



# McMillan Staff Development Participant Handbook

## Handbook Disclaimer

This handbook is current at the time of publishing. McMillan Staff Development may update policies or procedures at any time without notice due to changes in legislation or internal operations.

The handbook is a guide to help you understand your rights and responsibilities as a student, as well as McMillan's obligations to you.

Please read it carefully and make sure you're familiar with its contents. If you're unsure about anything or think something has changed, contact your trainer or the McMillan team for the latest information.

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## Table of Contents

Handbook Disclaimer .....	2
Welcome .....	4
About Us.....	5
Contacting Us .....	6
Legal and Regulatory Requirements .....	7
Code of Conduct.....	8
Other Policies and Procedures .....	9
Privacy and Use of VET Data .....	10
Enrolment.....	11
Fees and Payment .....	13
Course Information .....	16
Competency-Based Training .....	17
Recognition of Your Existing Skills.....	19
Assessment Information .....	20
Your Support and Wellbeing at McMillan.....	22
Feedback, Complaints and Appeals.....	23
Participant Conduct.....	24
Issuing Certificates .....	26

## Welcome

We're glad you've joined us.

McMillan Staff Development has delivered nationally recognised training and tailored programs since 1989. Our focus is simple: help people and workplaces improve through practical, results-based learning.

We adapt every program to suit the people we're training. That includes how we teach, what we teach, and how we assess. We keep it relevant, flexible, and built around real-world skills.

Our trainers, assessors, and staff bring deep experience from across government, business, and education. Whether they're full-time or part-time, every team member is here to support your learning.

## How We Work Together

We ask everyone at McMillan—staff and students—to follow a shared set of values:

- Be honest and respectful in your work and communication
- Provide and welcome constructive feedback
- Follow fair and lawful instructions
- Meet your responsibilities with care and diligence
- Treat others fairly, without bias
- Support a safe and inclusive learning space
- Declare any personal or professional conflict of interest
- Help protect the reputation of McMillan through your conduct

These principles help us maintain a learning environment that's fair, professional, and focused on growth.

## About Us

McMillan Staff Development is a Registered Training Organisation (RTO 88187). This means we're approved to deliver and assess nationally recognised qualifications across Australia.

We offer training in the following areas:

- **Government**
  - Certificate IV in Government (PSP40122)
  - Diploma of Government (PSP50122)
- **Leadership and Management**
  - Certificate IV in Leadership and Management (BSB40520)
  - Diploma of Leadership and Management (BSB50420)
- **Project Management**
  - Certificate IV in Project Management Practice (BSB40920)
  - Diploma of Project Management (BSB50820)
- **Human Resource Management**
  - Certificate IV in Human Resource Management (BSB40420)
  - Diploma of Human Resource Management (BSB50320)

Our trainers are qualified professionals with real-world experience. We deliver training in flexible ways to suit your needs. Depending on the program, this may include:

- Face-to-face or virtual workshops
- Workplace visits
- Self-paced online modules
- Online collaboration and group tasks
- A mix of the above

No matter the format, our goal is the same: to help you build skills that work in your job.

## Contacting Us

If you have questions about your course or need support, please reach out. We're here to help.

### Head Office

490 Northbourne Avenue  
Dickson ACT 2602  
Phone: 02 6230 0266  
Email: [train@mcmillan.net.au](mailto:train@mcmillan.net.au)  
Web: [www.mcmillan.net.au](http://www.mcmillan.net.au)  
RTO Code: 88187

### VASTO LMS Login

All enrolled students access their course through the VASTO LMS:

<https://elearner.net.au/mcmillan>

Username: *Your email address*

Password: *Set during registration or sent to your inbox*

### Contacting Your Assessor

You can message your assessor directly through the VASTO LMS. Once you open your course, click "Message Assessor" at the bottom left of the page.

### Administration

Admin Officer  
Phone: 02 6230 0266  
Email: [train@mcmillan.net.au](mailto:train@mcmillan.net.au)

You can also contact admin through VASTO:

Click the **Main Menu** on the left of the screen → **Messaging** → **Contact Admin**

### Director

Ben McMillan  
Phone: 0406 377 705  
Email: [ben@mcmillan.net.au](mailto:ben@mcmillan.net.au)

## Legal and Regulatory Requirements

McMillan Staff Development is a Registered Training Organisation (RTO) and must comply with a range of laws that protect students and ensure the quality of vocational education in Australia.

We follow:

- The **National Vocational Education and Training Regulator Act 2011**
- The **Outcome Standards for NVR Registered Training Organisations 2025**, made under Section 185 of the Act
- The **VET Quality Framework**, including the **Fit and Proper Person Requirements**, **Financial Viability Risk Assessment Requirements**, and **Data Provision Requirements**

We also meet our legal obligations under Commonwealth and State laws relating to:

- Equal opportunity and anti-discrimination
- Workplace health and safety
- Privacy and personal information
- Employment and workplace relations
- Apprenticeships and traineeships
- Copyright and intellectual property
- Child safety (if applicable)
- Student identifiers and data protection

We regularly review legal changes and update our systems to ensure continued compliance. Our staff and third-party providers are also made aware of their obligations under the Standards.

You can learn more from:

- [Federal Register of Legislation](#)
- [ASQA – Australian Skills Quality Authority](#)

## Code of Conduct

At McMillan, we're committed to creating a respectful, inclusive, and professional learning environment. Our Code of Conduct outlines what you can expect from us—and what we expect from you.

We commit to:

- Treating you with respect, fairness, and professionalism
- Providing training that meets national standards
- Being transparent about your rights, responsibilities, and progress
- Keeping your information private and secure
- Responding promptly to feedback and concerns

As a participant, you're expected to:

- Follow the Participant Code of Conduct
- Meet your course requirements—attend regularly, complete assessments, and engage in learning
- Follow McMillan's policies and procedures
- Comply with all relevant laws and regulations
- Treat staff and fellow participants with courtesy and respect
- Avoid disrupting training or learning
- Use resources (including online systems) responsibly
- Act professionally during any workplace training or placement
- Protect McMillan's reputation through your conduct
- Cooperate with reasonable directions from McMillan staff

These expectations help keep training productive, fair, and focused on your success.



## Other Policies and Procedures

McMillan follows a set of policies to ensure our training is fair, consistent, and compliant. These guide how we deliver courses, assess students, manage complaints, and protect your information.

You can request a copy of any of these policies by contacting our administration team at [train@mcmillan.net.au](mailto:train@mcmillan.net.au) or through the VASTO portal.

Key policies include:

- **Complaints, Assessment, and Appeals Policy** – how to raise concerns or request a review
- **Access and Equity Policy** – our commitment to fair and inclusive training
- **Course Administration Policy** – how we manage enrolment, withdrawals, and fees
- **Document and Data Management Policy** – how we handle and protect your records
- **Course Delivery and Assessment Policy** – how we structure and assess your course
- **Marketing and Advertising Policy** – how we present course information truthfully
- **Plagiarism Policy** – what's considered plagiarism and how we handle it

## Privacy and Use of VET Data

As a Registered Training Organisation, McMillan is required to collect and report your training data in line with national standards. This is part of our obligation under the **Data Provision Requirements 2012** and the **VET Data Policy**.

Your personal and training information is submitted to the **National Centre for Vocational Education Research (NCVER)**. It may be used to:

- Issue certificates and populate your national VET transcript
- Support government research, reporting, and planning
- Improve the VET system, including funding and program design
- Administer and monitor VET policies and compliance

We may also share your information with:

- Your **school**, if you are a school-based trainee or apprentice
- Your **employer**, if they pay for your training
- **Government departments or authorised agencies**
- **NCVER**, for national data collection
- **Survey providers** acting on behalf of NCVER

You may be contacted to complete a student survey. This is voluntary—you can opt out at any time.

All data is managed under the **Privacy Act 1988 (Cth)** and NCVER's privacy protocols. For more, visit: [www.ncver.edu.au](http://www.ncver.edu.au)

### Accessing Your Records

To request access to your McMillan training file, email [train@mcmillan.net.au](mailto:train@mcmillan.net.au)

## Enrolment

The enrolment process depends on the course you're taking, but the core steps are the same:

- You'll receive this Participant Handbook before enrolling.
- You'll complete an enrolment form and a short declaration about your training needs or support requirements.
- You'll get clear information about course fees, payment options, and your obligations.

Once we've confirmed suitability and received your completed forms, your enrolment will be finalised. A trainer will then be assigned to support you through your course.

**Note:** Enrolment is not confirmed until your payment has been received (as per the agreed terms).

## Entry Requirements

Before you enrol, we'll confirm whether your chosen course has any entry requirements. These help make sure you're set up to succeed.

Depending on the course, you may need:

- Relevant experience in the workplace
- A previous qualification
- Skills in reading, writing, maths, or using technology
- Access to a real job role or workplace
- A computer with the right software
- A reliable internet connection
- Specific equipment or tools (e.g. PPE)

We'll guide you through this during the enrolment process and advise you if anything is missing.

## Unique Student Identifier (USI)

To enrol in any nationally recognised training in Australia, you need a Unique Student Identifier (USI).

This is your lifelong training number. It gives you access to a secure online record of your VET achievements since 1 January 2015.

McMillan **cannot issue your certificate or statement of attainment without a USI.**

If you don't have one yet, visit [usi.gov.au](https://usi.gov.au) to apply. It's free and only takes a few minutes.

## Personal Learning Plan

When you enrol, we work with you to create a **Personal Learning Plan**. This helps us tailor your course to your goals, needs, and circumstances.

We also offer a **Language, Literacy and Numeracy (LLN) check** to help identify any support you may need.

## Access and Equity

We want all learners to have a fair go.

That means making sure everyone has the same opportunity to succeed, regardless of your background or personal circumstances.

We do not tolerate discrimination based on:

- Gender or sexual orientation
- Age or marital status
- Parental or caregiver status
- Race, ethnicity, or cultural background
- Religion or beliefs

If you need extra support, we'll do our best to help. This might include:

- Flexible training or assessment options
- Help with LLN or digital skills
- Referral to other support services

If you have any questions, please talk to your trainer or contact our admin team.

## Other Support Services

If you're facing personal challenges, the following services offer free and confidential support:

- **Lifeline** – 13 11 14 | [www.lifeline.org.au](http://www.lifeline.org.au)
- **Beyond Blue** – 1300 22 4636 | [www.beyondblue.org.au](http://www.beyondblue.org.au)
- **The Salvation Army** – 13 72 58 | [www.salvationarmy.org.au](http://www.salvationarmy.org.au)

## Fees and Payment

### How Much Will My Course Cost?

You can find current course fees on our website:

[www.mcmillan.net.au](http://www.mcmillan.net.au)

Your quoted fee includes:

- Learning materials
- Trainer support (phone and email)
- Assessment
- Certificate or Statement of Attainment
- Administration

The total cost may vary depending on:

- The course
- Your delivery mode (e.g. self-paced, workshop, online)
- Any funding or concessions
- Credit transfer or RPL
- Your enrolment pathway (e.g. individual or employer-sponsored)

We'll confirm your fee before enrolment.

### Concessions and Exemptions

You may be eligible for a **concession fee** if you:

- Hold a valid Health Care Card, Pensioner Concession Card, or Veteran Affairs Card
- Identify as Aboriginal or Torres Strait Islander

Fee **exemptions** may apply for some apprentices and ASBAs. Contact us to check your eligibility.

More info: [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)

### Payment Terms

If your **employer** is paying:

- Full payment is required before training begins.

If **you're paying**:

- \$1,500 deposit at enrolment
- 2 equal instalments due at 3 and 6 months

You'll receive reminders ahead of due dates. We accept payment by:

- Credit/debit card
- Bank transfer

## What If I Can't Pay?

If you're having trouble making a payment, contact us early. We'll work with you on options.

Please note:

- We may suspend training if payment is overdue
- We may use a debt collector for unpaid fees
- Unpaid fees may delay the certificate issue

## Other Fees

### Reissue of Certificate or Transcript

- Within 5 years: **Free**
- After 5 years: \$180

### Lost Training Materials

Replacement fees may apply.

### Late Submissions

Fees may apply for assessments submitted after your enrolment period ends.

### Re-Enrolment Fee

If you don't complete your course within the delivery period, you may need to re-enrol and pay a \$250 re-enrolment fee.

## Cancellation Fee

### Cancelling or Withdrawing

If you withdraw from a course, a refund may apply. You must notify us **in writing** at:  
[train@mcmillan.net.au](mailto:train@mcmillan.net.au)

Include:

- Your full name and contact info
- Your USI
- Date you're withdrawing
- Reason for refund request

We'll respond within 7 business days.

## Refunds

### **Before You Start the Course**

Full refund minus a \$250 admin fee.

### **After You Start**

You may receive a pro-rata refund for units not yet commenced.

### **Illness or Hardship**

Partial refunds may be considered if:

- You provide evidence (e.g. medical certificate)
- A \$250 admin fee will still apply

### **If We Cancel the Course**

You'll receive a full refund.

If you've already completed units, we'll deduct the cost of issuing a Statement of Attainment.

## Course Information

### Getting Started

After enrolment, we'll send you a welcome email with:

- Your VASTO login details
- Access to your course and digital materials
- Key contact information

Some programs may also include printed resources. You'll need to provide your own stationery.

### How Training Works

Your training may include:

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

Your course schedule will be shared with you at the start.

Trainers are available to support you throughout your program via the VASTO portal, email, and workshops. You can also message your assessor directly from within the VASTO learning platform.

### Course Duration

Your course duration depends on:

- The qualification level
- Your experience and prior knowledge
- Whether you're studying part-time or full-time
- Any credits you may already hold (via RPL or credit transfer)

McMillan's training is tailored for adult learners who are already working in industry. Because of this, courses are delivered flexibly and focus on real-world application.

You'll be given a clear delivery timeframe and support to stay on track. If you're unable to complete within this time, a re-enrolment fee may apply.

If you're unsure about the time commitment, speak with your trainer or our admin team. We'll help you map a plan that suits your work and life.



## Competency-Based Training

Your course is competency-based. This means:

- You're assessed on whether you can do the task to industry standards
- There's no grading (e.g. A, B, C). You are either **Competent** or **Not Yet Competent**
- If you're not yet competent, you'll get feedback and another chance

### How Assessment Works

Each unit has clear outcomes. To be marked **Competent**, you'll need to show that you meet the required standard through one or more of the following:

- Observation of workplace tasks
- Responses to verbal or written questions
- Projects or reports
- Case studies or role plays
- Portfolios or work samples

You'll always know what is expected before you begin an assessment.

All assessment processes are explained in the Training and Assessment Strategy for your qualification.

### Training and Assessment Strategies

All McMillan trainers and assessors are qualified and have recent, relevant industry experience. In some cases, we may engage a subject matter expert to help with the assessment. If that applies to your course, we'll let you know in advance.

Our training and assessment practices follow national standards, including:

- Competency-based assessment
- Recognition of Prior Learning (RPL)
- Credit Transfer (CT)

Each program is delivered according to a Training and Assessment Strategy (TAS), which ensures training meets the requirements of the qualification and supports workplace relevance.

### Flexible Learning and Assessment

We aim to deliver training that works for you.

You may complete assessments through:

- Workplace projects
- Online submissions

- Written tasks
- Practical observations
- Coaching conversations

We'll work with you to find approaches that suit your needs, role, and workplace, while still meeting the rules of assessment.

## Reasonable Adjustment

If you need support during training or assessment, we'll make reasonable adjustments to help you succeed.

This might include:

- Changing how tasks are delivered
- Allowing oral responses
- Providing extra time

These changes won't lower the standard required, but they will help you reasonably demonstrate your skills.

If you'd like to discuss an adjustment, contact your trainer or the admin team.

## Apprenticeships and Traineeships

If you're completing a course through a formal traineeship or apprenticeship, you'll receive a **Training Plan** at the start of your program.

This document outlines:

- What you'll learn
- How and when training will happen
- Who is responsible for each part

It's signed by you, your employer, and McMillan. We'll update the plan as needed if things change.

## Recognition of Your Existing Skills

You may already hold skills or knowledge relevant to your course. McMillan offers two ways to recognise this formally:

### 1. Recognition of Prior Learning (RPL)

RPL is a formal process that lets you use your existing experience—on the job or through life—to gain credit towards a qualification.

Here's how it works:

- You provide current evidence of your skills (e.g. documents, work samples, references)
- An assessor reviews your evidence to see if it meets the unit requirements
- If the evidence is valid, sufficient, authentic and current, you may be granted competency without further training

To find out if RPL is right for you, speak to your trainer or contact our office.

### 2. Credit Transfer (CT)

If you've already completed the same unit through another RTO, you may be eligible for credit transfer.

To apply:

- Submit a copy of your Statement of Attainment or Qualification
- Documents must be certified copies, unless verified through USI transcript

We'll review your documents and apply credit for any matching units.

## Foundation Skills

Every course at McMillan includes **foundation skills**—the core, non-technical skills needed to succeed at work.

These include:

- Reading and writing
- Speaking and listening
- Numeracy
- Digital skills
- Teamwork, time management, and problem-solving

These skills are embedded into your training and assessment. You won't study them separately—they're developed as part of your course content.

## Assessment Information

### Assessment Decisions

All assessments are conducted by qualified trainers and assessors who hold relevant vocational expertise. Every decision must follow the **Rules of Evidence** and **Principles of Assessment**.

#### Rules of Evidence

Your work must be:

- **Authentic** – your own work
- **Sufficient** – enough to show your competence
- **Current** – reflects your up-to-date skills
- **Valid** – directly relates to the unit or task

### Principles of Assessment

Assessment must be:

- **Fair** – considers your needs
- **Flexible** – suits different situations and learners
- **Valid** – based on evidence that matches the unit
- **Reliable** – produces consistent results across assessors

### Submitting Assessments

You'll receive clear instructions with each task. These will explain what you need to do, why it matters, and how to complete it.

If anything is unclear, ask your trainer or assessor.

Assessments are due by the dates set in your schedule or LMS. Staying on track helps you complete the course on time.

#### Keeping a Copy of Your Work

Always keep a copy of all assessments and evidence you submit. Store these safely on your computer, an external drive, or in cloud storage. This ensures you have a backup in case of technical issues, lost files, or if we need to verify your submission.

### Feedback and Resubmissions

Your assessor will give you helpful feedback on each task.

To be marked *Competent*, you need to meet all requirements for the unit. If you are marked *Not Yet Competent*, don't worry. You'll be told what's missing and given a chance to improve.

You can resubmit up to **three times** at no cost. If you need more than three attempts, you may need to re-enrol in the unit.

## Plagiarism and Academic Integrity

McMillan takes academic integrity seriously.

**Plagiarism** includes:

- Copying someone else's work
- Using AI tools without disclosure
- Failing to reference your sources
- Submitting work you didn't create
- Reusing answers from other students

Using AI tools:

You may only use AI tools when your assessor says it's okay. If you use AI to help with your work, you must clearly say how you used it.

If you plagiarise or cheat, we may:

- Ask you to redo the task
- Notify your workplace (if enrolled through work)
- Withhold the unit result
- Review other units you've completed

## Support

We want you to succeed. If you're unsure about your assessment or how to reference your work, contact your trainer or assessor. You can message them directly through the VASTO portal or call us at **02 6230 0266**.

## Your Support and Wellbeing at McMillan

We want your training experience to be safe, inclusive, and supportive.

You can message your trainer anytime through the VASTO portal. Look for the “Message Assessor” link on your course page. Trainers aim to reply within two business days.

If you're dealing with learning challenges, personal difficulties, or need extra help, talk to us. We may offer:

- Flexible delivery options
- Learning support
- Extra time to complete work
- Referrals to outside services

If you have a disability or health condition that affects your learning, let us know early. We'll work with you to make reasonable adjustments so you can participate fully.

We're committed to a culturally safe learning space for everyone, including First Nations students and those from diverse backgrounds.

### External Support Services

If you're struggling and need help beyond your course, these organisations are here for you:

- **Lifeline:** 13 11 14 | [www.lifeline.org.au](http://www.lifeline.org.au)
- **Beyond Blue:** 1300 22 4636 | [www.beyondblue.org.au](http://www.beyondblue.org.au)

## Feedback, Complaints and Appeals

We welcome your feedback—whether it’s a compliment, concern, or suggestion. It helps us improve.

### How to Give Feedback

You can:

- Tell your trainer or any McMillan staff member
- Email: [train@mcmillan.net.au](mailto:train@mcmillan.net.au)
- Call: **02 6230 0266**
- Complete the **AQTF survey** via the “**Leave Feedback**” link on your VASTO dashboard (available after you finish your course). We will also reach out to you during your course to ask for feedback directly.

### How to Make a Complaint

If something isn’t right, here’s what to do:

1. Try to resolve it informally with your trainer or another staff member.
2. If needed, submit a **Complaint Form** or go to the “**Help**” option in VASTO and select “**Lodge a Formal Complaint or Appeal.**”
3. We’ll confirm receipt and aim to resolve it within 28 days. If more time is needed, we’ll keep you updated.

### How to Appeal a Decision

You can appeal if you believe a decision—about your assessment, progress, or enrolment—is unfair. The appeal will be handled fairly and without bias.

If you’re not satisfied with the outcome, you can request an external review. This is available at no or low cost.

To access any forms or help, contact [train@mcmillan.net.au](mailto:train@mcmillan.net.au) or call **02 6230 0266**.

## Participant Conduct

When you enrol at McMillan, you agree to take part in training in a respectful, safe, and honest way.

You're expected to:

- Submit assessments on time
- Engage actively with your course
- Follow WHS requirements
- Respect the rights of others

**Misconduct is taken seriously. This includes:**

- Harassment, bullying, or discrimination
- Cheating or plagiarism
- Damaging property or equipment
- Giving false or misleading information
- Any behaviour that puts others at risk

**If misconduct occurs, possible actions include:**

- A written warning
- Suspension from your course
- Paying for any damage caused
- Cancellation of enrolment (without refund)

You can appeal any decision under the **Complaints and Appeals** process.

## Academic Integrity

Plagiarism and cheating break trust and damage the value of your qualification. You must:

- Submit your own original work
- Acknowledge any sources used
- Avoid using AI tools to complete assessments unless approved

Breaches of academic integrity may lead to suspension or cancellation of your enrolment.

## Workplace Health and Safety

Everyone shares responsibility for creating a safe learning environment.

- Report any hazards or incidents as soon as possible
- Always follow safety instructions



- Don't do anything that puts you—or others—at risk

## Drugs, Alcohol and Smoking

- You must not attend training under the influence of alcohol or drugs.
- If you are taking prescription medication, please ensure it does not affect your ability to participate safely.

## Issuing Certificates

Once you've completed your course—and all fees are paid—McMillan will issue your Certificate or Statement of Attainment within **30 calendar days**. This is in line with national compliance requirements.

You'll receive your certificate by email. It will include a **secure QR code** that allows employers or other training providers to verify its authenticity.

If you partially complete a course, or if McMillan were to close while you're still enrolled, we will issue a **Statement of Attainment** for any units you've completed successfully.