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LEARNER HANDBOOK

Learner Handbook

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1.0 Welcome and Introduction

Welcome to MTA WA Training Inc. We trust that your learning and training experiences will be challenging, rewarding and worthwhile.

The MTA WA Training Inc. operates as a Registered Training Organisation (RTO) for the Motor Trade Association of Western Australia (MTA WA). It delivers flexible, industry-focused training across WA. MTA WA Training Inc. has developed a strong and successful training model that has delivered many benefits to both employers and learners in the automotive industry.

We offer progressive training delivery that is centred on both the employer and yourself. Our training produces quality outcomes and essential industry skills and abilities aimed at providing a platform for the attainment of Nationally Recognised Qualifications.

All qualifications delivered by MTA WA Training Inc. are achieved through a competency-based flexible delivery model. Each unit of competence is completed within a flexible timeframe dependent on your abilities and the range of tasks being undertaken at the workplace.

MTA WA Training Inc. offers both an individual and tailored approach to the achievement of the identified outcomes. Strong relationships are built with the key parties, and the goal of the training is to be inclusive of the needs of both you and the employer. Consultation offers both parties the opportunity to be highly integrated in the training process and gain the feedback you require.

Our goal is to deliver to industry dynamic and quality training; to achieve this, MTA WA Training Inc. has developed many valuable partnerships. As the industry body for the automotive industry in WA, MTA WA Training Inc. has access to a large source of information, support and contribution. We also have strong ties to the automotive associations in other states of Australia, who are willing to provide feedback and support for our training delivery.

1.1 Benefits of Training with MTA WA Training Inc.

- Industry-specific training.
- Training delivered in classroom blocks and in the workplace.
- Training provided one-on-one to you.
- Training that attracts government funding and incentives, where applicable.
- Customised training specific to the workplace needs.
- Tailored and individual approach to learning.
- High completion rates.
- Provision of comprehensive feedback.
- Recognition of Prior Learning, where applicable.

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1.2 How does MTA WA Training work?

Training takes place in the classroom with MTA WA Training, in short 3-day blocks. With the addition of workplace visits by the Trainer Assessor, there is every opportunity for the employer to become actively involved in the training of their employees. Employers will also benefit from the exchange of feedback when our Trainer Assessor visits.

MTA WA Training delivers training and assessment at regular intervals throughout the entire duration of the qualification. The delivery is planned so that the foundation units are completed prior to the more complicated units of competency. This enables you to build on your knowledge and skills as training progresses, with your employer, including relevant work tasks.

Trainer Assessors are constantly monitoring and guiding you throughout the delivery of the training. Training occurring within the workplace provides a far greater choice with regards to learning and assessment resources, order of delivery and unit selection within the qualification.

All Learners are treated equally to ensure the provision of every reasonable opportunity for you to acquire the competencies of the qualification or training provided.

We offer an individual and tailored approach to the achievement of the identified outcomes. Strong relationships are built with the key parties, and the goal of the training is to be inclusive of the needs of both the employer and yourself. Consultation offers both parties the opportunity to be highly integrated in the training process and gain the feedback you require.

1.3 Contact Us

MTA WA Training is open to all enquiries between the office hours of 8:00 am and 4:30 pm.

Phone: (08) 9233 9800

Fax: (08) 9233 9899

Email: studentinfo@mtawa.com.au

Website: www.mtawa.com.au

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1.4 Office Locations

We operate from two locations:

BALCATT

MTA WA Head Office

253 Balcatta Road
Balcatta
WA 6021

Automotive Innovation Training Centre

251 Balcatta Road
Balcatta
WA 6021



MADDINGTON

St Francis School

10 Alloo Road
Maddington
WA 6109



1.5 Parking

Parking is in designated areas; please refer to the parking maps included in [Appendix 1](#) of this Handbook. All learners must adhere to the speed limit of 10 km/h when within the boundaries of each campus. Any dangerous driving will be reported to the appropriate authority.

1.6 Public Transport

Balcatta

Bus and train transportation is accessible from Warwick train station, a 10-minute bus ride from the MTA WA.

Maddington

We can be accessed at the end of Canning Park Avenue (off Kelvin Rd), just a few hundred meters walk from the Maddington train station.

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2.0 Training Program

2.1 Course information

All course information, structure, duration of study, competency and course price can be found by downloading the current Course Information Flyer via our website www.mtawa.com.au.

2.2 Traineeship/Apprenticeship

The training that you are commencing leads to a Nationally Recognised Qualification or Statement of Attainment. It will involve learning new skills, whilst gaining knowledge and experience, giving you a greater capacity to perform your job.

2.3 Cert II in Schools

This is a program that is delivered in conjunction with secondary schools over a one-year period. To participate in this program, you must be enrolled full-time at school. Training and assessment will take place through an institutional pathway using a block format.

The qualification is designed for Year 11 and Year 12 students and is delivered over three (3) school terms, concluding at the end of Term 3. Students are out of school one (1) day a week at MTA WA.

2.4 Full-time Pre-Apprenticeship Program

The full-time Certificate II program is a 20-week program designed to allow you to complete 20 units of competency and up to 300 hours of work experience. The mode of delivery is full-time, three (3) days per week in class and the remaining two (2) days at a work placement. This program will be delivered through a range of teaching and learning strategies, including the following:

- practical project-based tasks (demonstration and practice activities in simulated work environments)
- training room delivery (face-to-face, theory, multi-media learning and group work)
- work placement allowing you to be fully immersed in a work environment

2.5 Block Training

You will be trained in the classroom and workshop on-site at MTA WA in unit clusters or blocks. Blocks are 3 days in duration. Trainer Assessors deliver each block, assessing basic knowledge, allowing you the opportunity to ask questions and develop new skills under supervision.

2.6 MTA WA Workplace Training & Assessment

You are primarily trained by your employer, or a person nominated by your employer, such as a supervisor, mentor or a technical expert. This is then complemented by an MTA WA Training and Assessment Officer who comes onsite to deliver training as per the qualification requirements. The use of MTA WA workbooks will assist you in this process; however, it is your responsibility, with the employer's guidance, to put these skills into practice.

The employer's role is to assist with the application of new skills, understanding the processes, application of standards, policies and legislative requirements related to your work performance and day-to-day work practices.

Being a Learner means learning on-the-job and having learnt skills and knowledge assessed and recognised. The employer is responsible for ensuring that you have access to the full range of work required to develop the skills and industry knowledge required for their job and to achieve the qualification noted in your training plan.

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3.0 Learner Conduct

3.1 MTA WA Learner Responsibilities and Entitlements

It is your responsibility to:

- Advise MTA WA Training of any physical or psychological medical condition or impairment that may affect your capacity to safely perform your training and assessment requirements or limit your ability to meet the competencies of your training
- Advise MTA WA Training immediately of any changes to your personal information
- Advise MTA WA Training of your Unique Student Identifier (USI) number (www.usi.gov.au)
- Advise MTA WA Training of any limitations in your literacy or numeracy skills that may affect your ability to meet the training competencies
- Advise MTA WA Training immediately of any intended application of Recognition of Prior Learning (RPL)
- attend an induction to the training program and make yourself available for training visits by the MTA WA Training Officer
- Acknowledge and agree that your employer or a representative from the workplace will provide on-the-job training, task instruction, learning activities, and opportunities for you to practice your skills and knowledge
- Acknowledge and agree that the employer, or employer representative, will assist you in meeting workplace skill proficiencies as listed in the training plan
- Agree to practice the skills shown to you by your employer or employer representative
- Agree to undertake on-the-job training in accordance with established workplace practices, policies and procedures
- Agree to complete any requests for feedback through surveys to assist MTA WA Training in improving its products and services
- Observe all legislative and regulatory requirements connected to your training, including (but not limited to) work health and safety, discrimination and harassment.
- Comply with MTA WA's policies and procedures, which vary from time to time.

3.2 MTA WA Learner Rules

In order to create a good work ethic and attitudes that are industry standard, when at MTA WA, we ask that you please adhere to the rules below:

3.2.1 Attendance at MTA WA

Training times at MTA WA are 8:30 am to 4 pm (8.30-3 pm for Cert II courses) unless otherwise notified. You should not be absent from MTA WA at any time without permission, other than during the lunch break (12.00 – 12.30). We ask that you please try to avoid arranging appointments on your training days, as these are paid days of work.

You are also expected to bring your own writing materials to the block training.

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3.2.2 Dress Standards

All learners must comply with MTA WA Training's dress standards while attending training and assessment.

Minimum Requirements – All Learners:

- Long work pants
- Steel-capped, rubber-soled safety boots that meet Australian Safety Standards (AS 2210.3)
- Collared work shirt (long- or short-sleeved), clean overalls or company uniform (where applicable)
- Clear safety glasses must be carried and worn as required. Regular safety glasses are available for purchase from MTA WA Training if required.

All clothing and footwear must be in good condition and worn in a tidy and safe manner at all times.

Learners with long hair must tie it back securely, and any jewellery must be removed or covered to reduce the risk of injury in the workshop or classroom. Loose hoodies or loose-fitting garments are not permitted in the workshop unless they are removed, or tucked in to prevent the risk of entanglement or injury.

Failure to comply with these dress standards will result in the learner being sent home to collect any missing clothing, footwear, or equipment before returning to training.

Additional Requirements – Post-Trade Learners:

Learners enrolled in post-trade courses are encouraged to bring their own test equipment or any special personal protective equipment (PPE), provided it meets MTA WA Training's requirements.

PPE Requirements for Learner-Supplied Equipment:

Learners who bring their own PPE or test equipment must ensure it:

- Meets relevant Australian Standards (e.g. AS/NZS 1337.1 for safety eyewear, AS 2210.3 for safety boots, AS/NZS 2161.3 for gloves, etc.)
- Is in good working condition, undamaged, clean, and fit for its intended purpose
- Provides the required level of protection for the tasks being carried out (e.g. rated safety glasses, gloves suitable for handling chemicals, etc.)
- Is approved by the Trainer/Assessor prior to use in the workshop or training environment
- Is used, maintained, and stored correctly to ensure ongoing safety compliance

MTA WA Training reserves the right to inspect and approve any learner-supplied PPE or equipment. If any item does not meet safety requirements, the learner will be required to use the standard PPE provided or purchase approved items.

3.2.3 Speed Limits/Parking and Leaving MTA WA Premises

All learners must adhere to the gazetted speed limit of 10 km/h when within the boundaries of MTA WA. Any dangerous driving will be reported to the appropriate authority.

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3.2.4 Bullying

It is the policy of MTA WA Training that all its employees and learners involved in training at MTA WA Training should be able to work in an environment free of bullying, and therefore will not tolerate any form of such conduct.

Under the Federal IR system, bullying behaviour is considered to relate to where an employee, trainer, learner, manager or Supervisor repeatedly behaves unreasonably towards another employee, learner, trainer, and where this behaviour creates a risk to health and safety.

Examples of this form of bullying behaviour, which is to be repeated behaviour, are:

- abusive, insulting or offensive language
- behaviour that frightens, humiliates, belittles or degrades another person
- making another person the brunt of practical jokes
- harmful or offensive initiation practices
- physical assaults or threats

Bullying at MTA WA will not be tolerated. Any person found to behave in a bullying manner towards another person can expect disciplinary action to be taken in the form of immediate dismissal from training, back to work and notifying your employer.

MTA WA Training encourages anyone who experiences bullying or witnesses bullying to report or complain about the matter to their direct Supervisor/Trainer. There will be no retaliation tolerated against any such person reporting or complaining about the matter.

MTA WA Training will ensure that the complaint is fully investigated by a suitable person who is independent from the incident concerned, without delay and in a confidential manner. The investigator will advise the person making the complaint of the outcome as soon as practicable after the investigation is concluded.

Where any learner is enrolled with MTA WA Training in a school-based program, the same conditions above will apply; however, MTA WA Training will deal with any complaints of bullying in consultation with the relevant school.

3.2.5 Smoking

Smoking must be contained to the designated areas off-site and during break times only.

3.2.6 Alcohol and Other Drugs

You are responsible for working and studying in a fit, alert and safe manner. You must not attend the MTA WA Training while intoxicated by alcohol or other drugs. Consumption of alcohol or drugs is prohibited onsite at MTA WA. If you are deemed to be under the influence of drugs and alcohol, you will be removed from workshops and training immediately, and disciplinary action may be undertaken. Where appropriate, outside agencies, including the Police, may be notified.

You should inform your Trainer of any prescription medication that may adversely affect your ability to perform your training obligations.

Any person found misusing or abusing prescribed and/or illegal substances will be dealt with severely.

MTA WA has a drug and alcohol awareness policy. This policy supports prevention, early intervention and referral in regard to drug and alcohol abuse. The policy states that it is not acceptable for MTA WA Training

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and Assessment Staff or Learners to attend training or employment whilst under the influence of alcohol or other drugs. The policy is applicable to and communicated to both MTA WA Training and Assessment staff and training participants upon induction. Training Officers will note that this policy has been communicated to Learners on the induction paperwork.

MTA WA Training recognises that drug issues vary from one culture to the next; therefore, education is only one facet of a drug abuse management plan. We are also supportive of rehabilitation and assisting Learners to maintain employment and training whilst ensuring their training needs are met.

For more information on Alcohol and Drugs use the link or phone numbers below:

Alcohol and Drug Support Line The Alcohol and Drug Support Line is a confidential, non-judgmental telephone counselling, information and referral service for anyone in Western Australia seeking help for their own or another person's alcohol or drug use. You can call 24 hours a day, 7 days a week Ph: 9442 5000 (Perth) or free call: 1800 198 024 (Rural WA Only)
Family Drug Support - Support Line Family Drug Support assists families throughout Australia to deal with alcohol and drug issues in a way that strengthens relationships and achieves positive outcomes. Ph: 1300 368 186 (24 hours a day, 7 days a week)
WA Health Department Offers further information about drug use and finding assistance https://www.healthywa.wa.gov.au/Articles/F_I/Getting-help-alcohol-and-other-drug-use

3.2.7 Use of Mobile Phones, Personal Audio Devices, Computer Games, etc.

The use of mobile phones, radios, CD players, computer games or any similar equipment is not permitted during training sessions.

3.3 Appeals, Complaints and Grievances

MTA WA Training recognises that differences and grievances can arise from time to time that relate to service and product delivery. The quick settlement of these matters is in the best interest of all parties concerned.

MTA WA Training is committed to having its appeals, complaints and grievances process clearly communicated to all Learners at the outset of the training process. It is committed to providing a timely and efficient appeals process to ensure the best outcome is achieved for all involved within appropriate timeframes.

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The Training and Assessment Officers are responsible for communicating the Appeals, Complaints and Grievances process to you during induction. The assessment appeal process should be made clear prior to each assessment event.

The assessment for all Learners with MTA WA Training is based on principles of fairness and equity, encompassing the requirements of not only the relevant Training Package but also the VET Framework.

You have the right to appeal an assessment outcome if you feel it was unfair or unjust, through the appropriate channels.

MTA WA Training will conduct its appeals, complaints and grievances process with confidentiality, impartiality, procedural fairness and prompt resolution.

It is the responsibility of the Training and Assessment Officers to ensure that employers and Learners are made aware of how to proceed with such an issue.

3.3.1 Procedure

In the first instance, Learners are encouraged to approach their Trainer Assessor to discuss the grievance, complaint or assessment appeal that may be troubling them or alternatively, to contact the RTO Management to resolve the issue on an informal basis.

If a Learner is not satisfied with the resolution through consultation, they are to submit a formal application by completing the Appeals, Complaints and Grievances Form available on the MTA WA Website <https://www.mtawa.com.au/apprenticeship-services/applications-forms/> or by contacting our Training Department within 28 days of the incident, decision, or allegation and clearly explain the issue, including evidence to support the complaint/appeal.

MTA WA Training will acknowledge receipt of the complaint/appeal and explain the process in writing within three (3) business days.

The General Manager Training will assess the complaint/appeal and involve other relevant parties in the review process in order to form a decision in relation to the complaint, grievance, or appeal. If the RTO Management is unavailable to participate in this process, they may appoint another MTA WA staff member to handle the process.

The complainant/appellant will be provided the opportunity to present their case formally and will receive regular updates on the progress of the matter until it is resolved.

Learners will receive written advice on the outcome within seven (7) working days after making the decision, including details of the decision and reasons.

In the situation of an assessment appeal, if the Learner is still not satisfied with the outcome, the General Manager Training will appoint another Training Officer to reassess the Learner.

If no satisfactory resolution is reached, then the Learner is encouraged to approach the state regulator, TAC.

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4.0 Employers' Involvement and Responsibilities

In the case of off-the-job training sessions, which are delivered in our Training facilities, the employer or employer representative should:

- Withdraw you from routine work duties, with pay, for a minimum of three (3) consecutive days, 5 times per year for the purpose of undertaking block training/assessment activities
- Retain an accessible copy of your current Training Plan, including any updates, in the workplace, as provided by the RTO
- Provide a safe working environment according to legislation, regulatory requirements and Acts, including WHS policies and all workplace practices, Equal Rights and Equal Opportunity and the Anti-Discrimination Acts
- Instruct you in the correct use and handling of all machinery and equipment, including the use of any hazardous substances used in the workplace
- Instruct you on workplace policy and procedures according to your work tasks, job role, responsibilities and skills
- Provide opportunities for you to practice your skills
- Ensure you are provided with all information from MTA WA Training with regard to direct workplace schedules, monitoring and assessment requirements or any changes advised by MTA WA Training
- Ensure that you and the employer or employer representative are available to meet with MTA WA Training and Assessment Officers on the scheduled days/times
- Ensure that the employer provides feedback to the MTA WA Training Officer regarding your training progress
- Ensure that your employer or employer representative assists the MTA WA Training and Assessment Officer in assessment, monitoring and the review of your training
- Liaise with your Training Officer about your training progress
- Contact the MTA WA Training Officer if additional assistance is required

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5.0 Recognition of Prior Learning and Experience

5.1 Credit Transfer (CT)

MTA WA Training will recognise qualifications and units of competency you have previously attained from other Registered Training Organisations (RTOs). Where evidence of prior achievement is authentic, MTA WA Training will grant a Credit Transfer towards the equivalent unit(s) in your current enrolment.

Credit Transfer is only available if you are enrolled with MTA WA Training to complete training and assessment in at least one unit of competency within the relevant qualification or skill set.

You may apply for credit transfer by submitting one of the following:

- A copy of your Statement of Attainment or Record of Results issued by another RTO.
You must also provide written permission for MTA WA Training to confirm the authenticity of the certification with the issuing RTO.

OR

- A copy of your USI VET Transcript, downloaded from the official USI Registry at <https://www.usi.gov.au/>. The transcript must meet the following criteria:
 - It has been downloaded with the VET Transcript setting set to “Yes” for online viewing, ensuring the QR code is included for online verification.
 - It must be viewable online for a minimum of 3 months from the date of download.
 - It clearly lists all completed units of competency, with national codes and titles.
 - It displays your full name and Unique Student Identifier (USI).

Once MTA WA Training verifies the documentation is authentic and valid, the applicable credit transfer will be granted and recorded in your enrolment against the corresponding unit(s) of competency.

5.2 Recognition of Prior Learning (RPL)

RPL is a formal assessment process that recognises the skills and knowledge you have gained through previous training, life experience, and work experience. RPL allows you to have this prior learning assessed against the units of competency in the course you are enrolled in, which may reduce the amount of training you need to complete. This means you may not need to complete formal training in areas where you can already demonstrate competence.

If you believe you may be eligible for RPL, you should raise this as early as possible with any of our staff. You can also discuss RPL at any time during your training if you gain new relevant experience.

Once you have expressed interest in RPL, the General Manager Training, or another authorised representative in their absence, will review your eligibility and explain the RPL process in more detail. You will be advised on the type of evidence you need to provide to support your application. This may include resumes, references, work samples, or job descriptions. Your evidence will be reviewed by a qualified assessor to determine whether it meets the requirements of the relevant unit of competency. If further evidence is needed, you may be asked to complete a practical demonstration, interview, or workplace observation to verify your skills and knowledge.

If RPL is granted, the outcome will be documented in your enrolment to reflect the units achieved through RPL. If your evidence does not fully meet the requirements for a unit of competency, your assessor will explain where the gaps are, and you may be offered gap training or additional assessment activities to help you meet the requirements. Any required gap training will be incorporated into your training plan.

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6.0 Assessments

6.1 Assessment reporting within an outcomes approach

For each assessment you undertake, you will be required to demonstrate your skills, answer questions and collect or demonstrate evidence about the work you have completed. The Training and Assessment Officer will then compare your skills and the evidence that you have produced against a set of competency standards and judge whether you are competent.

Note: The key point is that if you are assessed as not yet competent, you do not fail. You simply undertake additional training and resubmit for assessment at a later date.

6.2 What does competency mean?

Competency means that you have acquired the specified skills, knowledge and the ability to perform particular tasks and duties to the standard of performance expected in the workplace. Competencies are the standard that must be achieved, as defined by industry through an endorsed training package, a nationally accredited course or licensing standards where applicable. This means the knowledge and skills you attain are transferable and therefore applicable to other workplaces nationally.

Being competent means you:

- know how to do the job or task
- understand why it should be done a certain way
- are able to do different tasks at the same time
- can deal with everyday problems that may occur
- understand workplace policies and procedures
- can establish effective relationships with others in the workplace.

The assessor will want to be certain that you can do these things, not just once, but repeatedly, even when things are not going smoothly.

6.3 What if there are things I don't know or cannot do?

Sometimes, assessment can highlight particular areas that you don't know or cannot do as well as you think you can. For example, you may show that you can drive a tractor, but you might not be sure about some of the maintenance procedures that apply to the tractor or how it is used in the workplace.

This is called a 'skill gap'. A skill gap is not a failure; it is recognition that more training is required; it simply means that you will need to learn how to do that part of the job. The skills gap will be resolved by training provided by both the employer or employer representative and the MTA WA Training and Assessment Officer.

6.4 How and where will I be assessed?

Together with the Training and Assessment Officer and the employer, or employer representative, you will plan and schedule your assessments so that they occur in the correct order and at the best time. This means you should always know when you will be assessed, and the training plan will be flexible so as to take advantage of any unexpected opportunities for assessment.

For example, you and your employer or employer representative will know better than the assessor about things like:

- When would be the appropriate time for you to demonstrate a particular skill

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- Who in the workplace would be best to discuss your work and provide evidence to support your skills and knowledge
- What evidence might be available from the workplace

Applying your skills in the workplace is a very important part of your training; therefore, the majority, if not all, of the assessment will take place on-the-job.

6.5 What feedback will I receive?

After an assessment, you will not wait long to learn the outcome, as feedback will be provided verbally by the Training Officer immediately after the assessment. If there are delays, talk to the MTA WA Training and Assessment Officer. The Training and Assessment Officer will also record in writing the feedback they supply you on the assessment evidence.

In addition to the final assessment decision, you are also entitled to receive clear and detailed feedback about how you performed.

6.6 Plagiarism/Authenticity

Please note that unless there are exceptional circumstances, which have been discussed and approved with the MTA WA Training and Assessment Officer, all work completed in the workbooks should be your own. The answers should not be copied from any other Learner or completed by a co-worker or by anyone other than you. If the MTA WA Training and Assessment Officer find that the work in the workbook is not yours, it will not be accepted for marking, and the Training Officer will then provide you with a new blank workbook for completion. The MTA WA Training and Assessment Officer needs to be satisfied that you have completed the workbook yourself. The MTA WA Training and Assessment Officer will notify the employer or workplace representative of any concerns that they may have in relation to plagiarism or authenticity.

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7.0 How Can I Make Changes to My Training Program?

7.1 Cancelling the Training Program

Traineeships/apprenticeships can be cancelled through mutual agreement between yourself and the employer. Cancellation cannot be forced by the employer, and you cannot simply resign from your training without the consent of the employer or employer representative.

When cancelling a traineeship/apprenticeship, the employer is required to submit a 'Notice to terminate a training contract' form with the Apprenticeship Office. Both you and your employer must keep signed copies of this form. The employer must also inform MTA WA Training upon cancellation. Cancellation forms can be obtained from the Apprenticeship Office website at:

<http://www.dtwd.wa.gov.au/employeesandstudents/apprenticeshipoffice/Pages/Managing-your-training-contract.aspx#end3>

7.2 Changing a Qualification

Should you or your employer wish to change your qualification during training, a 'Notice to vary a training contract' form must be completed and submitted to the Apprenticeship Office. Change of qualification must be arranged by mutual agreement between yourself and your employer. Both parties must keep signed copies of this form. The employer must also inform MTA WA Training of a change of qualification. Change of qualification forms and further information can be obtained from the Apprenticeship Office website at:

<http://www.dtwd.wa.gov.au/employeesandstudents/apprenticeshipoffice/Pages/Managing-your-training-contract.aspx#end3>

7.3 Extension of Training Term

Should you or your employer wish to apply to extend the term of the qualification during training for any reason, a 'Notice to extend a training contract' form must be completed and submitted to the Apprenticeship Office. Examples of when an extension may be required include (but are not limited to) the learner being absent from work for an extended period of time, if you have a learning difficulty or if it is perceived that there is not adequate time available to complete.

Extension of terms must be arranged by mutual agreement between yourself and your employer. Both parties must keep signed copies of this form. The employer must also inform MTA WA Training upon the approval of an Extension of Term.

'Notice to extend a training contract' forms and further information can be obtained from the Apprenticeship Office website at:

<http://www.dtwd.wa.gov.au/employeesandstudents/apprenticeshipoffice/Pages/Managing-your-training-contract.aspx#end3>

7.4 Early Completion

Should you or your employer wish to apply for early completion of the qualification during training, the earlier agreed date must be clearly stated on the 'Notice of Completion' form and submitted to MTA WA Training. Early completion may be considered when you complete the qualification ahead of schedule. This may be arranged by mutual agreement between both parties.

Completion forms and further information can be obtained from MTA WA Training. Please call (08) 9233 9800 for further information.

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7.5 Suspension of a Training Program

The traineeship/apprenticeship can be suspended upon mutual agreement with the employer. A suspension may be necessary due to a lack of work, or if you are injured or ill and need to take extended leave.

Suspensions must be coordinated by the Apprenticeship Office and your employer. The employer cannot force the suspension of the training contract; similarly, you cannot simply cease training without your employer's consent.

Should you or your employer wish to suspend the training contract, a 'Notice by parties to suspend a training contract' form must be submitted to the Apprenticeship Office. While on suspension, no training or assessment can be undertaken.

You or your employer must also inform MTA WA Training as soon as you have had your training contract suspended. Training will then cease until the training contract is reactivated.

Suspension forms and further information can be obtained from the Apprenticeship Office website at:

<http://www.dtwd.wa.gov.au/employeesandstudents/apprenticeshipoffice/Pages/Managing-your-training-contract.aspx#end3>

7.6 What happens after I complete training?

Once MTA WA Training issues the qualification, you may have the option to progress into another qualification to further your career prospects. This could involve moving into another automotive trade (dual trade) or enrolling in a higher certificate level. MTA WA Training has options for training to assist you in your career progression in the Automotive Industry.

7.7 Licensing

Motor vehicle repair businesses in Western Australia are regulated by the Motor Vehicle Repairs Act. The Act requires all motor vehicle repair businesses to be licensed and the tradespeople working in those businesses to be certified. These licensing functions are performed by the Consumer Protection Division of the Department of Mines, Industry Regulations and Safety in WA. They also mediate disputes between motor vehicle owners and repairers.

If you are completing a technical qualification with MTA WA Training, it is essential that the employer or you contact the Consumer Protection Division upon completion to ensure the appropriate license to conduct servicing and/or repairs on vehicles is applied for. For further information, contact the Department of Mines, Industry Regulations and Safety in WA on 1300 30 40 54 or visit:

<https://www.commerce.wa.gov.au/consumer-protection/motor-vehicle-industry>

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8.0 Issuing Learner Credentials

Within 30 days of the successful completion of all training and assessment, and full payment of all course fees due has been received, MTA WA Training will issue the relevant Certificate along with the Transcript. Where an entire qualification has not been achieved, a Statement of Attainment will be issued for the Unit(s) of Competency completed.

8.1 Qualification Certificate

MTA WA Training will issue a Certificate and Transcript when Training Package qualification packaging rules are met and a minimum level of evidence is provided for all units of competency, as outlined in the relevant Training and Assessment Strategy.

If the above requirements have not been met, a Statement of Attainment will be issued for all units of competence where the minimum level of evidence is provided.

Both the Certificate and the Statement of Attainment issued by MTA WA Training are Nationally Recognised.

Certificates for Qualifications and Statements of Attainment will be posted to your last known home address. If you would like MTA WA Training to post the Certificate/Statement of Attainment to an alternate address, please contact the MTA WA Training Department on (08) 9233 9800.

Please note that on completion of the training program, MTA WA Training will only issue one copy of a Certificate/Statement of Attainment.

8.2 Re-issue of Credentials

MTA WA Training acknowledges the requirement to provide past and present Learners with re-issued Qualifications and Statements of Attainment when required. Certificates and statements of attainment will be re-issued under the following rules:

1. Re-issues will only be produced for the individual to whom the Certificate or Statement of Attainment was originally issued. The individual must make a written request for a re-issue and must verify their identity by providing a license, birth certificate, passport or other formal identity document in support of the request.
2. A fee will be charged for the re-issue of Certificates or Statements of Attainment that have been issued previously. Qualifications or Statements of Attainment not previously issued incur no charge.

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9.0 Record Management

9.1 Learner Record Management

MTA WA Training will keep your assessment records for five (5) years from the date of completion. A copy of your assessment outcomes, including a copy of the Qualification or Statement of Attainment, will be retained for thirty (30) years from the date of completion.

MTA WA Training is required to treat your assessment records and other details as confidential. They can only be shared with nominated people and organisations, such as TAC and DTWD.

9.2 Accessing Your Records

You can access your training and assessment records at any time during and after your training and while your records are retained by MTA WA Training, as outlined above.

You may seek access to your learner file at any time, provided you give the MTA WA Training a minimum notice of five (5) working days. A request for access to your records must be made, in writing, through the General Manager Training or the Training Administration Team.

Phone: (08) 9233 9800 Fax: (08) 9233 9899 Email: studentinfo@mtawa.com.au

Please note: Records may take up to 10 working days to retrieve.

9.3 Privacy

MTA WA Training will collect and store your personal details. During training and assessment, MTA WA Training will also record your progress. This information is utilised to measure both your and MTA WA Training's performance and also to advise the employer of your training outcomes and, where applicable, of MTA WA Training's new products and services.

Where Government funding is provided for training, the RTO is obliged to submit Learners' personal and progress details to the relevant authorities. These are used for research, statistical analysis, program evaluation, post-completion survey and internal management process evaluation.

The RTO **does not** share, rent or sell personal information which you have provided to us. The confidentiality of the information we collect from you and your employer is protected under the Privacy Act 1988.

Employers have access to information only about your training progress and assessment. If the employer requires further information about your records, your written permission will be required.

9.4 AVETMISS Data Collection Privacy Notice

Why we collect your personal information

As a Registered Training Organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection

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kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information, please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a learner survey, which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact MTA WA Training to:

- Request access to your personal information
- Correct your personal information
- Make a complaint about how your personal information has been handled
- Ask a question about this Privacy Notice

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9.5 The Unique Student Identifier (USI)

9.5.1 What is a USI?

The Unique Student Identifier (USI) is a reference number made up of ten numbers and letters that:

- Creates a secure online record of your nationally recognised training that you can access anytime and anywhere.
- It is free and easy to create and stays with you for life.

9.5.2 Why do you need a USI?

From 1st January 2015, all learners undertaking nationally recognised training delivered by an RTO need to have a USI. This includes both new learners and those continuing with their training. The USI ensures that you have access to your training records and results through an online portal.

9.5.3 Benefits of a USI

- Your training records are securely stored and accessible only to you and authorised organisations.
- You can access your training records and results across multiple training organisations and qualifications in one place.
- Employers and RTOs can easily verify your qualifications, making processes like job applications and further education enrolments more efficient.

9.5.4 How to Create a USI

Creating a USI is a simple process that you can do online:

- Go to the [USI website](#).
- Follow the prompts to create your USI.
- Make sure to have one form of identification ready (e.g., driver's license, passport, Medicare card).

9.5.5 Providing Your USI to MTA WA Training

It is mandatory for you to provide your USI to MTA WA Training upon enrolment. If you do not have a USI, you will not be able to receive your qualification or statement of attainment. You can provide your USI by:

- Entering it during the enrolment process
- Providing it in person at the administration office
- Emailing it to MTA WA Training at studentinfo@mtawa.com.au

9.5.6 Privacy and Security

Your USI and the information related to your training records are protected by strict privacy and security measures. Only authorised individuals and organisations can access your information, ensuring your records remain confidential and secure.

For more information about the USI, including how to create or retrieve your USI, visit the [USI website](#).

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9.5.7 Your USI VET Transcript

Your USI VET Transcript is available through your USI account.

You can use your VET Transcript to:

- Apply for a credit transfer
- Demonstrate pre-requisites for future training
- Provide backup for your original documentation
- Show proof of your qualifications to employers and others
- Reduce unnecessary retraining

With your USI account, you can create and download either a full copy or an extract of your VET transcript to share when needed.

9.5.8 Steps to share a full copy of your VET Transcript

You can share a full copy of your VET transcript or select exactly which training to display.

1. [Log in to your USI account](#)
2. Select 'View VET transcript'.
3. Read and acknowledge the Transcript Disclaimer, then select 'Next'.
4. In the VET Transcript details area, use the checkboxes on the left to select all training records (for a full transcript) or specific training records (for an extract).
5. Select 'Download Transcript'.
6. Select 'Yes' to 'Do you want to create a viewable VET Transcript?'.
7. Choose how long you would like the transcript to be accessible for.
8. Select 'Next' and 'Continue'.

The VET Transcript includes a clickable link and a QR code for accessing the online record from either an electronic or printed copy.

You can change the time limit or cancel access to your viewable VET Transcript at any time before the expiry date.

Please note: your viewable VET Transcript will automatically expire if your personal details or training records are updated. You will need to repeat the steps above to share a new, updated copy.

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10.0 Access and Equity

You or your employer should notify MTA WA Training if there is anything MTA WA Training should be aware of that may affect your training or assessment. For example, a disability or a language, literacy or numeracy issue. MTA WA Training is committed to adapting or customising training and assessment to meet your needs.

You should talk to your employer or MTA WA Training Officer about this. If MTA WA Training is not made aware of the issue, we cannot assist you in achieving the desired outcomes.

10.1 How will I be treated (Access and Equity)?

You will be treated equitably, having regard to your individual needs, to ensure the provision of every reasonable opportunity for you to acquire the competencies for the qualification.

The induction process is a good opportunity for you or your employer to raise any issues or concerns you may have regarding completing the training. The Training Officer can make reasonable adjustments to the training where necessary to accommodate your needs.

10.2 Language, Literacy and Numeracy (LLN)

MTA WA Training can provide additional support in the areas of language, literacy and numeracy (LLN) if required. This support will be arranged through the General Manager Training and will link directly to the learning program. This LLN support arrangement will provide every opportunity to ensure you receive the support required so you can competently achieve the required outcomes of the training.

10.3 Learners Under 18 Years of Age

MTA WA Training acknowledges that it works with Learners who are under the age of 18 years and, as such, these Learners require careful management and monitoring. MTA WA Training will ensure a parent or guardian is informed of all relevant information relating to the Learner's training and assessment.

MTA WA Training requires the parent or guardian's contact details to be obtained and recorded on the enrolment contract for Learners under the age of 18 years.

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11.0 Fees and Charges

MTA WA Training is entitled to charge fees for services provided to learners undertaking training and assessment that leads to a nationally recognised outcome. These charges are for items such as course resources and materials, textbooks, and training and assessment services.

Fees and charges are set in accordance with the Vocational Education and Training Act 1996 and the Vocational Education and Training Regulations 1996 within the guidelines of the Department of Training and Workforce Development (DTWD) VET Fees and Charges Policy.

MTA WA Training will charge trainees and apprentices a compulsory tuition fee that aligns with the current DTWD Fees and Charges policy. These fees apply to each year of a traineeship or apprenticeship.

DTWD VET Fees and Charges Policy can be found online at

<https://www.wa.gov.au/government/publications/vocational-education-and-training-fees-and-charges-policy>

MTA WA Training supplies a high-quality training product subsidised by the DTWD, and as part of the funding requirements, MTA WA Training is required to charge a compulsory administration/resource fee. A detailed breakdown of the course and resource fees is provided to learners during the induction process.

Learners who are not undertaking training and/or assessment under a traineeship or apprenticeship arrangement are known as fee-for-service learners and will be charged a fee for their training, which will be payable in instalments throughout the duration of their training.

11.1 Procedure

On enrolment, learners must confirm one of the following payment options:

- Pay the full amount of fees and charges;
- Present a signed authority from an employer to invoice that employer for the learner's fees and charges;
- Pay the fee by instalment; or
- Apply on the grounds of severe financial hardship for fees and charges to be waived

11.1.1 Administration and Resource/Material Fees

Information on fees is available on our website and course flyers. A breakdown of the cost per unit of competency is provided at confirmation of enrolment. Information is also verbally communicated to learners and employers during induction.

The Training Administration team will invoice learners for administration and resource/material fees prior to the commencement of each block or course. All invoices for training fees will be emailed or mailed with an accompanying letter.

Prepaid Fee Limit

MTA WA Training will not collect more than \$1,500 in prepaid fees from any individual learner prior to the commencement of a training course.

Any remaining balance is due on the first day of attendance will be collected MTA WA Training will ensure that after commencement, payment of any additional fees required will be invoiced mid-course or calendar year, whichever is applicable.

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11.1.2 Refund Procedure – VET Fees & Charges (Subsidised Training)

Learners and employers must provide written notice of withdrawal to be eligible for any applicable refunds under the DTWD VET Fees and Charges Policy.

Requests for refunds must be lodged within two (2) weeks of the official training withdrawal date.

Full Refunds

Learners who withdraw from training are entitled to a full refund of fees and charges where:

- a course /qualification or unit is cancelled or rescheduled by MTA WA Training to a time unsuitable to the Learner; or
- A learner is not given a training placement due to a maximum class size being exceeded.

The General Manager Training may approve a full refund of fees at any time during training delivery. Scenarios that may be considered for a refund could be if a class is cancelled because of declining numbers, there is no available Trainer Assessor, or due to other circumstances attributed to the RTO.

Part Refunds

Learners who withdraw for reasons other than those outlined above and who lodge a withdrawal form before 20% of the unit of competency has been concluded will be eligible for a full refund of their course fee and 50% of the resource fee paid.

Pro-rata Refunds

The General Manager Training may approve a pro-rata refund of fees and charges at any time during the course of delivery if Learners withdraw for reasons of personal circumstances beyond their control.

For example:

- serious illness resulting in extended absence from classes;
- injury or disability that prevents the learner from completing their program of study; or
- other exceptional reasons at the discretion of the RTO.

The General Manager Training will research any changes to fees applicable to Learners and disseminate this information to all relevant staff.

11.1.3 Refund & Cancellation Procedure – Fees-for-Service

For learners enrolled under a fee-for-service arrangement, the following cancellation and refund policy applies:

Cancellation Policy

- **28 days or more notice:** Full refund less an administration fee.
- **6 to 27 days' notice:** 50% refund less an administration fee.
- **5 days or less notice:** No refund.
- Replacement participants may be nominated instead of cancellation; an administration fee applies for all replacement requests.
- **Exceptional circumstances:** Requests due to unforeseen or exceptional circumstances (e.g. medical emergencies) will be reviewed on a case-by-case basis. Supporting documentation may be required, and fees may apply.
- If MTA WA Training cancels a course (e.g. due to insufficient enrolments), all fees paid will be fully reimbursed, or an alternative place in the next available course will be offered.

Learners or employers must advise MTA WA Training in writing of any cancellations or withdrawal requests to ensure eligibility for any applicable refunds.

11.1.4 Records

Records of invoices and payments will be maintained in each learner's electronic file.

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11.2 Waiving of Charges

MTA WA Training may waive all fees and charges for learners assessed as experiencing severe financial hardship. Financial hardship is evaluated on a case-by-case basis. The Financial Hardship Assessment Form is available on our website:

<https://www.mtawwa.com.au/apprenticeship-services/applications-forms/>

11.2.1 Severe Financial Hardship Definition

A person is deemed to be in severe financial hardship if they are unable to meet the basic needs such as food, accommodation, clothing, medical treatment, or other essential necessities for themselves and/or their dependents. Entertainment or recreational expenses are not considered basic necessities.

11.2.2 Financial Hardship Assessment

To determine eligibility for a fee waiver, we assess the applicant's individual circumstances and those of any dependent family members.

Fee waivers are subject to the following criteria. If these criteria are not met, alternative options such as instalment plans or extended payment periods may be considered.

11.2.3 Criteria for severe financial hardship

- The learner's income must not exceed the Service Australia income thresholds for the low-income health care card, as detailed below:

Status	Weekly Income	Total income in the eight-week period prior to applying
Single, no children	\$783	\$6,264
Couple combined, no children	\$1,339	\$10,712
Single, one dependent child	\$1,339	\$10,712
Couple combined, one child	\$1,373	\$10,984
For each additional child add	\$34	\$272

- The learner must not have sufficient disposable income to pay the fees via instalments without compromising their ability to meet their basic needs or those of their dependents.
- There must be no indication that the learner's financial situation is likely to improve within a reasonable timeframe (e.g., 12 months).

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12.0 Learner Well-being Support Available

MTA WA Training understands the challenges that can arise from time to time when balancing work and study. To support your physical, mental, and emotional well-being, MTA WA Training offers a broad range of resources and connects you with organisations that provide specialised support. If you need support, we strongly encourage you to reach out to your Training Officer, who is your first point of contact for guidance and help.

MTA WA Training offers referral advice to organisations that are experienced in providing information and assistance. Some of these are listed below:

Employee Learner Assistance Program (ELAP)

MTAWA can offer access to qualified, registered psychologists through referral. If you have a concern about mental health and wellbeing, please contact your Trainer Assessor, who can forward your request to MTAWA Human Resources, who will refer you to the ORS Group.

mtawahrportal@mtawa.com.au

Beyond Blue

For the cost of a local call, the Beyond Blue info line provides callers with access to information and referral to relevant services for depression and anxiety related matters.

Ph: 1300 22 4636 www.beyondblue.org.au

Kids Help Line

Kids Help Line is Australia's only free, confidential and anonymous, telephone and online counselling service specifically for young people aged between 5 and 25. The service aims to empower young people by assisting them to develop options, identify and understand the consequences of a particular course of action, facilitate more productive relationships with family and friends, and provide information on local support services. Kids Help Line counsellors are fully qualified professionals who undergo additional accredited training at Kids Help Line.

Ph 1800 55 1800 www.kidshelpline.com.au

Lifeline

Lifeline is a crisis line for people to call when they are feeling distressed. Lifeline's services operate from 60 locations nationally, with a presence in every State and Territory within Australia.

Ph 13 11 14 www.lifeline.org.au

Reach Out!

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. The aim of the service is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways we know work for young people. au.reachout.com

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Read Write Now!

Read Write Now is a volunteer group that was set up in Western Australia in 1977. Volunteer tutors provide free one-to-one assistance to adults wanting to improve their reading, writing, spelling, mathematics and/or IT skills.

Telephone Free call: 1800 018 802

www.read-write-now.org

Counselling Online

Counselling Online is a service where you can communicate with a professional counsellor about an alcohol or drug related concern, using text-interaction.

This service is free for anyone seeking help with their own drug use or the drug use of a family member, relative or friend. Counselling Online is available 24 hours a day, 7 days a week, across Australia.

Telephone (08) 9442 5000 (Metropolitan) 1800 198 024 (Regional)

Email: counsellingonline@turningpoint.org.au

Australian Counselling Service

The Australian Counselling Service (ACS) provide free, confidential, short-term counselling.

Counselling is provided by telehealth, allowing learners to speak with a counsellor by phone or video from anywhere in Australia. Appointments are generally available within 48 hours.

The service can provide support with study-related stress, motivation and managing workloads, anxiety, stress and general wellbeing concerns, work, family or relationship difficulties, and other personal circumstances that may affect your participation, progress or learning.

There is no cost to access this service, and no contract or formal referral is required.

To book an appointment:

- ❖ Scan the QR code or visit www.acscounselling.com.au.
- ❖ Select Book Appointment.
- ❖ Under services, select Individual Counselling – No Cost Sessions for Eligible Clients.
- ❖ Choose an available day and time that suits you.
- ❖ Create an account when prompted.



Once your booking is confirmed, you will receive an appointment reminder and a link to join your counselling session via Zoom.

Email: info@acscounselling.com.au

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13.0 What and How Legislation Affects You

There is a range of legislative and regulatory requirements that affect training. Please see below for more information regarding these.

It is a requirement that MTA WA Training operations comply with relevant Commonwealth, State and Territory legislation and regulatory requirements. MTA WA Training will ensure that you are kept informed of any changes to legislative and regulatory requirements that affect vocational education and training, and any other service provided to you. Any changes that may affect your training and assessment will be provided by email or through your Trainer Assessor.

National Vocational Education and Training Regulator Act 2011

The Act provides a range of sanctions of increasing severity, escalating from enforceable undertakings and additional conditions on registration through to suspending or cancelling the registration of an RTO.

The Training Accreditation Council (TAC) will apply these powers and sanctions with proportion, rigour, fairness and consistency.

Student Identifiers Act 2014

The USI allows all of an individual's training records, entered in the national vocational education and training (VET) data collection, to be linked. The USI makes it easier for learners to find, collate and authenticate their VET achievements into a single transcript. It will also ensure that learners' VET records are not lost.

Work Health and Safety (WHS)

MTA WA Training is dedicated to ensuring a safe and healthy learning environment in accordance with WHS legislative requirements. Therefore, it is vitally important that you adhere to Employer and MTA WA policies and procedures at all times and follow their instructions.

Human Rights and Equal Opportunity

The following legislation will apply to you during your training contract as well as during all training and assessment you undertake. MTA WA Training strictly prohibits any form of conduct that constitutes unlawful discrimination and racial vilification. You are not to bully, harass, victimise or racially vilify anyone. The following legislation should be adhered to at all times:

- Racial Discrimination Act 1975 (Cth);
- Sex Discrimination Act 1984 (Cth);
- Disability Discrimination Act 1992 (Cth);
- Age Discrimination Act 2004 (Cth);
- Australian Human Rights Commission Act 1986 (Cth);
- Equal Opportunity Act 1984 (WA)

If you consider that you are being treated unfairly, you are encouraged to speak to your employer and/or MTA WA Training Officers. The General Manager Training is obligated to take all allegations against MTA WA staff seriously and investigate them fully.

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Working With Children Requirements

All Trainer Assessors must meet the requirements of the Working with Children (Criminal Record Checking) Act 2004.

13.1 Work Health and Safety (WHS) Act 2020

The safety of staff and Learners is of primary importance in all activities carried out by MTA WA Training. It observes all work health and safety legislation within its operations and is dedicated to ensuring a safe and healthy work and learning environment in accordance with legislative requirements and best practice.

MTA WA Training's employment-based training and assessment is undertaken at your workplace and the WHS policies and procedures of that organisation are applicable to MTA WA Training Officers. MTA WA Training consults, cooperates and coordinates with workplaces in regard to the WHS of its Trainer Assessors whilst they are onsite delivering training and/or assessment.

MTA WA Training has a duty of care to ensure that training and assessment is carried out in a safe environment. At the induction visit, the MTA WA Training Officer undertakes a WHS assessment of the workplace to identify any hazards or unsafe situations for the learning environment. The induction also covers an explanation of these requirements.

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14.0 Help Us Improve How We Work with You

Feedback and Quality Improvement

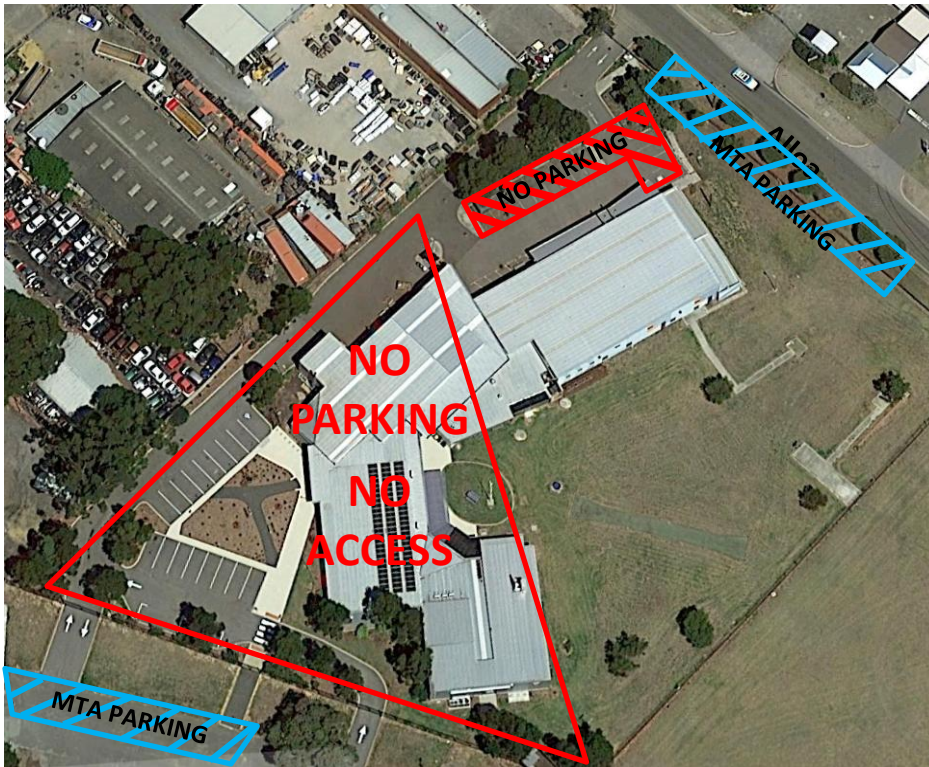
In line with the Australian Quality Framework (AQF) MTA WA Training is committed to maintaining a continuous improvement system to ensure its products and services exceed the requirements of employers, Learners and stakeholders.

We value and welcome constructive feedback which will improve our products and services.

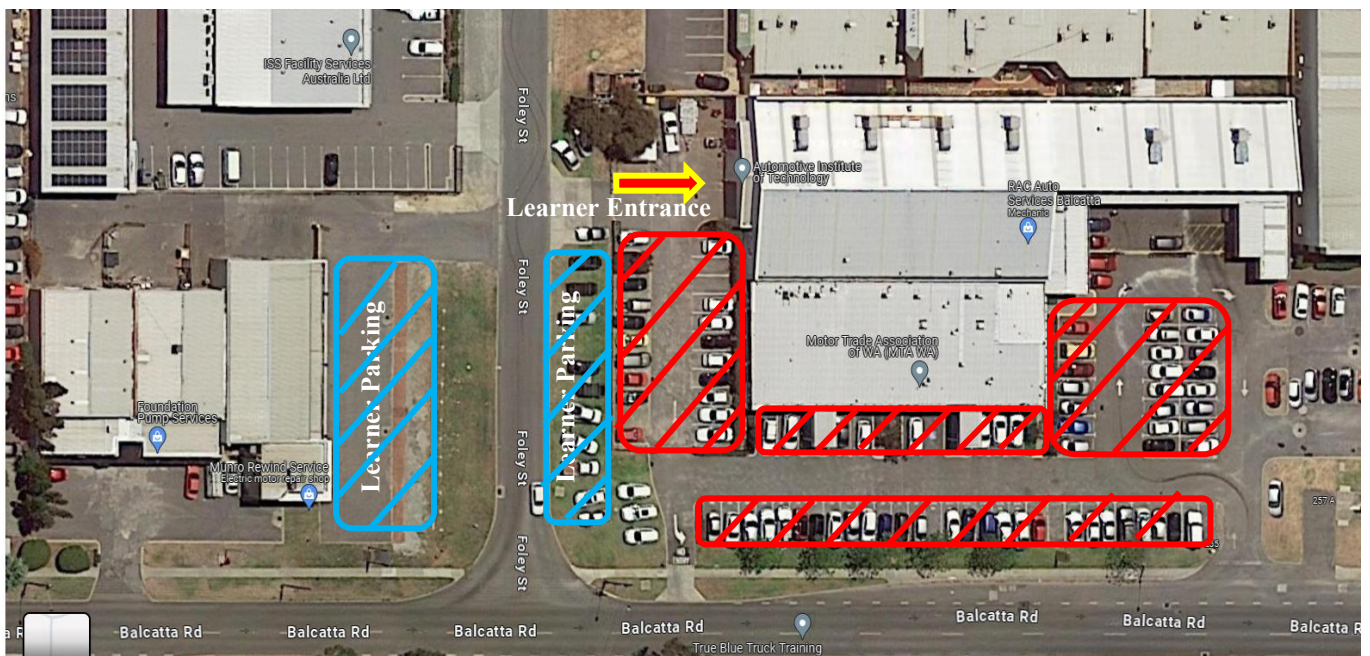
Opportunities for your feedback is provided in Assessment Booklets, on a feedback form at the end of Training blocks, through completion of AQTF Learner Questionnaires, and whenever you are conversing with MTA WA Training Officers.

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Maddington Parking



Balcatta Parking



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Photo Consent

I hereby authorise the Motor Trade Association of WA (MTA WA) to publish photographs taken of me during the course of my studies at the MTA WA Training Inc., and my name and likeness, for use in the MTA WA's print, online and video-based marketing materials, as well as other Association publications. I hereby release and hold harmless MTA WA from any reasonable expectation of privacy or confidentiality associated with the images specified above. I further acknowledge that my participation is voluntary and that I will not receive financial compensation of any type associated with the taking or publication of these photographs or participation in MTA WA marketing materials or other Association publications. I acknowledge and agree that publication of said photos confers no rights of ownership or royalties whatsoever. I hereby release MTA WA, its contractors, its employees, and any third parties involved in the creation or publication of marketing materials, from liability for any claims by me or any third party in connection with my participation.

Do you consent to the photo declaration?

☐ Yes

☐ No

Learner Handbook Sign-off

Qualification Code & Title: _____

I _____

Declare that I have read and understood the content of this Learner Handbook.

Learner Signature: _____ Date: _____

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