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 due to changes in legislation or internal operations.

This handbook is your guide to understanding your rights and responsibilities as a student, and McMillan's obligations to you. Please read it carefully. If you are unsure about anything or think something may have changed, contact your trainer or the McMillan team.

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Training with McMillan

McMillan Staff Development has been delivering training in the ACT and across Australia since 1989. We are a small, specialist training organisation based in Canberra. We work primarily with the Australian Public Service and government sector, and everything we deliver is built around the people in the room and the work they actually do.

Our trainers have worked in and alongside government. They know the context, the constraints, and what good practice looks like in your environment. You will not get generic content here.

When you train with McMillan, you deal directly with the people responsible for your program. If something is not working, it gets fixed.

This handbook covers everything you need to know — how we work, what we expect from each other, how to get support, and what to do if something goes wrong. Read it before you start and keep it handy. If you have questions, contact us directly.

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)

We also deliver more than 30 non-accredited short courses covering leadership and team development, communication and collaboration, professional and career development, and workplace skills.

Depending on the program, training may be delivered through face-to-face or virtual workshops, self-paced online modules, workplace visits, or a mix of these. Your trainer will explain what applies to your program at induction.

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
Web: www.mcmillan.net.au
RTO Code: 88187

Director

Ben McMillan
Phone: 0406 377 705
Email: ben@mcmillan.net.au

Administration

Admin Officer
Phone: 02 6230 0266
Email: train@mcmillan.net.au

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*
You can also contact admin through VASTO:
Click the Main Menu on the left of the screen → Messaging → Contact Admin

Contacting Your Trainer or Assessor

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

Legal and Regulatory Requirements

McMillan Staff Development is regulated by the Australian Skills Quality Authority (ASQA) under the National Vocational Education and Training Regulator Act 2011. We operate under the Outcome Standards for NVR Registered Training Organisations 2025 and the VET Quality Framework.

We also comply with Commonwealth and state laws relating to equal opportunity, anti-discrimination, workplace health and safety, privacy, and student identifiers. We regularly review legal changes and update our systems to ensure continued compliance.

For more information visit: www.asqa.gov.au and www.legislation.gov.au

Privacy and Use of Your Information

How we collect and use your information

McMillan collects your personal information through the pre-enrolment declaration form to support your enrolment, training delivery, and assessment, and to meet our regulatory reporting obligations. By submitting the pre-enrolment form, you consent to your information being used for these purposes.

Your information is held securely in VASTO and Google Workspace. Access is limited to McMillan staff and your allocated trainer and assessor. We do not sell or share your personal information with third parties except as required by law or described below.

VET reporting obligations

As a Registered Training Organisation, McMillan is required to collect and report your training data 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) and may be used to:

- Issue certificates and populate your national VET transcript
- Support government research, reporting, and planning
- Administer and monitor VET policies and compliance

We may also share your information with your employer if they fund your training. This may include your enrolment, participation, assessment progress, results and completion. It also includes any academic integrity matter that affects your program. We may share your information with government departments or authorised agencies, and with NCVER for national data collection. You may be contacted to complete a student survey. This is voluntary, and you can opt out at any time

All data is managed in accordance with the Privacy Act 1988 (Cth) and NCVER's privacy protocols. For more information visit: www.ncver.edu.au

Retention of records

McMillan retains assessment records for a minimum of two years and certification records for 30 years. This is in accordance with ASQA requirements and ensures you can access your records if needed in the future.

Accessing your records

To request access to your McMillan training file, email train@mcmillan.net.au. You can also view your current progress and transcript at any time through VASTO.

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

What we ask of you:

- Submit assessments on time and engage actively with your course
- Follow McMillan's policies and procedures
- Treat staff and fellow participants with courtesy and respect
- Avoid disrupting training or the learning of others
- Use resources, including online systems, responsibly
- Act professionally during any workplace training
- Help protect McMillan's reputation through your conduct

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

Diversity, Inclusion and Belonging

McMillan is committed to providing a training environment that is inclusive, respectful, and free from discrimination for every student, regardless of age, gender, race, ethnicity, religion, disability, neurodiversity, sexual orientation, cultural background, or any other characteristic.

Your rights as a student

You have the right to participate in training free from bullying, harassment, and discrimination. Where you experience any of these, you are encouraged to raise it through McMillan's complaints process. Complaints of this nature are treated seriously and handled promptly.

Cultural safety

McMillan is committed to a culturally safe learning environment for all students, including First Nations students and those from diverse cultural backgrounds. We acknowledge the Traditional Custodians of the lands on which we deliver training and pay our respects to Elders past and present.

Reasonable adjustment

If you have a disability, health condition, or other circumstance that may affect your participation, please let us know as early as possible — ideally before your program starts. We will work with you to identify and implement reasonable adjustments throughout your enrolment, delivery, and assessment.

Getting help

If you experience bullying, harassment, or discrimination during your program, contact your trainer or Ben McMillan directly. You can also submit a formal complaint. External assistance is available through ASQA or the relevant state or territory anti-discrimination body.

Enrolment

Before your enrolment is confirmed, McMillan will provide you with this Participant Handbook and relevant course information. The pre-enrolment declaration form you complete prior to enrolment serves as your written enrolment agreement with McMillan.

The enrolment process

1. You receive this Participant Handbook and course information before enrolment.
2. You complete the pre-enrolment declaration form, covering your personal details, digital literacy, language literacy and numeracy, support needs, and RPL and credit transfer interest.
3. McMillan reviews your form, confirms your suitability for the program, and addresses any support needs identified.
4. Once all pre-enrolment steps are complete and payment terms are agreed, your enrolment is confirmed.
5. You receive a welcome email with your VASTO login details, program schedule, and next steps.
6. A trainer is allocated to support you through your course.

Enrolment is not confirmed until all pre-enrolment steps are complete and payment arrangements are in place.

Entry requirements

Before you enrol, McMillan will confirm whether your chosen course has any entry requirements. These help make sure you are set up to succeed. Depending on the program, you may need:

- Relevant experience in the workplace
- A previous qualification
- Skills in reading, writing, and using technology
- Access to a real job role and workplace
- A computer and reliable internet connection

We will guide you through this during the pre-enrolment process and let you know if anything is missing.

Unique Student Identifier (USI)

To enrol in any nationally recognised training in Australia you need a Unique Student Identifier. This is your lifelong training number and gives you access to a secure online record of all your VET achievements. McMillan cannot issue your certificate or statement of attainment without a verified USI. If you do not have one yet, visit usi.gov.au to apply. It is free and takes only a few minutes.

Digital literacy and LLN support

The pre-enrolment form includes a digital literacy self-check and a language, literacy and numeracy self-assessment. These help McMillan identify any support you may need before training starts. If you indicate you need help with any item, a McMillan team member will contact you to discuss options.

Access and equity

We want all learners to have a fair opportunity to succeed regardless of their background or personal circumstances. We do not tolerate discrimination based on gender, age, race, ethnicity, cultural background, religion, disability, sexual orientation, or any other characteristic. If you need extra support, please talk to your trainer or contact our admin team.

Fees and Payment

Course fees

Current course fees are available on our website at www.mcmillan.net.au. Your quoted fee includes learning materials, trainer support, assessment, your certificate or statement of attainment, and administration.

The total cost may vary depending on the course, your delivery mode, any funding or concessions, and whether credit transfer or RPL applies to your enrolment. We will confirm your fee before enrolment.

Fee protection

McMillan never holds more than $1,500 of your fees for training you have not yet received. This applies whether you or your employer pays. It is how we meet the prepaid fee protection requirements that apply to all registered training organisations.

Payment terms

Payment arrangements are confirmed with you and your employer before enrolment is finalised. Fees are paid in instalments as your training progresses, not in one payment up front. This applies whether you or your employer pays.

Your exact payment schedule, including the amount and timing of each instalment, is set out in writing in your quote and enrolment confirmation before any fee is paid.

We accept payment by credit/debit card and bank transfer. You will receive reminders before due dates.

Payment difficulties

If you are having trouble making a payment, contact us as early as possible. We will work with you on options. Please note that McMillan may suspend training if payment is overdue, and unpaid fees may delay certificate issue.

Other fees

Reissue of certificate or transcript — within 5 years: No charge

Reissue of certificate or transcript — after 5 years: $180

Re-enrolment fee: $250 if you do not complete within the agreed delivery period

Refunds

If you need to withdraw, notify McMillan in writing at train@mcmillan.net.au. Include your full name, USI, date of withdrawal, and reason. We will respond within 7 business days.

Before you start (self-paced FFS): Full refund minus $250 administration fee.

After you start (self-paced FFS): Pro-rata refund for units not yet commenced, minus $250 administration fee.

Illness or hardship: Partial refund may be considered with supporting evidence (e.g. medical certificate). $250 administration fee applies.

If McMillan cancels: Full refund. Where units have been completed, the cost of issuing a Statement of Attainment is deducted.

Group programs — employer funded: Design and development fees are payable regardless of whether delivery proceeds. Payments made up to the point of cancellation are retained by McMillan.

All refund requests outside standard conditions require approval from Ben McMillan.

Course Information

Getting started

After enrolment is confirmed, you will receive a welcome email with your VASTO login details, access to your course materials, key contact information, and your program schedule. Some programs include printed resources — you will be advised if this applies to your course.

How training works

Your training may include online modules, face-to-face or virtual workshops, workplace visits, or a combination. Your program schedule will be shared at the start of your course. Your trainer is available to support you throughout via VASTO, email, and workshops.

Course duration

Your course duration depends on the qualification level, your prior knowledge and experience, and your delivery mode. McMillan's training is designed for adult learners who are already working in industry. Programs are delivered flexibly and focus on real-world application. You will be given a clear delivery timeframe at enrolment. If you are unable to complete within this time, please contact us early to discuss options.

Competency-Based Training

Your course is competency-based. This means you are assessed on whether you can perform the required tasks to industry standards. There is no grading — you are either Competent or Not Yet Competent. If you are not yet competent, you will receive feedback and another opportunity to demonstrate your skills.

How assessment works

Each unit has clear outcomes. To be marked Competent, you will need to show you meet the required standard through one or more of the following: workplace tasks and projects, written or verbal responses, reports, case studies, work samples, or portfolios. You will always know what is expected before you begin an assessment.

Training and assessment approach

All McMillan trainers and assessors are qualified and have recent, relevant industry experience. Each program is delivered and assessed according to a Training and Assessment Strategy that ensures training meets the requirements of the qualification and reflects workplace relevance. At your induction, your trainer will explain the structure of your program, how assessments work, and how to submit your work through VASTO.

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, or coaching conversations. We will work with you to find approaches that suit your role and workplace while still meeting the requirements of the qualification.

Reasonable adjustment

If you need support during training or assessment, McMillan will make reasonable adjustments to help you participate fully. This might include changing how tasks are delivered, allowing oral responses, providing extra time, or other adjustments based on your circumstances. These changes will not lower the standard required — they ensure you have a fair opportunity to demonstrate your skills. To discuss an adjustment, contact your trainer or the McMillan admin team at any point during your enrolment.

Apprenticeships and traineeships

If you are completing your course through a formal traineeship or apprenticeship, you will receive a Training Plan at the start of your program. This document outlines what you will learn, how and when training will happen, and who is responsible for each part. It is signed by you, your employer, and McMillan.

Recognition of Your Existing Skills

McMillan actively offers Recognition of Prior Learning and Credit Transfer to every student upon enrolment. If you have prior experience or completed qualifications that are relevant to your course, you may not need to complete all units from scratch. Please discuss this with McMillan before your program starts.

Recognition of Prior Learning (RPL)

RPL is a formal process that allows you to use skills and knowledge you have already gained through work, life, or previous study to receive credit towards your qualification. You do not have to repeat training for things you already know and can demonstrate.

The RPL process involves:

1. An initial discussion with your trainer or McMillan to assess whether RPL is likely to apply.
2. A self-assessment where you identify your existing skills against the unit requirements.
3. Collection of evidence — typically workplace documents, work samples, references, or a portfolio.
4. A competency conversation with the assessor to discuss your evidence.
5. A practical demonstration where required by the unit.

All RPL applications are reviewed by Ben McMillan before a competency outcome is issued. Where gaps in evidence are identified, you will be advised and offered gap training before a final decision is made.

Credit Transfer (CT)

If you have already completed the same unit through another registered training organisation, you may be eligible for credit transfer. To apply, you will need to provide a copy of your Statement of Attainment or qualification. McMillan will verify your prior credentials directly with the issuing RTO before credit transfer is confirmed — you will be asked to complete an Authority to Verify Credentials form authorising us to do this. Credit transfer is only recorded once verification is complete.

If you think you may be eligible for RPL or credit transfer, contact us as early as possible — ideally before your program starts.

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 will receive clear instructions with each task explaining what you need to do and how to submit it through VASTO. Assessments are due by the dates set in your schedule. If anything is unclear, ask your trainer or assessor before the due date.

Always keep a copy of your submitted assessments and evidence, stored safely on your computer or in cloud storage.

Feedback and resubmissions

Your assessor will give you specific, constructive feedback on each task. If you are marked Not Yet Competent, you will be told what is missing and given a chance to improve and resubmit. 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.

Assessment monitoring and support

Ben McMillan monitors student progress through VASTO on a regular basis. If you have not submitted assessments or your engagement drops, McMillan will contact you directly to check in and offer support. You do not need to wait until something goes wrong — contact your trainer or McMillan at any time if you need help staying on track.

Ethical Use of AI — mandatory course

All students enrolled in accredited qualifications are enrolled in the Ethical Use of AI in Your Qualification course through VASTO at the start of their program. You must complete this course before or early in your program. It covers McMillan's expectations around authentic assessment, what AI tools you may and may not use, and how to declare any AI assistance in your work.

Completion requires viewing the video in full and passing the knowledge check quiz. Completion is recorded in VASTO and forms part of your induction requirements.

AI use in assessments

AI tools may be used for initial research, brainstorming, and understanding complex concepts. They may assist with drafting outlines or generating ideas for structure.

AI tools must not be used to complete assessments or generate responses that you submit as your own work. Using AI to write your assessment answers, or submitting AI-generated content without significant personal modification and understanding, is not permitted and will be treated as a breach of academic integrity.

If you use AI to assist with any part of your work, you must declare this at the end of your submission:

> AI Use Declaration:
>
> I used AI tools to assist with [research / planning / proofreading].
>
> The final work reflects my own understanding and has been reviewed and edited personally.

You must not use third-party AI tools to record, transcribe, or capture content from live training sessions — for example via Microsoft Teams — unless McMillan gives explicit permission. This includes tools such as Otter AI or Fireflies AI.

Plagiarism and academic integrity

McMillan takes academic integrity seriously. Plagiarism includes copying someone else's work, submitting AI generated content as your own, failing to reference your sources, reusing answers from other students, submitting work you did not create, and submitting falsified or altered documents or evidence.

If McMillan has concerns about the authenticity of a submission, the process is:

1. Your assessor reviews the submission in context, considering your previous work, your role, and whether the response reflects your own experience and voice.
2. If concerns remain, you will be contacted and given the opportunity to provide evidence of authorship — for example drafts, notes, or document history.
3. You may be asked to clarify your response verbally or to revise and resubmit.
4. Where authenticity cannot be confirmed, the matter is managed through McMillan's misconduct process, ensuring procedural fairness throughout.

If plagiarism is confirmed, McMillan may ask you to redo the task, record a Not Yet Competent result for the unit, or in serious cases, suspend or cancel your enrolment. You have the right to appeal any decision through the Assessment Appeals process.

Your Support and Wellbeing at McMillan

We want your training experience to be safe, inclusive, and supportive. If you are dealing with learning challenges, personal difficulties, or need extra help, please reach out. We would rather know early than find out when something has already gone wrong.

Trainer support

You can message your trainer directly through VASTO at any time. Look for the Message Assessor link on your course page. Trainers aim to reply within two business days. For more urgent matters, contact the McMillan office directly.

What McMillan can offer

- Flexible delivery options
- Learning support and coaching
- Extra time to complete work
- Reasonable adjustment to assessment
- Referrals to external support services

LLN support

If you have concerns about your language, literacy, or numeracy skills at any point during your program, please talk to your trainer. McMillan will work with you to identify and implement support. Where appropriate, we may also speak with your employer to discuss the available workplace support.

Disability and health conditions

If you have a disability or health condition that affects your learning, let us know early. We will work with you to make reasonable adjustments so you can participate fully. You do not need to disclose personal health details — only what is needed to arrange appropriate support.

Workplace issues

If your employer is not providing sufficient time or support for your training, let McMillan know. We will contact your employer directly to discuss the situation and find a solution.

Cultural safety

McMillan is committed to a culturally safe learning space for everyone, including First Nations students and those from diverse cultural backgrounds. If you have a cultural safety concern, please contact your trainer or Ben McMillan directly.

External support services

If you are struggling and need help beyond your course, these services offer free and confidential support:

- Lifeline: 13 11 14 | www.lifeline.org.au
- Beyond Blue: 1300 22 4636 | www.beyondblue.org.au
- The Salvation Army: 13 72 58 | www.salvationarmy.org.au

Complaints

McMillan welcomes your feedback — whether it is a compliment, a concern, or a suggestion. It helps us improve. If something is not right, we want to know.

How to give feedback

You can tell your trainer or any McMillan staff member, email train@mcmillan.net.au, or call 02 6230 0266. We will also contact you during your program to ask for feedback directly.

How to make a complaint

1. Try to resolve it informally with your trainer or another McMillan staff member first.
2. If the issue is not resolved, submit a formal complaint by emailing train@mcmillan.net.au or by selecting Lodge a Formal Complaint through the Help option in VASTO.
3. McMillan will acknowledge your complaint within two business days and confirm the process for resolving it.
4. McMillan will investigate the complaint and issue a written decision within 14 days of receipt. Where more time is needed, you will be kept updated throughout.
5. You have the right to review the decision if you are not satisfied with the outcome. Submit your review request within 20 business days of the decision being issued.
6. If you are not satisfied with McMillan's internal resolution, you may seek external review through ASQA at no or low cost. McMillan will not discourage or obstruct access to external review.

To contact ASQA: www.asqa.gov.au | 1300 701 801

Confidentiality and fairness

All complaints are handled with confidentiality and procedural fairness. You will not be disadvantaged for raising a concern. Your training will continue while your complaint is being resolved, unless there are safety concerns that require otherwise.

Assessment Appeals

An assessment appeal is separate from a general complaint. You have the right to appeal any assessment decision if you believe it was made unfairly or incorrectly.

Grounds for appeal

You may appeal an assessment decision if you believe the assessment was not conducted in accordance with the Rules of Evidence or Principles of Assessment, you were not given adequate opportunity to demonstrate your competence, the feedback you received did not accurately reflect your submission, or a procedural error occurred.

How to appeal

1. Speak with your assessor in the first instance to understand the decision and the feedback provided.
2. If you remain unsatisfied, submit a written appeal to train@mcmillan.net.au within 20 business days of the assessment decision. Explain why you believe the decision was incorrect and include any supporting evidence.
3. McMillan will acknowledge your appeal within two business days.
4. Your appeal will be reviewed by a person who was not involved in the original assessment decision. This may be Ben McMillan or an independent reviewer.
5. A written outcome will be issued within 14 days of the appeal being received. Where more time is needed, you will be kept updated.
6. If you are not satisfied with the appeal outcome, you may seek external review through ASQA at no or low cost.

To contact ASQA: www.asqa.gov.au | 1300 701 801

Submitting an appeal will not disadvantage your enrolment. Your training continues while the appeal is being reviewed.

Participant Conduct

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

Misconduct

Misconduct is taken seriously at McMillan. This includes:

- Harassment, bullying, or discrimination toward any person
- Cheating or plagiarism
- Damaging property or equipment
- Giving false or misleading information
- Any behaviour that puts others at risk
- Disruptive behaviour during training sessions

Where misconduct occurs, possible actions include a written warning, suspension from your course, requirement to pay for any damage caused, or cancellation of enrolment without refund. You can appeal any decision through the Assessment Appeals or Complaints process.

Workplace health and safety

Everyone shares responsibility for a safe learning environment. Report any hazards or incidents as soon as possible. Always follow safety instructions and do not do anything that puts yourself or others at risk. You must not attend training under the influence of alcohol or drugs.

Issuing Certificates

When you complete your course

Once you have completed all required units 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 will receive an automatic email and text message notification from VASTO when your credential is ready to download. You can also download your transcript from VASTO at any time to check your progress.

For group programs, McMillan often presents hard copy certificates at a graduation event at the client's workplace. Your digital certificate is then issued through VASTO.

Certificate vs Statement of Attainment

If you complete all units in your qualification, you will receive a Certificate or Diploma. If you complete some units but not the full qualification — including if you withdraw partway through — McMillan will issue a Statement of Attainment for all units you have completed successfully.

Replacement certificates

If you need a replacement certificate or statement of attainment, contact train@mcmillan.net.au or log into VASTO. Reissue within 5 years is free of charge. After 5 years a fee of $180 applies.

Historical records

McMillan maintains complete certification records from initial registration in 2009. If you need a copy of a certificate from a previous program, contact train@mcmillan.net.au with your full name as it appeared at the time of enrolment, the year, and the course.

If McMillan were to close

If McMillan were to close while you are still enrolled, we would issue a Statement of Attainment for all units you have successfully completed and arrange for your records to be transferred in accordance with ASQA requirements.

Quick Reference — Contact and Support

Contact	Details
General enquiries	train@mcmillan.net.au | 02 6230 0266
Director	ben@mcmillan.net.au | 0406 377 705
Your assessor	Message Assessor in VASTO
Website	www.mcmillan.net.au
VASTO login	https://elearner.net.au/mcmillan
Complaints / Appeals	train@mcmillan.net.au or Lodge a Formal Complaint in VASTO
ASQA	www.asqa.gov.au | 1300 701 801
Lifeline	13 11 14 | www.lifeline.org.au
Beyond Blue	1300 22 4636 | www.beyondblue.org.au
The Salvation Army	13 72 58 | www.salvationarmy.org.au