

2027 - 2029

Student Handbook



Melbourne Training College

RTO 45664 Victoria, Australia

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Welcome to Melbourne Training College.

The purpose of the Student Handbook is to provide you with clear and accurate information where you are required to make an informed decision about the course / training product you are enrolling into and the RTO you have selected.



Youssiff Abdul-Wahed

CEO

Company History

Melbourne Training College was founded in 2021 and focused its training towards the Security Industry. Since Commencement, Melbourne Training College has expanded its Scope of training relevant to the security industry specialising in Certificate II and Certificate III in Security operations with its highly knowledgeable and industry skilled Trainers.

Mission Statement

Our mission is to deliver high quality, industry relevant training and assessment that empowers our students to succeed and contribute to the national workforce.

Vision Statement

To be the leading catalyst for industry innovation by equipping highly skilled, updated and forward-thinking staff; and to empower individuals to achieve their full potential through quality training.

Acknowledgement of Country

MTC Acknowledges the traditional owners of Country throughout Australia and acknowledges their continuing connection to the land, waters and community. We pay our respects to the people, the culture and the Elders past and present.

Enrolment Procedure

☒ Pre Enrolment

Prior to enrolment with MTC, staff will provide you with the course information you request and discuss the course details:

- Course Code and title
- Course duration (starts & End dates)
- Delivery method
- Course fees and charges
- Details of any requirements
- Licensing outcomes
- RPL (If applicable)

☒ Foundation Skills

Foundation Skills are an integral part of a unit of competency and need to be assessed by course providers. Foundation skills that are essential for performance can be explicitly included in the performance criteria of a unit of competency; if not explicitly included, they should be described in the "Foundation Skills" field of the unit of competency in the course document. MTC's (LLN) Language Literacy & Numeracy assessment is designed to ensure participants have the required foundation skills to complete their chosen training program.

Foundation Skills Include:

- Reading skills
- Writing skills
- Oral communication skills
- Numeracy skills
- Learning skills
- Problem solving skills
- Teamwork skills
- Initiative & enterprise skills
- Self-management skills
- Planning & organising skills
- Technology skills

☒ **Language Literacy & Numeracy Assessment**

You may be required to undertake an LLN assessment so we can review your skills; to ensure you have the necessary Language, Literacy and numeracy to undertake the intended training. The LLN Assessment is an indicator to our staff to see if you need support and if MTC is capable to provide that support.

(If you have completed a course at a level above the course being undertaken, you are exempt from the LLN)

☒ **Digital Literacy**

If you are enrolling into any online / e-learning courses, MTC will review the skills and competencies of VET students prior to enrolment. This is to ensure you have the skills, knowledge and equipment required to complete the selected training programme.

MTC will review the following:

- That you have access to the required hardware and software required to complete the course
- **Hardware** – Computer, printer, mouse, keyboard, microphone, speakers
- **Software** – Word, PDF reader, web browser and email

☒ **Inclusive Training Environment**

MTC is committed to providing a safe and inclusive training environment for all students. This includes ensuring the learning environment is free from racism, discrimination or any other form of harassment.

(USI) Unique Student Identifier

All students are required to provide a valid **Unique Student Identifier (USI)** when enrolling in a course.

Upon receiving your USI, our staff will verify the number through the official USI Portal at www.usi.gov.au

If your USI cannot be verified, you will be asked to log in to the USI Portal and update your details. This may be necessary if you have changed your name or other personal information since creating your USI.

MTC cannot issue nationally recognised credentials, including Certificates or Statements of Attainment, unless a valid USI has been provided and verified.

☒ **USI Reporting**

MTC submits student training data to the USI system on an annual basis (on or by the 28th of February)

Students should allow sufficient time for their training records to appear on their USI Transcript following the relevant reporting period.

If your completed training is not appearing on your USI Transcript, please contact MTC for assistance.

RPL and CT

☒ **Recognition of Prior Learning (RPL)**

We encourage all prospective students to understand the RPL process and the benefits it offers.

MTC's RPL process is simple, fair, equitable, and non-discriminatory, ensuring participants understand and accept the outcome. If you believe you're eligible for RPL, please indicate this on your enrolment form so our staff can discuss it with you further. We'll then assist you in completing the RPL application and gathering the required evidence, and the outcome of your application will be explained to you clearly.

☒ **Credit Transfer**

To apply for a credit transfer, you'll need to provide the statement of attainment or qualification issued by another RTO so MTC can verify it. These documents must clearly show the units of competency you completed.

Course completed after 1 January 2015: You must provide a copy of your USI Transcript to MTC (available free at www.usi.gov.au).

Course completed before 1 January 2015: You must provide a copy of your Certificate or Statement of Attainment and MTC will verify its validity with the issuing RTO.

If the issuing RTO is no longer operating: You'll need to apply to ASQA for a copy of your records (enquiries@asqa.gov.au)

Industry Licensing Requirements

Where your chosen course leads to licensing outcomes, MTC staff will ensure you're aware of any requirements that could prevent you from obtaining a licence (commonly known as disqualifying offences).

Disability and Reasonable Adjustments

MTC, as an RTO, has obligations under the Disability Standards for Education 2005 to ensure students with disability can access and participate in training on the same basis as their peers. As part of this, MTC works with students to support disability disclosure (if they choose) and to make reasonable adjustments enabling equitable participation in training and assessment.

Disclosing a disability or ongoing ill health, including mental ill health, is entirely your choice and is never a requirement for participating in a training product. However, sharing information about how your disability affects you during enrolment helps MTC make appropriate reasonable adjustments to your training, including:

- Description of your condition
- Reason for requesting a reasonable adjustment
- How the disability impacts your training
- The specific adjustment required
- Visit our website: www.melbournetrainingcollege.com.au

OHS & WHS

☒ Occupational Health & Safety and Work Health & Safety

MTC will fulfil its responsibilities under the Occupational Health & Safety ACT 2004, regulated by WorkSafe Victoria; and

Work Health and Safety Act 2011 and Work Health and Safety Regulations 2017, which outline our duty of care to provide a safe and healthy working environment for everyone. MTC is committed to providing a healthy, safe, risk and hazard-free environment for its clients, employees, contractors, neighbours, and the surrounding environment.

We believe workplace safety is a shared responsibility. We encourage everyone at the workplace to follow safe work practices and report any hazard, accident, incident, near miss, or behaviour that poses a threat to your safety or the safety of others. Any hazards reported will be acted upon immediately.

Drugs, Alcohol & Intoxication

MTC has a zero-tolerance policy towards illegal drugs. Anyone found in possession of, or under the influence of illicit drugs will be asked to leave the premises. In some cases, prescription medication may affect your performance, so please discuss this with your trainer or CEO before your course begins or at the time of enrolment.

Smoking & Vaping

MTC operates a smoke-free policy (including for those holding a prescription) to provide a safe and healthy environment for our clients, staff, contractors, and visitors. Smoking or vaping is permitted in designated areas only.

Assistance Animals

MTC allows students to be accompanied by an assistance animal, provided the animal is accredited to assist a person with a disability or impairment.

- If the animal is a guide dog, the owner must produce certification of its guide dog training, with a copy lodged with the relevant People Leader.
- Certification for assistance animals requires that the animal is in healthy condition and up to date with vaccinations, worming, and flea treatments — a current vaccination certificate must be shown.

As part of planning for assistance animal arrangements, staff will assist with access and the student / pet owner will be responsible for providing adequate care for the animal, including:

- Provision of food and water
- Provision for hourly toileting breaks, with prompt waste collection and disposal
- Provision of appropriate rest and appropriate handling
- The student / pet owner is responsible to clean (or pay for cleaning services) if any soiling should occur where it may be required. (e.g. soiling on the carpets)

Electric Vehicles

MTC does not have charging facilities for electric vehicles, including motor vehicles, eScooters and bicycles. Access to general-purpose electrical sockets for charging electric vehicles is not provided. All electric vehicles must be parked in the car park or bicycle rack.

Dress Standards

To help comply with OHS / WHS requirements, MTC requires all students to attend class in neat casual and modest attire, including enclosed shoes. (Thongs and sliders are not acceptable).

☒ **Specific Course Dress Code - Firearms Courses**

- Students must bring a baseball cap to class on all range days
- Belt and suitable pants for mobility of Range activities
- Safety glasses and ear protection
- Students must bring water and lunch (limited facilities may be available)

Privacy and Confidentiality

☒ **Personal Information**

All student information is securely stored in our Student Management System (VETtrak)

To minimise security breaches, Student Files and photocopied identification or residency documents are kept confidential and locked away prior to course commencement and after course has concluded. Throughout the duration of the course the trainer and administration staff have access to student files for course processes.

After the storage period regulated via ASQA has passed, files are shredded by a professional shredding company for confidentiality and safe disposal.

☒ **Anonymity and Pseudonymity**

Students have the option of using a "preferred name" during the course to protect their identity from others in the class.

Students must complete the enrolment form in full, providing both their legal name and any preferred name. Where a preferred name is entered on the enrolment form, the administration officer will record it in Student File & VETtrak and use only the preferred name on sign-on and attendance sheets.

☒ **Direct Marketing**

MTC staff will only use personal information collected from students for the following purposes (we will not sell your data to anyone):

- Completion of student surveys
- Notification of changes to the RTO as required by the Standards for RTOs
- Marketing of MTC's training and assessment services
- Providing requested information to regulators during the conduct of audits

☒ **Privacy of Complaints and Appeals**

MTC will protect the privacy and confidentiality of all parties involved. Sensitive handling of information ensures students feel safe and supported when lodging an appeal. MTC will only disclose sufficient details of a complaint or appeal as needed to resolve it.

Students may elect to remain anonymous when lodging complaints or appeals; however, this may hinder our ability to resolve the issue to your satisfaction.

Fees and Charges

☒ Refund Policy

MTC has a no refund policy on all its short courses if the refund is requested once the course has commenced. If a refund has been requested prior to the course commencement, MTC may refund the deposit less the administration fee (outlined specifically for each short course in the enrolment form) if the refund has been requested prior to course commencement date.

Please review the refund policy on your selected course enrolment form for specifications in relation to refund on the selected course.

☒ Fees

MTC publishes a price list for each training product delivered. This price list is subject to review and prices may vary depending on the course time structure; and/or between states due to differing regulator requirements.

Course fees do not include licence fees — these are paid directly to the regulator by the student.

☒ Payment

MTC accepts cash, direct deposit, debit cards, and credit cards.

☒ When Does Training Commence?

All face-to-face courses are deemed to commence on the date listed on the enrolment form. All e-learning courses are deemed to commence on the day access to the e-learning course is granted.

☒ Changing or Deferring a Course

Students may transfer from one course date to another depending on the specific course. Further details are listed on the course enrolment form as each course duration and requirements differ from one another.

Transfer fees apply if the transfer has been requested during the commencement / duration of the course.

☑ Guarantee for Fees Paid in Advance

MTC guarantees the security of any payments made in advance by, or on behalf of potential students. We issue a receipt and ensure fees are used only for their intended purpose, with the refund policy adhered to in all cases.

In the event of MTC's financial failure, we may subcontract any remaining training, assessment, or program requirements to another approved RTO at no additional cost to the student. Alternatively, students have the right to transfer to any other RTO of their choosing and receive a full refund from MTC, along with a Statement of Attainment for any units they had completed and demonstrated competency in.

☑ GST

Accredited Vocational Education courses are GST-free; non-accredited training incurs GST.

☑ When We May Charge Extra

Further costs will apply for assessment attempts where resources are required, such as firearms reaccreditation. These costs may include disbursements like range hire, targets, and ammunition. No additional instructor costs will be charged.

☑ Re-Assessment (Online Assessments)

If Applicable to the course - Students completing knowledge assessments online via our assessment management system are provided five (5) attempts to complete their responses. During these five attempts, students are only required to complete the questions they answered incorrectly. After five attempts, students will be required to reattend the training session (online or face-to-face) and answer all questions again in subsequent attempts.

☑ No further costs will be incurred for reassessment.

Students completing practical assessments (also known as role plays or skills assessments) will be given multiple assessment attempts until deemed satisfactory. No further costs will be incurred for these reassessments.

Issue of Certificates

☒ **How Certificates Are Issued**

To maintain the integrity of our certificates and provide a free verification service, all certificates and statements of attainment are issued via hard copy collection or emailed to the client. Certificates contain a QR code that can be scanned by regulators and employers to verify authenticity, and each certificate is issued a unique number.

☒ **Certificate Information**

If you lose or misplace your certificate, you can contact our administration team for issuance of a new one.

admin@mtc.vic.edu.au

Complaints and Appeals

☒ **Informal Complaints**

Students can lodge a complaint or appeal verbally, by phone, email, or through a third party. Staff will promptly contact the relevant parties to resolve matters within their range and responsibilities. Otherwise, you'll be advised to make a formal complaint using our Complaint & Appeal Form.

☒ **Formal Complaints**

A formal complaint must be lodged in writing to any staff member — in person, via email, using our website, or through other communication methods. We recommend using our Complaint & Appeal Form. Upon submission, we record the complaint or appeal on our complaint and appeal register and give you a receipt with the acknowledgement number, date, and staff signature.

The CEO will consult with staff and the involved party, investigate the matter, gather all relevant information about the complaint, and prepare a resolution aimed at the participant's satisfaction. The case will be closed once you're satisfied with the outcome, and you'll receive the outcome in writing along with the reasoning behind that decision.

All complaints will be treated in confidence, and details will only be disclosed on a need-to-know basis.

☒ **Mediation**

Should a satisfactory resolution not be reached following consultation with the CEO, a suitable independent person or panel will need to be agreed upon by both the appellant and MTC to resolve the matter. This could be an external trainer/assessor or an independent commercial mediator.

Each party will be responsible for their own costs relating to the independent person or panel.

The CEO will negotiate the identification and engagement of a mutually agreed person or panel. This process's timeframe may be extended due to unforeseen circumstances or the mediator's availability. If the grievance is resolved through mediation, the decision will be recorded and no further action is required.

If the grievance is resolved through mediation but the student remains unsatisfied with the decision, the student can escalate the complaint to the Australian Skills Quality Authority (ASQA), the external regulator and primary point of contact for all complaints.

☑ Unresolved Complaints

Students can lodge a complaint with ASQA after following MTC's internal complaints and appeals procedures. If, after completing this internal process, you still believe MTC is breaching (or has breached) its legal requirements, you can submit a complaint to ASQA.

Details for lodging a complaint against an RTO can be found on the ASQA website at <https://www.asqa.gov.au/complaints>, by calling the ASQA info line on 1300 701 801, or by emailing enquiries@asqa.gov.au.

☑ National Training Complaints Hotline

Students can also register a complaint with the National Training Complaints Hotline at <https://www.education.gov.au/NTCH>, by phone on 13 38 73 (Monday–Friday, 8am–6pm nationally), or by email at skilling@education.gov.au.

The National Training Complaints Hotline offers access to a Translating and Interpreting Service and a National Relay Service.

☑ Complaints Are an Opportunity for Improvement

MTC values complaints, as they give us the opportunity to improve our products and services. You can also reach us directly at admin@mtc.vic.edu.au

General Terms & Conditions

☒ **Learner Management System**

MTC operates a Learner Management System (LMS) for certification purposes and USI recording of courses.

☒ **Plagiarism**

All assessment materials submitted for a course are expected to be the student's own work.

Plagiarism means using someone else's work and presenting it as your own. Failing to properly acknowledge the origin, source, or ownership of material is a form of academic dishonesty. It's reasonable to research material while completing an assessment — however, all sources must be clearly referenced.

Plagiarism is considered academic dishonesty and a breach of academic integrity. Where plagiarism or other forms of academic dishonesty are found to have occurred, this may result in failure of the related unit or course, and dismissal from the remainder of the course without refund or acceptance into another course.

☒ **Protection of Children and Minors**

Staff and students must ensure that any children or minors on our premises are protected against any form of sexual harassment. Any offence, suspected offence, or suspicious conduct must be reported to the CEO immediately.

MTC will make every effort to protect any staff member, student, or visitor against false or unfair allegations of child or sexual abuse.

☒ **Entry Requirements**

Some courses may have entry requirements, which our staff will explain to you prior to accepting your enrolment. For example:

Transport Security Protection (TSP) — to participate in the TSP course, you will need an ASIC/MSIC or Job Ready Certificate.

Fees apply (our staff can assist with this process).

☒ **Statutory Rights**

All consumers have legal rights known as Statutory Rights to warranties and refunds. MTC's Refund Policy recognises these rights, and we have published the ACCC

Visit our website: www.melbournetrainingcollege.com.au

Guide for Consumers and Businesses about Warranties and Refunds on our website and student management system (in the same location as this handbook).

☑ Attendance

Students must attend all scheduled classes (including face-to-face sessions, online tutorials, GoToMeeting/Zoom sessions, etc.) prior to completing any assessment activities. Students in online courses may study at their own pace and in their own time but must complete all coursework prior to attending face-to-face assessment activities. Where a student attending face-to-face training sessions is absent, they can either reschedule to another training session or request access to online training (if applicable for the course) to make up the content.

☑ Student Behaviour Misconduct

We aim to provide an environment free from unacceptable behaviour and to promote a positive learning environment for all learners. This policy encourages acceptable behaviour and informs all staff and learners of expected standards of conduct.

Behaviour misconduct is any action that breaches our policies, including but not limited to:

- Any act or failure to act that endangers the safety or health of another person
- Acting in a way that causes learners, staff, or other persons within our RTO to fear for their safety
- Acting in a way that causes damage to RTO property
- Being under the influence of prohibited drugs or substances, including alcohol
- Abusive behaviour / verbal / physical

☑ Student Rights

Students have the right to:

- Be always treated with respect, fairness, and without discrimination, regardless of religious, cultural, racial, or sexual differences, age, disability, or socio-economic status
- An environment free from all forms of bullying and harassment
- Work in a safe, clean, orderly, and cooperative environment
- Have their personal property protected from damage or misuse
- Have complaints and appeals settled in a fair and rational manner
- Work and learn in a supportive environment, free from interference by others
- Privacy, dignity, and confidentiality

Visit our website: **www.melbournetrainingcollege.com.au**

- Quality provision of courses that recognise and appreciate individual needs and learning styles, with no hidden costs
- Expect truth in advertising
- Be informed about the policies and procedures relevant to them
- Express and share ideas and ask questions
- Be treated with politeness and courtesy at all times

Pandemic Guidelines

In the case of any pandemic, MTC will follow the government health protocols.

☒ Campus health and attendance

- Students are instructed not to come to campus if they exhibit any symptoms (such as fever, cough or chills)
- Students must stay home until acute symptoms are clear
- All personnel and Students may need to wear masks either voluntary or mandatory depending on the government regulations.
- Flexible learning modes may be established (dependant on the course requirements via regulator)
- Absences and extensions may be granted if studies are disrupted by illness, isolation requirements or caregiving responsibilities

Industry Licensing

☑ Licenses

As a Registered Training Organisation, MTC issues nationally recognised qualifications and statements of attainment. However, some regulators impose additional requirements, including:

- Delivery of the qualification within their state by a trainer they've approved
- Mandated packaging of the qualification with specific units of competency selected by the regulator
- Applicants meeting probity requirements (e.g. no criminal convictions)
- A minimum number of years of relevant experience (e.g. for Builders Licences)

Attending MTC's pre-enrolment procedures will ensure you understand the requirements in your jurisdiction and select a course suited to your needs. While MTC cannot guarantee that completing a course will result in an industry licence, we ensure our training meets all applicable regulatory requirements.

Regulators may change their qualification, probity, or experience requirements at any time — and often do. MTC cannot be held responsible for such changes.

☑ Mutual Recognition Act

Under the Mutual Recognition Act 1992, a licence held in one Australian state entitles you to obtain an equivalent licence in any other state.

☑ Security Licensing

Nationally Recognised Qualifications

The CPP20218 Certificate II in Security Operations is the nationally recognised qualification accepted by all state and territory regulators. However, the following jurisdictions apply additional conditions:

Victoria

Training must be delivered within Victoria by a trainer approved by the Licensing Regulation Division (LRD). This also applies to endorsement training such as armed guard, cash-in-transit, canine, and control room.

Other States

All other states and territories accept the CPP20218 Certificate II in Security Operations, regardless of which RTO or jurisdiction issued it.

MTC does not hold the appropriate approvals for other states. Please check with our administration team that a course meets your specific requirements before enrolling.

Third Parties & Franchisees

☒ Third-Party Relationships

MTC is not involved in franchisee or third-party business agreements at this time.

Victoria, Training Locations

11/8-14 Motto Drive, Coolaroo 3048

1-3 The Gateway, Broadmeadows 3047

Contact Melbourne Training College

General enquiries - 1800-453-276

Administrations – 0493-282-062

General Manager – orkun@mtc.vic.edu.au

CEO – info@mtc.vic.edu.au

Website: melbournetrainingcollege.com.au