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ABN 82 110 439 551 ACN 110 439 551

Student Enrolment Information 2020/2021

1. **General Pest Management for Licensing**
2. **Timber Pest Management**
3. **Certificate III in Urban Pest Management**

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Thank you for choosing to enrol with MPL Training Centre Pty Ltd (MPL). MPL is committed to high standards in the provision of vocational education and training (VET) programs in Urban Pest Management.

MPL is a Registered Training Organisation - RTO Code: 91015, with the Australian Skills Quality Authority (ASQA). We comply with the Standards for Registered Training Organisations (RTO's) 2015 and comply with the Australian Qualifications Framework (AQF). We offer Nationally Recognised units of competence and the Certificate III in Urban Pest Management as specified on our Scope of Registration. This information is publicly available at any time on www.training.gov.au. MPL is recognised by all state and territory licencing bodies throughout Australia.

We offer the following Statements and Qualification: (course fees are specified on the booking form)

Statement of Attainment for General Pest Licensing

This skill set must be completed within 12 months of your enrolment date. It covers the three units required for licensing in most states or territories, including NSW, QLD and Victoria.

Statement of Attainment for Timber Pest Management

This skill set must be completed within 12 months of your enrolment date. It covers the two units required for timber pest management. These units are currently required for insurance companies and for some state licencing.

Certificate III in Urban Pest Management CPP30119

This qualification must be completed within 18 months of your enrolment date. Those on a government funded traineeship must complete within 2 years. It includes all units required for licensing, termites and timber pest management, as well as other relevant technical units (full list of Units of Competency on the following page)

National Pest Management Competencies

The following details each individual unit of competency and how each of the units are grouped into relevant "Skill Sets"

To achieve licensing you require#:

- CPPUPM3005 (Unit 5) Manage pests without applying pesticides
- CPPUPM3006 (Unit 6) Manage pests by applying pesticides
- CPPUPM3018 (Unit 18) Maintain equipment and pesticide storage area in pest management vehicles



#Please note, there may be additional requirements for licensing in your state, please contact your state licensing office for this information.

NSW	Environment Protection Authority	Phone 02 9995 5555
QLD	Queensland Health – Licensing Section	Phone 07 3328 9310
VIC	Department of Health – Pest Control Program	Phone 1300 767 469

To achieve Timber Pest Management you will require:

- CPPUPM3008 (Unit 8) Inspect on and report on timber pests
- CPPUPM3010 (Unit 10) Control timber pests



#Please note, there may be additional requirements for insurance in your state, please contact your nominated insurance company for this information.

To achieve Certificate III in Urban Pest Management (CPP30119)

To achieve this qualification, competency must be demonstrated in:

- 10 units of competency:
 - 5 Core units
 - 5 Elective units



Core Units

CPPCMN3004	Respond to enquiries and complaints
CPPUPM3005	Manage pests without applying pesticides
CPPUPM3006	Manage pests by applying pesticides
CPPUPM3017	Maintain, service and repair pest management equipment
CPPUPM3018	Maintain equipment and pesticide storage area in pest management vehicles

Elective Units

CPPUPM3008	Inspect for and report on timber pests
CPPUPM3010	Control timber pests
CPPUPM4001	Assess and select pest management vehicle and equipment
CPPUPM4002	Schedule, organise and monitor pest management operations
CPPUPM4003	Assess and advise on pest management options for sensitive operations

CPPUPM3042 (Unit 42)	Install termite management systems
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This unit is a requirement for some states and may also be a requirement for the installation of some new building products. Please contact your state licensing body and/or product manufacturers before enrolling in this unit.

Certificate IV in Urban Pest Management (CPP41619)

The qualification applies to people working in higher positions in the pest management industry. It is also open to anyone who has completed CPP30119 Certificate III in Pest Management, which is a prerequisite.

We are currently only offering this qualification by Recognition of Prior Learning (RPL) or Credit Transfer (CT). You will need to be able to provide documentary and/or other evidence that you have the higher level of competence required to choose this path. Please see more information on RPL in this document.

We understand that some students will want to do this course in the usual ways, so we are working hard to complete training and assessment materials for mixed-mode and correspondence delivery.

A full list of core and elective units may be found here:

<https://training.gov.au/Training/Details/ CPP41619>

MPL may not offer all available units so please contact us to discuss your training and assessment needs.

MPL provides two main options for Training and Assessment. The two options may also be blended into a mixed-mode delivery. Our courses are generally offered by either “Mixed Mode” delivery or full correspondence/distance learning.

Option 1. Full Training and Assessment

Full Training and Assessment (Mixed Mode - Face to Face)

“Mixed mode” includes a “Face to Face” training component of up to 5 full days which will include theory by way of engagement with the trainer and learning materials, as well as written self-assessments and practical assessment. While some practical training and assessment is included in the classroom courses, the student is expected to gain some practical experience by working in the field or attending practical experience and practical assessment workshops offered by MPL. This also forms part of their **Final assessment**.

Option 2. Full Training and Assessment by Correspondence

The Correspondence/Distance learning pathway is where a full complement of training and assessment resources are sent out to you. This is theory work by way of engagement with training resources and industry materials as well as written self-assessments, practical experience and practical assessment. Practical experience and assessment will need to be completed prior to your **Final Assessment**.

Option 3. Recognition of Prior Learning (RPL)

Recognition of Current Competency (RCC)

Students who consider that they already possess the competencies identified, in all or part of any course/qualification offered by MPL, may seek recognition. RPL is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that RPL is an assessment process not an assumption of competence.

RPL is the determination, on an individual basis, of the competencies obtained by a student through previous formal training, work experience, and/or life experience. RPL therefore determines the consequent advanced standing to which the student is entitled in relation to a course/qualification. The main focus of RPL is what has been learned rather than how, where or when it was learned. RPL focuses on both the demonstration of competence and the currency of that competence to industry standards. **Students wishing to undertake RPL should contact our office to obtain a separate application form.**

National Recognition (Credit Transfer)

MPL is committed to recognising the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). National recognition comes into effect when a Statement of Attainment or qualification provided by a student has the same national competency codes as those that form part of the training and assessment program within which the student is enrolled or is intending to enrol. Students wishing to apply for National Recognition should contact our office.

About Practical Work Experience and Assessment

Whether you are a Face to Face, Correspondence or RPL student, you will usually complete all initial written tasks at home or any other chosen location. You will then need to attend to the practical requirements of the course. To be fair, reasonable and flexible with our training and assessment, you will need to demonstrate your practical experience. This will reveal whether you are job-ready and will help prepare you for real workplace opportunities. The following options are available:

1. **Three (3) day Practical Experience Workshop** with MPL or work in the industry to do Practical Experience tasks with a Licenced Pest Technician. Practical experience is conducted over three (3) days with an MPL Trainer/Assessor and you will cover a variety of practical experiences. Practical experience must include a series of pests (and pest sites) which will be organised for you. This work can also be organised and completed separately with your Workplace Supervisor, whilst working in the industry.

The sites mentioned above are set out in your **General Pets (GP) and Timber Pest (TP) Practical Experience Project booklets** which is found in your **GP or TP Training Kit Folders**.

2. **Two (2) day Practical Assessment Workshop** conducted by MPL Training Centre Pty Ltd is where your Practical Skills will be assessed while undertaking a number of Practical Assessment tasks. Alternatively, you can provide video evidence with your Licenced Pest Technician/Supervisor of these Practical Assessment tasks. Your video evidence should be submitted on a USB for an MPL Training Centre Assessor to assess along with your completed workbooks. Full details will be provided if you choose this option.

Final Assessment

Your "Final Assessment" will take place once you return all of your assessment documents to our office. A full list will be provided in your Training Kit and but generally includes the completed evidence of your:

1. *Theory Workbook*
2. *Practical Experience Project Booklet*
3. *Practical Assessment Booklet*
4. *Final Knowledge Quiz*
5. *Photos as directed*
6. *Videos on USB (if applicable)*
7. *Copy of your Driver's Licence*
8. Copy of the Pest Management Licence for your Supervisor (applicable only if submitting Videos)

Please note that follow up gap assessments and/or supplementary training may be required in part or in full, where you have not been found competent in the evidence you have provided.

Are my student fees protected?

Yes! All student fees are protected and available for refund as per our **Refund Policy** set out in this document.

#IMPORTANT – How do I know if my training course has commenced?

Your training course commences either:

- On the date when a proportion, or your complete training and assessment materials are despatched to you by mail, email etc; or
- On the date of the first day of training in a face to face classroom or mixed mode training environment.

Refund and Fee Policy

We will not issue refunds for:

- Any enrolment that falls within 21 days (or less) prior to the commencement of any course. This includes all classroom, practical experience and assessment workshops. This means that if you book and enrol in any course that is inside the 21 day period, you are not entitled to a refund.
- Any reason, medical or otherwise, once the student's course has commenced.
- Change in student's work hours
- Inconvenience of travel to training or assessment
- Moving interstate
- Job change or retrenchment
- Students who leave their employment or withdraw from the course/module qualification before finishing course/module/qualification.
- Students who have participated in activities of misconduct and have been requested to leave the course before completion. See more information in this document.
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We will only issue refunds when:

- An enrolment in any course or assessment has been cancelled by us.
- A Student gives us written notice 21 days prior to commencement of each individual course, qualification, training or assessment workshop or "Assessment Only" pathway.
- Review of RPL indicates that student does not have to undertake the course/part of the course.
- A Student notifies us before the commencement of the course that they are unable to attend due to extended hospitalisation/illness, and/or pregnancy/childbirth. (Doctors Certificate Required)

Cancellation fee

An administration fee of 25% applies for all cancelled enrolments including each individual student as follows:-

- Cancellation for Course 1. Pest Management Licensing Course, including Units CPPUPM3005, CPPUPM3006 and CPPUPM3018.
- Cancellation for Course 2. Timber Pest Management Course, including Units CPPUPM3008, CPPUPM3010.
- Cancellation for all other individual RPL/RCC pathway enrolments, individual training courses, In-house training courses or courses developed to encompass specific units of competency.
- Practical Assessment Workshops.

Student / Course Transfer Policy

At the discretion of MPL Training Centre, students who do not meet the criteria for a refund may be able to postpone their training to a later date. This is offered on a once only basis and fees will be held in credit for a maximum of 6 months. Alternatively, students may also change their enrolment to distance education and complete their course by correspondence (fees apply). Please contact MPL for further details.

Students who do not attend their scheduled course or workshop are able to transfer to a course or workshop at a later date (fees apply). This is offered on a once only basis. Alternatively, students may also change their enrolment to distance education and complete their course by correspondence (fees apply). Please contact MPL for further details.

Course transfers are available for students who wish to change their delivery mode from Correspondence to Face to Face or vice versa (fees apply).

Loss of Training Materials

If you have lost your training materials, the cost of replacement, handling and postage costs are as follows:

Units 5, 6 & 18 only:	\$45.00
Units 8 & 10 only:	\$75.00
Entire Certificate III:	\$125.00
Textbook:	\$85.00

Copy of Your Submitted Assessment Materials

If you have submitted your assessment materials for assessment and require a copy of your work (via email or post) a fee of \$50.00 will apply for administration, postage and handling.

Replacement of Qualification

Where a student requests a replacement qualification due to loss or damage a fee of \$50.00 will apply for administration, postage and handling.

Copyright

All training materials provided are protected by Copyright Laws and international copyright treaties, as well as other intellectual property laws and treaties. The training materials are provided for your usage. They remain the copyright property of MPL at all times.

You are granted the following rights.

1. **Grant of Use.** You may use the training materials for the completion of your studies and for on-going reference in your industry operations.
2. **Description of other Rights and Limitations.** You must always acknowledge the copyright ownership of the paperwork by MPL. You must not re-print in part or whole any of the training materials provided without permission from MPL.
3. **Termination.** The use of copyright material will be immediately terminated if you cancel your enrolment. In this case you must immediately cease use of the copyright material.

OUR COMMITMENT TO YOUR TRAINING AND ASSESSMENT

MPL is committed to providing quality training and assessment services. We are responsive to needs and continue to develop products and services to meet those diverse needs of students by providing flexible learning opportunities. We achieve this by:

1. Providing training and assessment services that;
 - Are developed in consultation with industry
 - Meet the requirements of the Property Services Training Package, Pest Management Units of Competence and MPL's own training and assessment strategies.
2. Ensuring training and assessment is delivered by trainers and assessors who:
 - Have the necessary training and assessment competencies as determined by the Standards for RTO's 2015, and
 - Have the relevant vocational competencies at least to the level being delivered or assessed, and
 - Can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and
 - Continue to develop VET knowledge and skills as well as their industry currency and trainer/assessor competence.
3. Delivery and assessment methods used, meet specific quality requirements and are chosen to best suit the unit of competency, while giving full consideration to the learning style of the student. A number of delivery methods may be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.
4. MPL offers flexible delivery in various forms of delivery to accommodate the varying needs of students. Most current courses and all new courses are offered in a face- to-face environment, via correspondence, or Recognition of Prior Learning (RPL/RCC), or a combination of these.
5. Ensuring assessment including Recognition of Prior Learning (RPL):
 - Meets the requirements of the relevant Training Package or accredited course.
 - Is conducted in accordance with the principles of assessment and the rules of evidence.
 - Meets workplace and, where relevant, regulatory requirements.
 - Is systematically validated.

Student Needs

MPL establishes the needs of students and delivers services to meet these needs.

1. Licencing

All competency based training provided by MPL leads to licencing in various Australian States and Territories. For more information on courses for licencing please visit our website, www.mpltraining.com.au

2. Entry Requirements

Trainee must be 18 years (17 years in QLD) of age or over;

You must be a fit and proper person

- **Language, Literacy and Numeracy**

Prior and during the enrolment process MPL assesses the Language, Literacy and Numeracy (LLN) needs of all students (including Culturally and Linguistically Diverse (CALD), Aboriginal and Torres Strait Islander (ATSI), LLN and Disabled Students) and makes appropriate concessions for language, literacy and numeracy issues of students, where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment. Where students are identified with LLN issues we provide a Language, Literacy and Numeracy Introductory Assessment to ascertain whether the student meets the levels required. Advice is given to all students on the appropriate action if there is a need to update literacy and numeracy skills. MPL can assist in providing additional information to increase LLN prior to completing your enrolment. Generally TAFE provides courses in LLN foundation skills. In the event that a student has been identified with LLN needs after enrolment, we will hold their fees in preparation for future recommencement of their chosen course.

- **Special Needs**

Students intending to enrol for training with MPL are requested to advise us if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment. Students with disabilities or impairments are encouraged to discuss with the Principal Director any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies. The Principal Director, in collaboration with the student, will assess the potential for the student to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the students learning.

Record Keeping

MPL keeps complete and accurate records of the attendance and progress of students, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to students on request. Students are required to keep a copy of all work submitted for assessment. No responsibility is taken for lost work.

Certificates

There are three types of certificates issued by MPL's Chief Executive Officer (CEO). Certificates can only be awarded in accordance with our approved scope.

1. Qualification

Issued under the Australian Qualification Framework (AQF) for nationally recognised training. This qualification is the Certificate III in Urban Pest Management.

2. Record of Results

Accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved.

3. Statement of Attainment (SOA)

Issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a student is deemed competent in specific units of competency but where not all units making up a full qualification have been achieved. Minimum achievement for a SOA is one unit of competency. If you have completed part of your Certificate III in Urban Pest Management, you can request a SOA at any time during your training.

4. Authenticity of documents

All certificates and Statements of Attainment (SOA) are created and printed only once and are individually signed by the CEO. We do not copy, pdf or email certificates under any circumstances. If a certificate or SOA is lost, then the student must complete a request to have the document reissued. Charges apply.

Certificates will only be posted to the nominated postal address, as advised on documents submitted for assessment. The onus is on the student to ensure their address details are correct and current. Certificates will not be sent to other parties, without the expressed prior written permission from the student.

Course Fees

MPL has developed a fair and equitable process for determining course cost, fee refunds and payment options. Course fees and other charges are outlined in our Enrolment Forms and on our website. Once your enrolment has been accepted, enrolment fees must be paid up front before courses commence. Additional fees may be charged for additional assessments if required.

#Please note: Our courses require you to complete practical experience and practical assessments. These are conducted during our **Three Day Practical Experience** and **Two Day Practical Assessment Workshops**. You can enrol in these workshops at the same time as you enrol your face to face classroom, correspondence or RPL delivery. Alternatively, you can enrol in the workshops separately and attend at a later date that is a more convenient. You must however complete your course within the timeframes indicated in the student information.

RTO Cancellation of courses

MPL reserves the right to cancel a scheduled course, if insufficient enrolments are received prior to course commencement. Students will be offered to transfer to courses at a later date, or to transfer to a correspondence course. If the student does not want to accept either of these options a full refund will be provided.

Training Guarantee

Students will be informed in writing of any changes to the business that will impact their training.

If MPL was to close all students affected by the closure will be given the opportunity to complete their training. ASQA will be provided with a report of all qualifications issued. This report is available to ASQA via our VETtrak Student Management System.

Student Records

MPL maintains an individual student file for every student who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. This file is available to you. Please note however, that some training and assessment materials may only be retained in a file for a period of six (6) months after the completion of your training.

In accordance with Privacy laws and confidentiality requirements, your file is kept in a locked environment. Those who can access your information include MPL personnel for training and assessment purposes and Auditors assigned by ASQA for quality auditing purposes. No other person/student can and will have access to your personal student file without your prior written permission. If you would like access to your personal records simply contact our office in writing at any time.

Privacy

MPL is bound by the Privacy Act and respects students, staff and trainers' right to privacy. Information is collected from students upon initial enquiry in order to send out course information, and is collected at enrolment and during the provision of the training and assessment services. MPL may use personal information to advise students of upcoming events and training course, for marketing and research purposes.

MPL collects, analyses and acts on relevant feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training. This information is treated confidentially. MPL will only disclose information to other parties as stated above, or as otherwise allowed under the Privacy Act 1988. Our privacy statement may be revised from time to time and is available on our website; www.mpltraining.com.au

Under the *Data Provision Requirements 2012*, MPL is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by MPL for statistical, administrative, regulatory and research purposes. MPL may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
 - facilitating statistics and research relating to education, including surveys and data linkage;
 - pre-populating RTO student enrolment forms;
 - understanding how the VET market operates, for policy, workforce planning and consumer information; and
 - administering VET, including program administration, regulation, monitoring and evaluation.
- You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

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

ASSESSMENT INFORMATION FOR STUDENTS

Throughout your training we are committed to your learning by providing a training and assessment framework that ensures the knowledge gained through training is translated into practical on the job improvements.

You are going to be assessed for:

- Your skills and knowledge using written and observation activities that apply to the workplace.
- Your ability to apply your learning.
- Your ability to recognise common principles and actively use these on the job.

All of your assessment and training is provided as a positive learning tool. Your assessor will guide your learning and provide feedback on your responses to the assessment materials until you have been deemed competent.

HOW YOU WILL BE ASSESSED

The process we follow is known as competency-based assessment. This means that evidence of your current skills and knowledge will be measured against national standards of best practice. Some of the assessment will be concerned with how you apply your skills and knowledge in the workplace, and some during training as required.

The assessment tasks have been designed to enable you to demonstrate the requirements of the performance criteria and knowledge in each unit to successfully demonstrate competency.

Your assessor will ensure that you are ready for assessment and will explain the assessment process. Your assessment tasks will outline the evidence to be collected and how it will be collected, for example; a written activity or demonstration and observation.

The assessor will also have determined if you have any special needs to be considered during assessment. Changes can be made to the way assessment is undertaken to account for special needs and this is called making Reasonable Adjustment.

What happens if your result is 'Not Yet Competent' for one or more assessment tasks?

Our assessment process is designed to answer the question "has the desired learning outcome been achieved yet?" If the answer is "Not yet", then we work with you to see how we can get there.

In the case that one or more of your assessments has been marked 'NYC', your trainer will provide you with the necessary feedback and guidance, in order for you to resubmit your responses.

What if you disagree on the assessment outcome?

You can appeal against a decision made in regard to your assessments. An appeal should only be made if you have been assessed as 'Not Yet Competent' overall and you feel you have sufficient grounds to believe that you are entitled to be reassessed as competent. You must be able to adequately demonstrate that you have the skills and experience to be able to meet the requirements of units to which you are making the appeal.

Our office will outline the appeals process, which is available to the student. You can request a form to make an appeal and submit it to our administration officers. Our Assessment Team will examine

the appeal and you will be advised of the outcome within 14 days. Any additional information you wish to provide may be attached to the appeal form.

Assessment Guide

The following table shows you how to achieve a satisfactory result against the criteria for each type of assessment task. The following is a list of general assessment methods that can be used in assessing a unit of competency. Check your assessment tasks to identify the ones used in this unit of competency.

Assessment Method	Satisfactory Result	Non-Satisfactory Result
You will receive an overall result of Competent or Not Yet Competent. The assessment process is made up of a number of assessment methods. You are required to achieve a satisfactory result in each of these to be deemed competent overall. Your assessment may include the following assessment types.		
Questions	All questions answered correctly	Incorrect answers for one or more questions
	Answers address the question in full; referring to appropriate sources from your workbook and/or workplace	Answers do not address the question in full. Does not refer to appropriate or correct sources.
Written Activity	The assessor will mark the activity against the detailed guidelines/instructions	Does not follow guidelines/instructions
	Attachments if requested are attached	Requested supplementary items are not attached
	All requirements of the written activity are addressed/covered.	Response does not address the requirements in full; is missing a response for one or more areas.
	Responses must refer to appropriate sources from your workbook and/or workplace	One or more of the requirements are answered incorrectly. Does not refer to or utilise appropriate or correct sources of information
	Observation / Demonstration	All elements, criteria, knowledge and performance evidence are demonstrated at the appropriate AQF level
Case Study	All comprehension questions answered correctly; demonstrating an application of knowledge of the topic case study.	Lack of demonstrated comprehension of the knowledge required to complete the case study questions correctly. One or more questions are answered incorrectly.

	Answers address the question in full; referring to appropriate sources from your workbook and/or workplace	Answers do not address the question in full; do not refer to appropriate sources.
Practical Activity	All tasks in the practical activity must be completed and evidence of completion must be provided to your trainer/assessor. All tasks have been completed accurately and evidence provided for each stated task.	Tasks have not been completed effectively and evidence of completion has not been provided.
	Attachments if requested are attached	Requested supplementary items are not attached
Third Party Report	Supervisor or manager observes work performance and confirms that you consistently meet the standards expected from an experienced operator	Could not demonstrate consistency. Could not demonstrate the ability to achieve the required standard

Important Notes Regarding Assessments

All assessment items must be submitted as directed by our instructional information, our trainers, assessors or our administration staff. **If you are posting in your written assessments, always keep a copy of these as we take no responsibility for mail lost by Australia Post. If you are unable to retrieve your lost work you will be required to complete it again.**

If we provide you assessment feedback and ask you to resubmit some (or all) of your written assessments, you will need to use the copies you made before your original submission. **As previously mentioned, if you did not take copies as advised and request a copy of your submitted documents from us, you will need to pay an administration fee of \$50.00.**

All assessments must be submitted within the time allowed to complete the training course. If you are having difficulty completing an assessment item, you should discuss it with MPL as soon as possible. This way MPL may be able to offer support or grant additional time.

Certificates and Statements of Attainment will only be awarded to those students who successfully complete all assessment requirements for the units taken.

Assessment Feedback timeframe

We endeavour to provide feedback in a reasonable timeframe. **Please allow 2 – 4 weeks** to receive feedback from your first submission and 10 days for any resubmissions. Please note

that these timeframes are only a guide and may vary during busy schedules or after government changes to the national competencies.

Training Package Version Control

Please note that the Training Package is being continually improved and replaced. Should you be unable to complete the course within the time allocated, we may not be able to issue a Statement of Attainment or Certificate for the version of course you have enrolled in. If there has been a change or an update in the training package the older version may be removed from our RTO scope. In accordance with our Training Guarantee, we will advise you of any changes.

Legislation in Training

MPL monitors relevant legislation which impacts on all training programs. MPL includes information regarding legislation to students in their student manuals for a particular course. MPL maintains a healthy and effective learning environment for students by;

- Treating all persons with respect
- Displaying courtesy and consideration to all
- Treating all persons professionally, fairly and equally
- Acting with integrity

Occupational Health and Safety / Workplace Health and Safety (OHS / WHS)

MPL is committed to providing a safe and healthy learning and work environment. MPL encourages all persons to regard accident prevention and safety as a collective and individual responsibility. MPL recognises its responsibility under the Occupational Safety and Health Act and related Regulations. The PRINCIPAL DIRECTOR has responsibility for ensuring the health and safety of staff, students, contractors and visitors. This includes:

- Provide and maintain safe plant, equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees.
- Provide information, training and supervision for all staff and contractors, helping them to integrate OSH into their work areas and roles.
- Provide information, where relevant, to students, allowing them to learn in a safe and healthy manner.
- Check OHS / WHS system compliance via ongoing auditing.
- Integrate continuous improvement into OSH performance.

Duty of Care

Under OHS / WHS legislation students have a duty of care to maintain a safe environment for both themselves and their fellow students. Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer immediately. If you have a personal health condition which may become critical while attending the course, please advise MPL so we can provide support or treatment should an emergency arise. While on site at our training rooms, where necessary emergency procedures and exit plans must be followed.

YOUR COMMITMENT TO YOUR TRAINING AND ASSESSMENT

Completing your Enrolment

Prior to a student enrolling in any course, they will be required to agree to the Terms & Conditions outlined in this Student Information document. Written acknowledgement is to be provided by the Student in the form of an email to admin@mpltraining.com.au agreeing to the Terms & Conditions. You will need to provide MPL Training with a valid form of Photo identification with your name matching your USI. Upon receipt of this agreement, we will complete your course booking and provide a tax invoice and further course instructions.

Unique Student Identifier (USI)

This provides students with access to and control over their future training records and help streamline data exchange between students, training providers and other relevant stakeholders. All students must obtain a USI when enrolling after 1 October 2014. You only need to apply once in your lifetime. **Your USI number must be provided to us before we can issue a statement of attainment or qualification.** For more information please visit: <http://www.usi.gov.au/Pages/default.aspx>

Payment of Fees

We offer a cooling off period of 2 days during the enrolment process. However once payment is received the cooling off period is then waived and all payments then fall under the refund policy. Payment for any of our courses is required to secure your place. An invoice will be raised once the course is confirmed and sent to the email address as shown on the Booking Form, along with information about the course, ie what to wear and bring, directions to the venue, food options, etc. #Please note: Our courses require you to enrol in the practical course also. You will pay the practical course fees upfront when you book to enrol into the practical course. Practical courses are non-refundable once paid.

Government Funding

If you are an employee, your employer may qualify for government training entitlements and subsidy arrangements in relation to the delivery of our services. It is up to both the employer and student to assess if this arrangement suits their needs. MPL will provide assistance to those wanting to know more about government training entitlements and subsidy arrangements.

Training Details

All classroom training is conducted at our training rooms at located but not limited to:

NSW – Burwood / Silverwater / North Rocks

QLD – Archerfield / Ashgrove

VIC – Port Melbourne / Tullmarine

Our normal office hours (not training hours) are 8.30am to 5pm.

Our office number is 02 4322 0331

Contact Details:

Our Trainer/Assessors can be contacted at our office during office hours.

Ray Brookes: 0447 220 487 raybrookes@mpltraining.com.au	Steve King: 0417 935 691 : trainer@mpltraining.com.au	Shane Rich shane@mpltraining.com.au
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Change of personal details

If during the course of study, you change your name or your address, you are required to notify MPL in writing as soon as possible.

Dress and Hygiene

- Neat, comfortable clothing is considered appropriate for training in a classroom environment.
- Appropriate closed footwear must be worn at all times.
- You will be working in close proximity with others, therefore, care with your personal hygiene (clothing, hair, deodorant etc) is required.
- You must wear personal protective clothing and equipment as required for onsite practical training or assessment, or as otherwise directed in classroom activities.

Mobile Phones

All phones must be turned off during the training course, as a courtesy to the Trainer and other students. Mobile calls can be retrieved during breaks. In an emergency where you need to be contacted, please advise your trainer so that arrangements can be made.

Student's Duty of Care

You have a duty to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person.
- Not wilfully or recklessly interfere or misuse anything provided by MPL.
- Cooperate with health and safety directives given by MPL and its staff.
- Ensure that you are not affected by the consumption of drugs or alcohol.

Respect for others

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other students and trainer is expected. Students are expected to behave in a professional manner at all times, taking others into consideration. Student discipline will be enforced where student are acting inappropriately, behaving in a manner which disrupts training or in a manner deemed to be dangerous to others.

- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory
- No derogatory or prejudicial comments are acceptable with reference to a person's culture, disability, ages, gender, sexuality, or religion as prescribed in Equal Opportunity and Discrimination laws.
- Harassment, bullying and intimidation of staff or fellow students will not be tolerated
- Inappropriate language and actions will not be tolerated
- Treat facilities and equipment with due care and respect

Equal Opportunity

As a student at MPL, you have the responsibility to:

- Act to prevent harassment, discrimination and victimization against others.
- Respect differences among other staff, students and contractors, such as cultural and social diversity.
- Treat people fairly, without discrimination, harassment or victimization.
- Refuse to join in with these behaviours.
- Supporting the person in saying no to these behaviours
- Acting as a witness if the person being harassed decides to lodge a complaint.

Student Discipline

MPL may implement student discipline processes which may include:

- Suspension from the training room or onsite training session
- Expulsion from the training room or onsite training session
- Expulsion from the Training Course

*Please note that in the event that you are asked to leave a course, because of breaches to “**Respect for Others**” or “**Equal Opportunity**” resulting in “**Student Discipline**” as shown above, you will not receive a refund for your student fees.

Security

Do not leave handbags or other valuables unattended. Although building may be reasonably secure, you are ultimately responsible for your own belongings. MPL accepts no responsibility for any belongings which may be stolen or go missing.

Student Attendance

Student attendance is recorded on our daily Class Attendance Sheets. These records are required for legal, learning and OSH reasons. Student attendance in class is paramount to successful completion of learning and assessment outcomes. Students are expected to be in attendance for all training sessions.

You are required to arrive to class on time and stay for the full duration of the class. Should it be necessary to leave a class early, you must advise the trainer before the class commences. If you are absent from class for a full day, you will henceforth be asked to do a formal final assessment, such as that of a correspondence student. In all cases it is your responsibility to catch up on work missed. If you are going to be absent from a scheduled class or activity, please advise your trainer. Additional fees may be incurred.

Punctuality

As a courtesy to other student and the trainer, all students must be punctual both at the start of the day and when returning from breaks. Punctuality is essential to avoid disruption to other students and the trainer.

If your course assessment involves a face to face / interview assessment component, the course fee only covers two interviews. Interview assessments are only scheduled once a student has completed all course training and assessments and they advise us they are adequately prepared for the assessment. Students who arrange an interview assessment and are not adequately prepared and deemed not yet competent, may incur additional fees for subsequent assessments.

Mentor

All applicants are encouraged to choose a mentor. A mentor will play an important part in gaining your qualification. The person you choose must be a fully licenced pest management technician. Your mentor must be someone who can provide quality support, guidance and advice in the workplace to assist you reach your educational goals.

Evaluation and Feedback

MPL is required to collect feedback from learners and employers to provide an annual summary of Quality Indicators to ASQA. You will be given forms to provide feedback at the end of your course.

MPL values all feedback from students as it assists us to continuously improve the products and services we offer. Students are encouraged to provide us with feedback, both positive and constructive. Should you wish to provide additional feedback please contact our office.

What Do I Do Next?

Before you commence your training, you will need to agree to information within this document.

Then all you need to do is decide on the course you require:

- Pest Management Licensing;
- Timber Pest Management;
- Full qualification Certificate III in Urban Pest Management
- Termite Management Systems
- Recognition of Prior Learning / Credit Transfer

and complete the booking form accordingly.

When the booking form and payment is returned to us, you will be sent more detailed information on your training and assessment program. You are welcome to speak to our staff at any time about the enrolment process.