

mc**millan**

McMillan Staff Development
Participant Handbook

Handbook Disclaimer

This Participant Handbook contains information that is correct at the time of printing. Changes to legislation and/or McMillan policy may impact on the currency of information included. McMillan reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting McMillan.

This handbook has been prepared as a resource to assist participants to understand their obligations and, those of McMillan. Please carefully read through the information contained in this guide. All course participants need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook.

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Welcome

Congratulations on your choice to undertake nationally recognised training with McMillan Staff Development (McMillan).

McMillan has been delivering nationally recognised qualifications, customised programs and consultancy services since 1989. McMillan is recognised nationally as a leader in the field of competency-based training and assessment. Our goal is to work with businesses to help them build individual and organisational effectiveness. We do this through delivering results-based training that is underpinned by national standards.

Our trademark is our ability to tailor our services to the client. The adaptability of our style and teaching materials, together with innovative and holistic assessment approaches, is what makes our programs successful.

McMillan has strong business acumen and expertise in all facets of learning and development and employs full-time and part-time employees, contractors and business partners who are suitably qualified and highly proficient in their field of expertise.

Staff and participants of McMillan will:

- Be frank and honest in their endeavours.
- Be committed to providing objective feedback on courses and the continuous improvement of training opportunities offered to participants.
- Be accountable for their actions in the classroom and in the workplace.
- Strive for excellence in everything they attempt.
- Undertake activities and respond to reasonable lawful instructions relating to skill, care, honesty and diligence.
- Comply with enactments, regulations, determinations, awards, policies & procedures which relate to their training activities.
- Deal with other people honestly, equitably, impartially, in a way which is sensitive to their rights.
- Conduct themselves in a way which enhances the image and reputation of McMillan.
- Disclose any conflict of interest immediately if or when it becomes apparent.

About Us

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications in:

- Certificate III in Business - BSB30120
- Certificate IV in Business - BSB40120
- Diploma of Business - BSB50120
- Diploma of Government - PSP50122
- Certificate IV in Leadership and Management - BSB40520
- Diploma of Leadership and Management - BSB50420
- Certificate IV in Project Management Practice - BSB40920
- Diploma of Project Management - BSB50820
- Certificate IV in Human Resources Management – BSB40420
- Diploma of Human Resources – BSB50320

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is 88187.

Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods. We offer training sessions via:

- Face-to-face and virtual workshops
- Workplace visits
- Online modules
- Online collaboration, and
- A combination of the above

Contacting Us

Our contact details are listed below. Feel free to contact us with any query you may have regarding your learning experience with McMillan.

McMillan Head Office: Level 3, 97 Northbourne, Turner ACT 2612
02 62300266
train@mcmillan.net.au
www.mcmillan.net.au
Registered Training Organisation Code: 88187

McMillan Administration: Administration Officer
02 62300266
train@mcmillan.net.au

McMillan Director: Ben McMillan
Director
McMillan Staff Development
02 62300266
ben@mcmillan.net.au

Legislation

As an RTO, McMillan is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- the Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Act 2011

Additionally, McMillan abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Apprenticeships and Traineeships
- Children and Young People
- Copyright
- Corporations
- Employment and Workplace Relations
- Equal Opportunity
- Fair Work (including harassment and bullying)
- Privacy and Personal Information Protection
- Student Identifiers
- Taxation
- Workplace Health and Safety

McMillan is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- <https://www.legislation.gov.au/> which is the Australian Government Federal Register for Legislation
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector.

Code of Conduct

As a responsible member of the Vocational Education and Training (VET) community, McMillan follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, McMillan has expectations for participant behaviour. These are outlined in the section 'Participant Conduct'.

McMillan's Code of Conduct states that:

Participants are expected to, at all times:

- Act in accordance with the Participant Code of Conduct
- Comply with all Commonwealth, State and Territory legislation and regulatory requirements
- Read and comply with McMillan's distributed policies and procedures

- Meet all course requirements to the best of their abilities relevant to the education and training undertaken with the organisation, which includes regular attendance and engagement in learning, academic activities, and meeting the course assessment timelines.
- Treat all staff and participants with courtesy, respect and dignity.
- Avoid interfering, or disrupting any training, teaching, learning, assessment, or any other academic activity of the organisation.
- Use all learning and support resources and facilities, including IT resources in a manner that does not impede learning, or the learning of other participants.
- Conduct themselves in a professional manner whilst undertaking vocational placement or other forms of industry related training and assessment activities.
- Ensure that the organisation's reputation is not adversely affected.
- Comply with all reasonable directions given by the RTO's staff and trainers/assessors.

Other Policies and Procedures

The following Policies and Procedures underpin McMillan's operations. Please contact our administration department for more information:

- Complaints Assessment Appeals Policy
- Access and Equity Policy
- Course Administration Policy
- Document and Data Management Policy
- Course Delivery and Assessments Policy
- Marketing and Advertising Policy
- Plagiarism Policy

Privacy and VET Data Use Statement

Under the Data Provision Requirements 2012 and VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used for the following purposes, to:

- issue a VET Statement of Attainment or VET Qualification, and populate Authenticated VET Transcripts
- facilitate statistics and research relating to education, including surveys
- understand how the VET market operates, for policy, workforce planning and consumer information
- administer VET, including program administration, regulation, monitoring and evaluation.

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be used or disclosed by McMillan for statistical, regulatory and research purposes. McMillan may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship
- Employer – if you are enrolled in training paid by your employer
- Commonwealth and State or Territory government departments and authorised agencies
- NCVET
- Organisations conducting participant surveys; and Researchers.

Personal information disclosed to NCVET may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts
- facilitating statistics and research relating to education, including surveys
- understanding how the VET market operates, for policy, workforce planning and consumer information
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVET student survey which may be administered by an NCVET employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVET will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncvet.edu.au).

Access to Your Records

If you wish to access your participant information file, please direct your enquiry to info@mcmillan.net.au

Enrolment

The enrolment process may vary depending on the type of qualification you intend to study. A copy of our Participant Handbook will be available to you prior to enrolment.

An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon.

Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course. Note that enrolment is not confirmed until fees have been paid as agreed.

Entry Requirements

Please contact McMillan to confirm any pre-requisites that are required for entry into specific courses. Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

Unique Student Identifier (USI)

All Australians undertaking nationally recognised training are required to have a USI. It allows participants to link to a secure online record of all qualifications gained regardless of the training provider. This system was implemented by the Australian Government in 2015, so it will show achievements from 1 January 2015 onwards.

As an RTO, McMillan cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all participants supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

Personal Learning Plan

As part of the overall enrolment process, McMillan will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances. This includes the opportunity for you to complete a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required.

Access and Equity

McMillan will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. McMillan prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

McMillan will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at McMillan to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us.

Other Support Services

McMillan is always concerned for the welfare of its participants. If you are experiencing difficulties and/or require counselling or personal support, there are several professional organisations well equipped to offer services to help. Included are:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Fees

Information about specific qualification fees is documented clearly on our [website](http://www.mcmillan.net.au) (www.mcmillan.net.au) or can be obtained by contacting McMillan.

Qualification costs found on the website include:

- learning resources
- assessment
- phone and email support

- issue of Certificate
- administration costs.

Several factors will determine how much your course will cost. This includes things like:

- Funding arrangements
- Which course you will study
- Course duration
- Study load and mode (full time, part time, face-to-face, online etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- Your eligibility for subsidies or concessions

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the fees. All fees are correct as of 1st of January 2022 and are subject to change. Please contact McMillan if you have any questions related to course fees.

Some participants may be eligible for a concession fee. Participants of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible.

If you do not have a concession card, contact Services Australia to determine your eligibility (<https://www.servicesaustralia.gov.au/>).

Payment Terms

If your employer is paying for the qualification, the full amount must be paid up front.

If you are paying for the qualification yourself, you will be charged a \$1500 deposit amount upon registration. The remainder of the full amount is to be paid in 2 equal instalments at 3 months and 6 months from the date of enrolment.

Replacement of Training Materials

McMillan may charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with your trainer or contact us on 02 62300266 if replacement materials are required.

Re-issue of Transcripts

An administration fee of \$55 applies for McMillan to re-issue a copy of your Certificate or Statement of Attainment if it was issued within the last 5 years. A fee of \$180 applies if it was issued more than 5 years ago.

Late Submission of Assessment

In cases where assessments have not been submitted within the course timeframe, a fee may apply for late submissions to be assessed. Similarly, if you re-submit an assessment previously marked 'Not Yet Competent' (NYC) outside of the agreed training contract time, a fee to mark these assessments may also apply.

Cancellation Fee

A cancellation fee may apply for withdrawing from a course.

Payment Options

Payment of course fees can be made to McMillan via:

- Credit card
- Debit card
- Electronic funds transfer

Fees must be paid by the due date agreed in your individual training contract. This will be clearly stated prior to your enrolment.

Please note that outstanding fees may result in cancellation of your enrolment and/or McMillan withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us on 02 62300266 to discuss options.

Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, McMillan may find it necessary to suspend training until payment is received. Failure of the participant and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact McMillan as early as possible to discuss options.

Refunds

Should a participant withdraw from a course for any reason, a full or partial refund may be applicable. Information below outlines some of the circumstances under which a refund may be granted. Please contact McMillan on 02 62300266 to discuss individual circumstances.

Course Withdrawal

If you wish to withdraw from a course, you must advise McMillan in writing of your decision within 14 days. Send your notification to request a refund to info@mcmillan.net.au and include the following information:

- Your name
- Contact details (address, phone, email etc.)
- USI
- Effective date of the cancellation
- Reason for refund request

Your application will be reviewed and you will be advised of the outcome within 7 working days.

Withdrawal Prior to Commencement of Course

If you withdraw from a course prior to commencing any learning and/or assessment tasks associated with the course, a refund of the full course fees will be made less an administration fee of \$250. This is because McMillan will have already expended resources associated with setting up participant records and providing materials.

Withdrawal After Commencement of Course

If the course has already commenced, a pro-rata refund may be calculated for the units of study not already started.

Withdrawal Due to Illness or Hardship

In circumstances of illness and/or extreme hardship, you may withdraw and be entitled to a partial refund under the following conditions:

- Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
- A non-refundable administration fee of \$250 will be deducted from any eligible refund
- Any refund will be at the discretion of McMillan

Cancellation of Course by McMillan

In the event that a course is cancelled by McMillan for any reason, participants enrolled at the time of the cancellation announcement will have their fees fully refunded. Participants who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

Course Information

After enrolment, you will be given access to training materials in either a hard copy and/or digital format. You will need to supply your own stationery materials. A welcome email will be sent with log-in details so you can access McMillan's online learning platform.

You will be given a schedule for training commitments which may be:

- Workplace visits
- Face to face or virtual workshops
- Online modules
- A combination of the above

Duration

How long your course will take depends on a number of factors. These include your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Also, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a participant would need as a **full-time student** to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for **all activities** a participant would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

Certificate III*	Certificate IV^	Diploma	Advanced Diploma	Graduate Certificate	Graduate Diploma
1 – 2 years	0.5 – 2 years	1 – 2 years	1.5 – 2 years	0.5 – 1 year	1 – 2 years
1200 – 2400 hours	600 – 2400 hours	1200 – 2400 hours	1800 – 2400 hours	600 – 1200 hours	1200 – 2400 hours

(Taken from: <https://www.asqa.gov.au/standards/training-assessment/clauses-1.1-to-1.4-2.2#what-clauses-1-1-to-1-4-and-2-2-mean-for-your-rto>)

Competency Based Training

Competency Based Training (CBT) is an approach that focuses on allowing a participant to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a participant can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a participant has the required skills and knowledge to perform effectively in the workplace. If a participant's performance in the assessment does not demonstrate the requirements, competency based assessment means the assessment is marked as 'Not Yet Competent' rather than a fail. More training or practice opportunity is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be assessed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study

- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

McMillan has a Training and Assessment Strategy for each of the qualifications we deliver, and we outline our approaches for conducting assessment in those strategies.

Training and Assessment Strategies

McMillan staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by McMillan. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course where this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL) and Credit Transfer (CT). All courses are assessed under the competency based training and assessment criteria established under the AQF.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities where possible.

Reasonable Adjustment

An individual's access to the assessment process should not be adversely affected by restrictions placed on the location or context of assessment beyond the requirements specified in the training package. Reasonable adjustments can be made to ensure equity in assessment for, and provide support to, people who need it including those with disabilities. Adjustments include any changes to the assessment process or context that meet the individual needs of the person, but do not change competency outcomes. Such adjustments are considered reasonable if they do not impose an unjustifiable hardship on a training provider or employer. When assessing people with disabilities, assessors are encouraged to apply good practice assessment methods with sensitivity and flexibility.

Regardless of the adjustments made, the assessment process must:

- provide for valid, reliable, flexible and fair assessment
- provide for judgement to be made based on enough evidence
- offer valid, authentic and current evidence
- include workplace requirements as suggested in the range of variables.

Apprenticeships and Traineeships

McMillan provides all participants enrolled in an apprenticeship or traineeship a training plan which outlines how and when training will take place. This is signed by all parties involved, and provided to you at the start of the training contract.

Training Plans

In the case where your course of study calls for vocational placement, is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and McMillan. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

Recognition Processes

McMillan offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide a portfolio of current evidence though, upon which your assessor can base their judgement.

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact us to discuss your options.

Credit Transfer

McMillan recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact us.

Foundation Skills

All training and assessment delivered by McMillan contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency and are integrated into the learning and assessment. These are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing, numeracy and digital literacy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Assessment Information

Assessment Decisions

All assessment decisions in the VET sector (including those made for RPL) must be made by qualified trainers and assessors with specific vocational competency in the area of assessment. When our team of qualified and experienced assessors undertake this process, they must adhere to the following rules of evidence and principles of assessment.

Rules of Evidence state that the evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

Principles of Assessment state that the assessment must be:

- Fair- considering individual learner's needs
- Flexible- reflecting the learner's needs, assessing competencies already held, drawing from a range of methods
- Valid- decisions are justified based on the evidence of the performance of the learner
- Reliable- Consistent and comparable assessment decisions regardless of the assessor

Submitting Assessments

You are expected to complete assessments for all units or modules in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose. Ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all assessment components that comprise that unit.

Resubmissions

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. McMillan does not charge a fee for resubmission of assessments. If, after three resubmissions, your work is still 'Not Yet Competent' you may be required to re-enrol in, and re-do the work for the unit, in order to achieve the unit of competency, and therefore in some cases the full qualification.

Talk to your trainer for more information. All of the staff at McMillan will take every reasonable effort to help you succeed in your course.

Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment, or agreed that this is the case when submitting assessments.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by McMillan. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group or another individual as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

If an assessor suspects plagiarism has occurred, they will contact you in the first instance. Consequences can include:

- McMillan will require evidence or assessment items to be resubmitted
- McMillan will advise the workplace of the incident
- McMillan will not grant competency for the related unit

The McMillan compliance and assessment team will conduct a review of all assessments completed in the last 6 months for plagiarism and conduct re-assessment as required.

Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office on 02 62300266.

Complaints and Assessment Appeals

As a participant, you can lodge a complaint about any aspect of your experience with us or an appeal if you disagree with a decision regarding an assessment outcome. However, you are encouraged to speak with your assessor or the administration or support staff in the first instance.

If you have a matter that has not been resolved by talking with your assessor, the administration or support staff, then you can take this further by submitting a written complaint to the management team by completing the complaints and appeals form. Please contact our office for a copy of our complaints and appeals form.

Your complaint or appeal will be assessed by management and the most appropriate course of action will be taken within 28 days of receipt of the written complaint and appeals form. Where more time is required to resolve and finalise the complaint or appeal, McMillan will inform the complainant or appellant in writing, including reasons why more time will be required. McMillan will provide regular updates to the complainant or appellant on the progress of the matter.

Participant Conduct

Just as McMillan has a responsibility to meet expectations of participants, legislation, and regulations, participants have obligations they are expected to meet. It is expected that participants will participate with commitment to their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

McMillan views misconduct seriously. We expect that our participants will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of participant misconduct vary up to and including expulsion from the course. Examples of such misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to McMillan and/or a partner organisation such as a school or workplace.

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Participant to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police.

Participants found guilty of misconduct have a right to lodge an appeal by following our Complaints and Assessment Appeals process. Please contact our office for a copy of the complaints procedure.

Academic misconduct

Plagiarism and cheating are serious offences. Participants engaging in this behaviour will face disciplinary action.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone. All staff, participants and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately.

Smoking, Drugs and Alcohol

McMillan is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any participant under the influence of drugs and/or alcohol is not permitted on McMillan premises, to use McMillan facilities or equipment, or to engage in any McMillan activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for McMillan and other RTOs in the Standards for RTOs 2015.

Participants will be emailed an Electronic, verifiable Certificate. These certificates are delivered in a secured format and include a QR code which can be scanned or clicked to provide proof-positive that the certificate is genuine (including confirming the text of the certificate and the name of the participant).

If for some reason McMillan ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also, the section 'Cancellation of Course by McMillan').

Participant Feedback

McMillan is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from participants regarding their experiences whilst enrolled in their course. We welcome feedback at any time but will also specifically ask for it at the completion of your study.