsidised qualifications at the same level within the Australian Qualifications Framework (AQF)

Please note that an enrolment under the *Skills First* Program may impact your access to further government-subsidised training. People with disabilities are encouraged to apply for access to government-subsidised training.

### ***Eligibility exclusions***

An individual is not eligible for government-subsidised training if the individual is:

- A student enrolled in a school (excluding school-based apprenticeships)
- A prisoner held in prison
- A person who is detained under the Mental Health Act
- A person who is detained or held on reman in a youth justice facility

The exclusions does not apply to young people on community based orders or individuals held in Judy Lazarus Transition Centre.

## **Our Policies to Service You Better**

Full details of all our policies are available upon request, or accessed via our website.

### ***Enrolment***

In order to enrol, participants will need to submit a completed enrolment form which can be obtained from our office. If your employer is organising the training then your employer will complete the relevant documentation in consultation with our office. You may be required to complete and sign some additional documents to complete the enrolment process.

### ***Pre-Training Review***

A Mentor HR representative will discuss with you the requirements of the course, fees, any pre-requisites, your goals for the training, the opportunity for RPL and unit selection to ensure your suitability for the course.

### ***Access, equity and anti-discrimination***

Mentor HR will not engage in discrimination towards any group or individual in any form, inclusive of, gender, race, nationality, religion, physical or intellectual disability, age, or physical disease where there is no risk to others. This policy applies to all services and operations of Mentor HR, including training, assessment and customer services.

Mentor HR will attempt to provide particular services to assist the training outcomes of people with special learning needs, or those facing particular difficulties. However although Mentor HR will make every effort to accommodate the special needs of individuals, as a matter of ethical conduct it will not enroll a participant if it is clear or becomes evident that it would be impossible for the participant to

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successfully complete the course. In those circumstances Mentor HR will assist the participant in choosing a suitable alternative to ensure that the training needs of the participant are met.

If it becomes apparent that the participant will not be able to successfully complete the course due to a special learning need *after* the participant has commenced the course, then Mentor HR will provide a refund of the full fee less any costs incurred.

For further information, request a copy of our [Access & Equity Policy](#).

### ***Complaints/Appeals***

A complaint/appeal is any expression of dissatisfaction reported by a participant. This can be service related i.e. communications with administrative staff, training related, safety related or just dissatisfaction regarding Mentor HR or a staff member in general.

All students are encouraged to firstly resolve any complaints they have in an informal manner. Students can do this by approaching the person/s against whom they are making the complaint and try to rectify issues that relate to their complaint. In the event the student is unable to resolve their complaint through the informal process then the student has the option of lodging a formal complaint.

#### How to Lodge a Formal Complaint or Make an Appeal

Individuals who have exhausted informal processes for resolving their complaint or appeal, and remain dissatisfied with the outcome, may lodge a formal complaint or appeal by completing the Complaints and Appeals Form. Upon completion, the complainant is required to submit the form to the RTO Manager who is responsible for formal complaints and appeals handling.

#### Formal Appeals

Formal appeals on the results of assessments must be lodged within twenty-one working days of receipt of the assessment. An appeal must be made in writing with the individual's name, course name and code and grounds for the appeal. Supporting evidence as to the reason for the appeal and addressing the grounds for the appeal should be included.

For further information, request a copy of our [Complaints & Appeals Procedure](#).

### ***Cancellations/Refunds***

In order to request a refund for fees collected, you must complete a Request to Withdraw from Training form and submit it to the RTO Manager.

If you have commenced training, but has not completed the course agreed to, the decision will be made by the RTO Manager on the percentage of the fees which will be refunded. A full refund will not be granted.

If the student has not commenced the training, the following processes will be followed:

- Full qualifications: A full refund will be provided to the student
- Public courses: When a person does not attend a confirmed attendance, an invoice for \$55.00 (inc GST) can be issued at the RTO Manager's discretion to cover costs associated with venue hire, catering and material printing.

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Any textbooks purchased from Mentor HR associated with the training may be returned for a full refund if they are as new condition and training has not commenced.

Refunds will be considered on a pro-rata basis for participants who fall ill or are injured to the extent that they can no longer undertake the course, providing a supporting Medical Certificate is supplied to us.

Should a course be cancelled by Mentor HR, a full refund will be provided for fees collected.

In the instance that Mentor HR closes and must discontinue training, students who have paid in full will be informed directly by management regarding their eligibility for a refund.

In all other cases, refunds are at the discretion of management and may be negotiated on an individual case-by-case basis.

For further information, request a copy of our [Refund Policy](#).

### ***Non-course fees and charges***

In addition to course fees, a participant or their employer may incur some additional charges, these additional charges will either be paid by the participant or their employer and these charges will be negotiated when the need arises.

Additional fees will be charged for the following service:

- Recognition of Prior Learning (RPL) service

### ***Language Literacy and Numeracy***

Mentor HR is committed to ensuring wide accessibility of its training. As such, we recognise that literacy or numeracy problems may not, of themselves, preclude a participant from successfully acquiring the competencies associated with the course. Every effort will be made to assess a participant's ability to carry out all the learning tasks and demonstrate mastery of the course competencies.

Where possible, the learning activities may be modified to compensate for participants with language, literacy or numeracy skills needs. An initial assessment of a participant's literacy and numeracy skills will be made upon enrolment in a course where it is deemed necessary.

Participants enrolling into full qualification courses will be required to complete a LLN assessment prior to commencing their program, any issues will be addressed prior to commencement and monitored throughout the program.

### ***Learning and support services***

Mentor HR has the following services for participants. To take advantage of these services please contact the RTO Manager on the contact details provided in this document.

- Disability assistance
- Language, literacy and numeracy assistance

### ***Participant Welfare & Guidance Services***

Mentor HR recognises that a significant aspect of quality of training programs relies on effective support and management of participant and staff welfare.

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Considering this, Mentor HR is committed to providing both participants and staff with adequate access to:

- Educational, vocational, and personal counseling services;
- Guidance and support with financial requirements specifically related to training and education;
- Information relating to OH&S, equal employment opportunity and anti-discrimination policies as is appropriate and relevant; and
- In the event that required support extends beyond Mentor HR's capabilities. We will source/give referral information for relevant organisation/s that supply required support service/s.

### ***Student Code of Conduct***

Students are entitled to:

- Be treated fairly;
- Learn in an environment free of harassment and discrimination
- Confidential, timely and objective investigation of any complaints of harassment or discrimination; and
- Privacy and confidentiality in the handling of their records

Students are responsible and accountable for their own behaviour and conduct and are expected to observe the following standards at all times:

- Students are to conduct themselves with regard to the rights and welfare of students and staff
- Treat staff and students with mutual respect
- Behave in a responsible manner and refrain from:
  - Harassing or bullying behaviour
  - Direct or indirect discrimination towards others based on their race, religion, sex, disability or any other personal attribute and characteristic
  - Sexual harassment
  - Derogatory comments and slander
  - Smoking in the building
  - Using mobile phones during classes
  - Swearing; and
  - Disruptive behaviour during classes
- Be punctual and attend scheduled lessons
- Actively participate in scheduled lessons
- Submit assessment tasks by the due date
- Communicate, to the relevant teaching staff, as soon as possible, when an illness or personal problem affects academic progress and performance in an enrolled unit, particularly where special considerations may be requested
- Observe safety procedures at all times; and
- Observe the right to privacy and confidentiality of fellow students

For further information, request a copy of our [Student Code of Conduct](#).

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### ***Plagiarism and Cheating***

In line with all other educational and training bodies, cheating and plagiarism is not acceptable and the following procedures are in place to deal with any cases which occur.

#### Cheating

Cheating is the actual or attempted practice of seeking to obtain an unfair advantage in an examination assessment or in other written or practical work required to be submitted or completed by a student for assessment. This includes:

- Submitting an assignment or other piece of assessable work which was written in conjunction with another student and without the prior permission of the trainer.
- Submitting work that has been stolen, purchased, borrowed or has fabricated data or that has been fabricated from other students without their knowledge.
- Copying Assignments from other students.
- Changing assessment sheets to suit the students own advantage.

#### Plagiarism

Plagiarism means to take and use another person's ideas or work and pass these off as one's own, by failing to give appropriate acknowledgement. This includes:

- Assembling parts from various works and submitting the assignment or assessment paper as your own creation.
- Fabricating data from other student's assignments or assessments and using for the students own advantage.

If Assessors suspect that a student has cheated or plagiarised their work, they will report to the RTO Manager and inform of the suspected allegations.

The RTO Manager will then inform the student of the suspected allegations and arrange a meeting between the Assessor and Student concerned to consult and work through the issues/allegations.

If after viewing evidence the suspected allegations are found to be correct, the RTO Manager after seeking further advice if deemed necessary will dismiss the student from the course. No attainment results will be registered for the student due to either cheating or plagiarism. The student will be duly notified within 5 working days of the decision to disqualify them from obtaining attainment results, and will not have any monies for the course refunded back to them.

### ***Recognition of Prior Learning (RPL) and Credit Transfer (CT)***

RPL is the recognition of learning or competencies that have been achieved through work, life experiences or other non-formal process – towards the relevant learning outcomes of an accredited training program. Learners may be granted recognition for prior learning or experience in the same skills/competency stipulated for the units of competency they are enrolled in.

Credit transfer allows learners to count relevant, successfully completed studies – achieved at TAFE institutes, RTOs, accredited private providers, professional organisations or enterprises and universities – towards their current course or qualifications. Credit transfer may also be referred to as 'advanced standing'. Learners must provide certified copy of evidence that they have previously completed the relevant units. Credit transfer means learners receive credit for units they have previously completed and are exempt from retaking them, therefore reducing the study load.



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If you are interested in RPL or applying for credit transfer, please ask your trainer during the Pre-Training Review stage.

### ***Recognition of AQF Qualifications Issued By Other Registered Training Organisations (RTOs)***

Mentor HR will at all times abide by the mutual recognition agreements formed between all States/Territory of Australia, in the recognition of other RTO's training and certification therein awarded. Mentor HR will:

- Recognise Nationally Recognised Training through the provision of certification showing all requirements as detailed within the Australian Qualification Framework (AQF); and
- Communicate with the issuing RTO's for the provision of written confirmation re a Certificate or Statement of Attainment, if doubt is evident.

For further information, request a copy of our [Mutual Recognition of Qualifications Procedure](#).

### ***Gaining access to your records***

You can access your own records at any time provided that you forward a written request. You will need to complete the Request for Copies of VET Information form, found on our website. However, please keep in mind that records that have been securely archived may take longer to access, therefore please allow 10 days. With regard to access to your records by other people, please read the important paragraph on privacy and confidentiality rules below.

### ***Privacy policy***

Mentor HR follows strict privacy policies in conjunction with Privacy Laws. All forms, files, results and records of any participant are deemed confidential under the new Privacy laws. Records are accessible only to relevant staff members of Mentor HR and only for relevant and appropriate use. This means your records can only be released to other parties with your written permission, (or in circumstances as dictated by law).

The Privacy Amendment Act 2000 prevents Mentor HR from providing any participant details to any person other than the participant or their employer. All matters in relation to enrolment, results, fees or any other issue, can only be discussed with the participant unless the enrolment form is signed by a third party, or a letter of permission from the participant is provided allowing access to the participants information. Similarly, the Act prevents us from providing any Trainer, Assessor or Administrative Staff details to any participant or other persons, regardless of the situation.

In the case of your employer, we will release your details or records to your employer representative or an individual wishing to gain access to your records on your behalf. It is entirely your decision whether or not you agree to a request for access to your records and/or personal information.

### ***Confidentiality***

Mentor HR follows strict confidentiality policies and we do not discuss or disclose any information about a participant's situation that relates to their participation in our training courses. In the event that a participant discloses any information about a particular situation they might be facing we keep this information confidential and do not discuss or disclose this information to others without the participant's consent.

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## Where does the course/training you are undertaking fit into the Australian Qualifications Framework?

The course/training you are undertaking would comprise of either a unit of competency/s, a Training Package Qualification or an Accredited Course. The table below provides you a brief overview of the Australian Qualifications Framework (AQF). If you are unsure where your course/training fits into this framework please ask your Trainer/Assessor and they will be able to explain this to you in more detail.

### *AQF Qualification by Sector of Accreditation*

<i>Schools Sector Accreditation</i>	<i>Vocational Education and Training Sector Accreditation</i>	<i>Higher Education Sector Accreditation</i>
Senior Secondary Certificate of Education	Advanced Diploma Diploma Certificate IV Certificate III Certificate II Certificate I	Doctoral Degree Masters Degree Graduate Diploma Graduate Certificate Bachelor Degree Associate Degree, Advanced Diploma Diploma

## What do I have to do to get the most out of my training?

- Prepare for training sessions by undertaking the actions outlined in your invitation to each training session
- Actively participate appropriately in all scheduled training sessions
- Complete all training assessment requirements including exercises during training session and workplace assignment
- Speak with your Trainer/Assessor or Administrative Staff regarding any problems you experience during the course
- Participate in evaluation activities and offer constructive feedback regarding the course
- Expect that Trainers/Assessors will treat you with politeness and respect
- Treat Trainers/Assessors and fellow participants with politeness and respect
- Simply talk to your Trainer/Assessor or call our office if you experience any difficulties and we will rectify these for you.

## How will I be assessed?

A mix of assessments methods will be used, these may vary from unit to unit and every time you will be assessed the assessment method will provide you all the details you need to know. The assessment methods that will be used are as follows:

- Written test
- Observations (in the classroom and the workplace)
- Written workplace based tasks/assignments
- Practical demonstrations (as required)

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## What legislation is related to my participation in a Vocation Education and Training (VET)?

### Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Information Privacy Act 2000
- National Privacy Principles
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students
- Work Health and Safety Act 2011

### State Based Legislation

- Vocational Education and Training Act 1990
- Apprenticeship and Traineeship Act 2001
- Tertiary Education Act 1993
- Equal Opportunity Act 1995
- Workers Compensation Act 1958
- Workers Compensation Regulations 1995
- Dangerous Goods Act 1985
- Occupational Health and Safety Act 2004
- Copyright Act, 1879. 42 Vic No 20 (modified 2002)

## What is an Accredited Course?

There are two types of accredited courses:

- Courses that result in an Australian Qualifications Framework qualification - these for example are referred to as Certificate I in Employment Pathways and;
- Courses that result in an Australian Qualifications Framework Statement of Attainment and are not complete qualifications – for example these are referred to as a 'Course in Advanced Safety Awareness'.

## What is a Training Package Qualification?

A training package is a training programme that is flexible enough to allow you to receive a formal qualification through the recognition of the skills you learn at work and through formalised training. Packages are made up of a large number of "units of competency".

- Training Packages are developed by industry for industry
- Training Packages encourage training at work
- Training Packages provide many pathways to competency.

## What does Competency mean?

Competency is the formally recognised ability to perform a task under specified conditions to a precise standard.

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## Glossary of Terms

Term	What it means
Assessor	<ul style="list-style-type: none"><li>The person responsible for assessment, who will determine whether you are competent. This person must be qualified</li></ul>
Competency	<ul style="list-style-type: none"><li>Is a broad concept that describes a person's formally recognised ability to perform a task under specified conditions to a precise standard in a range of areas.</li></ul> <p>Competency covers:</p> <ul style="list-style-type: none"><li>Performing individual tasks, managing a number of different tasks within a job and dealing with the responsibilities and expectations of the workplace</li></ul>
Competency Based Assessment	<ul style="list-style-type: none"><li>Is a process of collecting evidence and making judgments on whether competence has been achieved.</li></ul>
Competency Based Training	<ul style="list-style-type: none"><li>Is aimed at providing you with the knowledge, understanding and skills to demonstrate competence against nationally endorsed Industry Standards.</li></ul>
Competency Standards	<ul style="list-style-type: none"><li>Reflect your knowledge and skill and the application of your knowledge and skill to the performance standard required in the workplace.</li></ul>
Off the job training	<ul style="list-style-type: none"><li>Is conducted away from the normal work duties, at an RTO, in an area at your worksite or outside your organisation</li></ul>
On the job training	<ul style="list-style-type: none"><li>Is instruction, practice and feedback conducted in the workplace.</li></ul>
Prior Learning	<ul style="list-style-type: none"><li>Is learning that has been achieved through work, life experiences or other non-formal process</li></ul>
Recognition of prior learning (RPL)	<ul style="list-style-type: none"><li>Is the process of assessing your prior learning to the learning outcomes offered by Bureau Veritas RTO. Only prior learning relevant to competencies to be assessed can be considered for recognition</li></ul>
Practical Assessment	<ul style="list-style-type: none"><li>Is a method of assessing your competency in a particular skill, by observing you complete the skill or activity in a simulated or actual workplace environment</li></ul>

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Registered Training Organisation (RTO)	<ul style="list-style-type: none"><li>• Assists you to select an appropriate training program</li><li>• Explain the requirements of the training program</li><li>• Design a Training Plan that meets you needs</li><li>• Provide training records and training materials</li><li>• Train and assist you to make sure training is completed</li><li>• Visit your workplace to check progress</li><li>• Provide additional learning support if required</li><li>• Issue qualifications</li></ul>
State Registering/Course Accrediting Body	<ul style="list-style-type: none"><li>• Regulates apprenticeships/traineeships and Training Programs in your state or territory. The STA monitors the quality of training and approves RTOs</li></ul>
Unit of Competency	<ul style="list-style-type: none"><li>• National industry approved standards that outline the knowledge and skills necessary for effective performance in the workplace</li></ul>
Workplace Assessment	<ul style="list-style-type: none"><li>• Is a process of collecting evidence and making judgment</li></ul>
Workplace Training	<ul style="list-style-type: none"><li>• Is training that is undertaken in the workplace and may include structured training and/or assessment, observation of work practices or the completion of work tasks</li></ul>

### ***Contact Details***

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