



STUDENT INFORMATION HANDBOOK

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Mission Statement

'To provide corporate solutions that are focused on improving performance.

To meet our customers' needs in all aspects of their business environment. To exceed customers' expectations of service in a working environment that is both challenging and rewarding in the dynamic arena of both corporate and small business.'

Managed Corporate Outcomes

Managed Corporate Outcomes is a Registered Training Organisation, able to deliver nationally recognised training and assessment services.

Managed Corporate Outcomes works with companies and businesses of all sizes, to provide training and education solutions through a range of services, which are focussed at improving business performance across all sectors.

Managed Corporate Outcomes aims to assist students/participants by equipping them more fully with the knowledge, skills and attitudes to ensure they reach their full potential.

Regardless of cultural background, gender, sexuality, disability or age – you have a right to study in an environment that is free from discrimination and harassment, and to be treated in a fair and considerate manner while you are studying with Corporate Managed Outcomes.

This will be achieved by offering training programmes – delivered by experienced professionals - that are geared to meeting client and business needs in the areas they have selected.

Managed Corporate Outcomes has a commitment to high standards when delivering education, training and assessment to its clientele.

Admission and Enrolment

Selection - Student/Participants are admitted to Managed Corporate Outcomes training programs by demonstrating a genuine interest in the area and a determination to complete the course.

Students have several options for their course as outlined below:

- attendance at intensive group training sessions
- face-to-face training on an individual basis
- Electronic learning either via Skype or Teleconferencing

As class sizes for group sessions is limited students/participants are encouraged to book a place as early as possible.

Managed Corporate Outcomes selection process reflects our Access and Equity Policy. This policy ensures that student/participant selection decisions comply with equal opportunity legislation.

Enrolment - Training students/participants must complete an Enrolment Form prior to participating in a training programme. The Enrolment Form provides Managed Corporate Outcomes with all relevant personal information and collects data as a regulatory requirement for government agencies. All information provided is confidential and retained according to relevant Privacy legislation. It is the

student/participant's responsibility to provide notice of any change of details or arrangements.

Prospective student/participants should also indicate on the Enrolment Form their requirement for assistance for individual or special needs.

Information on course content and resources is made available to student/participants at the time of enrolment. Also visit www.mcosite.com.au

Student Responsibilities

Student to notify MCO direct of any change in their status to ensure all records are current at all times. This includes Name, Address, Phone Numbers, Email address.

If a student wishes to cancel on appointment with the Trainer/Assessor - 48 hours notice is required otherwise the appointment will be deemed as being conducted.

Students are to retain a copy of all electronically and handwritten submitted assessments until verification has been received from the trainer/assessor of their success.

Students are to keep copies of all assessments (electronic and hard copies) for their records. It is the student's responsibility to keep a back up of electronic copies and to keep a hard printed copy of their assessments for future reference.

If hard copies of assessments are to be sent in the mail, the student is to send assessments by trackable post; ie. Registered post, Express post or a courier service. The receipt is to be kept by the student. Please send all hard copies to: Managed Corporate Outcomes Pty Ltd, PO Box 2344, Strathpine QLD 4500.

Fees and Refunds

Managed Corporate Outcomes is committed to the fair and transparent application of fees and charges, including the processing of refunds. Students are provided with details of all fees and charges and copies of the relevant refund policy prior to enrolment.

Definitions

'Prepaid fees' (sometimes referred to as 'fees collected in advance') means fees collected before the training has been provided. These include payments made at any time before, during or after the student enrolls. MCO will not collect any more than \$1500 in prepaid fees from a student, any fees over this amount will be disbursed over the duration of delivery.

Enrolment fee – an administration fee charged for processing enrolment applications – non-refundable except where Managed Corporate Outcomes has cancelled a course.

Materials fee – a charge to cover the cost of manuals or other materials required by the student for a specific course. These items remain the property of the student.

Tuition fee – the fee for the delivery of the training.

Refund policy

This policy outlines the circumstances in which a domestic student may receive a full or partial refund of their tuition fees. This policy applies to the refund of fees paid for the delivery of courses to local students. Refunds may be provided to students, their employers or any other agency which has paid the course fee on behalf of a student. No refund Students who withdraw after 4 weeks of commencement will not be eligible for a refund. Where a student's enrolment is cancelled by Managed Corporate Outcomes due to a breach of the Discipline Policy no refund will be provided. A student has the right to appeal the decision to cancel enrolment due to a breach of the Discipline Policy.

Certificate 3 Guarantee

An invoice will be issued on enrolment outlining the breakdown of costs including how the fees will be charged and collected.

Fees must be paid at the first class using your Credit Card or EFTPOS.

Full tuition fee refunds

Managed Corporate Outcomes cancels a course.

Where Managed Corporate Outcomes cancels a course, a full refund including tuition fee and any materials fee will be offered. Managed Corporate Outcomes will make every effort to reschedule the course and offer an alternative place to the student. The student is not obliged to accept alternative offers and may request a full refund instead. The materials must be returned in a re-sellable condition to receive a refund of the materials fee. Withdrawal prior to commencements where a non-government funded student withdraws from a course within 7 days' notice prior to the course commencement date, a full refund of the tuition fee will be provided. Notification of withdrawal and requests for refunds Withdrawals must be requested in writing on an Enrolment Variation Form.

Partial refunds

Withdrawal Prior to course commencement.

Where a student withdraws from a course less than 1 week before course commencement they will receive a 90% refund of course fees.

Withdrawal after course commencement

All students who withdraw within 4 weeks of course commencement will receive a 60% refund of tuition fees.

Exceptional circumstances

In exceptional circumstances the Program Manager may authorise a partial refund of the tuition fee for a student who withdraws 4 weeks after the course commencement date. The proportion of fees to be refunded will be at the discretion of the General Manager - Operations and take into consideration how much of the course the student has completed. Exceptional circumstances are

defined as those where due to illness or injury a student is unable to continue their studies and would not reasonably be able to continue after a 6 month deferment.

Refund of materials fees

Materials fees may be refunded at the discretion of the Program Manager where a student cancels before, or within 4 weeks of course commencement. The materials must be returned in re-saleable condition and the Program Manager will determine whether there is a possibility of re-selling them to another student before offering a refund.

Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of the replacement. Where a student has purchased a text or training workbooks and subsequently cancels his or her enrolment, Managed Corporate Outcomes will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition. For a full list of replacement charges please refer to the Managed Corporate Outcomes schedule of fees and charges at www.mcosite.com.au

Replacement of Certificates

Students who require a replacement Certificate will incur a charge of \$50.00 including GST for each Certificate reprint. Always ensure MCO have your most up to date address to ensure you are not charged for a replacement Certificate if you no longer live at that address.

SMART and SKILLED Deferring Student

If an Enrolled Student indicates that they wish to defer Subsidised Training in an Approved Qualification, MCO will make every effort to assist Enrolled students to continue training where possible. MCO will develop and implement strategies that accommodate Enrolled Students who wish to defer their Subsidised Training in an Approved Qualification, MCO will only permit a deferral of no more than 12 months from the date of receipt of notice from the Enrolled Student. MCO will advise students of the Fee implications of deferring their Subsidised Training in accordance with the Fee policy.

Enrolled Students who do not recommence Subsidised Training within a 12 month period of deferral must be reported as discontinuing Subsidised Training in accordance with "Giving notice of enrolment cancellation"

Giving notice of enrolment cancellation

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. Managed Corporate Outcomes will advise students of their rights with regards to the refunding of tuition fees at initial notice of cancellation. The student will also be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

To receive a refund the student will need to complete a Refund Request Form see attached form page 26.

Course Information

All student/participants enrolled in a Managed Corporate Outcomes training course shall prior to commencement of the training course receive information about the training course which includes - but not limited to;

- the time and place of the delivery of the training course
- training course content
- details of the relevant unit(s) of competence related to the training course
- details of the assessment requirements - including RPL and recognition of qualifications issued by other training organisations.

Assessment Outcomes and Qualifications

Student/participant results and qualifications are issued in a timely manner (AQF certification documentation must be issued within 30 calendar days of the Students/participants final assessment being completed or their exiting their course, providing all fees have been paid) and in accordance with the national guidelines. Statements of Attainment will be issued to those participants who undertake assessment. Certificate of Attendance will be issued to those participants who do not undertake assessment.

Assessment outcomes are recorded using the following result codes:

C	Competent
NYC	Not Yet Competent
W	Withdrawn
CNA	Competency Not Achieved/Fail
CT	Credit Transfer granted for Statements of Attainment issued by other RTO's/ Learning Institutes
RPL	Recognition of Prior Learning

All student/participant records are kept confidential and securely archived. Students/participants may access their files upon request.

Recognition of Prior Learning

Managed Corporate Outcomes provides the opportunity for students to apply to have prior learning recognised towards a qualification or units of competency for which they are enrolled.

Recognition generally takes two forms: recognition of prior learning and credit transfer. For the purpose of this policy recognition of prior learning will be referred to simply as recognition.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes achieved. By removing the need for duplication of learning, Recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. Recognition is just another form of assessment.

Recognition guidelines

If you believe you might be eligible for Recognition, Managed Corporate Outcomes will please to offer you this facility.

- any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- students who are currently enrolled in a training program are eligible to apply for recognition in that program for no additional charge
- students may not apply for recognition for units of competence or qualifications which are not included in Managed Corporate Outcomes Scope of Registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence
- recognition may only be awarded for whole units of competence

Students/participants should make an application to their trainer using the Managed Corporate Outcomes Application for Recognition of Prior Learning /Recognition of Statement of Attainment from other RTO's pro-forma (see attached) ensure that you provide evidence to support their application.

Forms of evidence

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal training or through work-based or life experience.

In evaluating assessment evidence Managed Corporate Outcomes applies the following rules of evidence.

- sufficient
- valid
- authentic, and
- current

Like assessment, recognition is a process whereby evidence is collected and a judgement made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge learnt, through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidates ability to adapt prior learning or, current competence to the context of the intended workplace or industry.

Students are to complete the short answers on the assessment and to submit evidence for the practical tasks, as follows.

Forms of evidence toward recognition may include;

- work records
- records of workplace training
- assessments of current skills
- assessment of current knowledge
- third party reports from current and previous supervisors or managers
- evidence of relevant unpaid or volunteer experience
- examples of work products
- performance appraisals or
- duty statements

Many of these forms of evidence would not be sufficient evidence on their own when combined together with a number of evidence items you will start to provide a strong case for competence. Managed Corporate Outcomes reserves the right to require candidates to undertake written or practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

Appealing recognition outcomes

If the student is not satisfied with the outcomes of a recognition application they may appeal the outcome like other assessment decisions. Further information is available on page 27 of this handbook.

Recognition via Credit Transfer

Managed Corporate Outcomes acknowledges the requirement as a Registered Training Organisation to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

What is Credit Transfer

Credit transfer is the recognition of learning achieved through formal education and training under the Standards for NVR Registered Training Organisations. Qualifications and Statements of Attainment issued by any RTO are to be accepted and recognised by Managed Corporate Outcomes. Credit transfer allows a student to be awarded a unit of competency based on successful completion of the unit which has been previously awarded.

When unit codes and titles are different

If credit transfer is being sought for a unit of competency which has a different title or code, then it is necessary for Managed Corporate Outcomes to establish the equivalence between the unit held and the unit being sought. If there is no mapping being the unit of competency held and the one being applied then Credit Transfer will not be granted.

Evidence Requirements for Credit Transfer

You need to provide a certified copy of the Qualification or Statement of Attainment.

More information about Vocational Education and Training and the regulatory requirements can be found at www.asqa.gov.au and www.training.gov.au

Student/Participant Access to records

Students/participants are entitled to have access to their academic records on request. To facilitate this, a student must request to access their records and are to be provided with this access within two weeks as archives are kept offsite. They may view their record in the presence of a representative from Managed Corporate Outcomes.

The student file is not to be taken away from the Managed Corporate Outcomes office. If the student requires copies of documents from their records, copies are to

be provided. The record remains the property of Managed Corporate Outcomes and is to be retained to comply with regulatory requirements.

If a student requires a hard or electronic copy of their records, a charge of \$75.00 including GST will be applied. Notice from the student must be received to Managed Corporate Outcomes in writing via email or letter from the student and two weeks must be allowed for the records to be obtained as all records are kept offsite.

Students are to keep a copy of their work before submitting to their Trainer.

Student Support (disability)

Managed Corporate Outcomes is committed to providing inclusive training and assessment services to all students and will provide reasonable additional support or make reasonable adjustments to facilitate this.

In accordance with the Disability Standards for Education 2005, Managed Corporate Outcomes will make reasonable adjustments to enable students with a disability to participate in Managed Corporate Outcomes programs on the same basis as students without a disability.

Where a reasonable adjustment would impose unjustifiable hardship Managed Corporate Outcomes, may decline to make the adjustment.

Managed Corporate Outcomes will consult with students and/or their associates to determine what additional support/reasonable adjustments are appropriate and will advise students and/or their associates of the reason for declining any support/adjustment request.

1	Identifying students with a disability or additional support need.
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1.1	<p>Managed Corporate Outcomes provides prospective students with an opportunity to disclose a disability or additional support needs through the enrolment process. All staff in contact with students during the enrolment process should encourage students to disclose additional support needs. This enables a support strategy to be put in place prior to the student commencing training.</p> <p>A disability may include, but is not limited to the following:</p> <ul style="list-style-type: none"> (a) <i>Mental Health Illness;</i> (b) <i>Medical Condition;</i> (c) <i>Vision Impairment;</i> (d) <i>Hearing Impairment;</i> (e) <i>Neurological Condition;</i> (f) <i>Physical Condition;</i> (g) <i>Learning Disability;</i> <p>Some students may choose not to disclose a disability or additional support need at enrolment. If a trainer becomes aware that a student has a disability and/or requires additional support after the course has commenced, a support strategy should be put in place at the earliest opportunity.</p> <p>Any information provided by the student will be kept private and confidential and only disclosed to Managed Corporate Outcomes staff responsible for implementing a support strategy.</p>
2	<p>Counselling students with additional support needs into appropriate courses</p>
2.1	<p>All courses require students to develop specific skills and knowledge in order to be assessed as competent. Some courses require students to be able to complete physical tasks such as kneeling, lifting, or carry a child in a safe manner. Work-placements are also required in some courses before a student can be deemed competent.</p> <p>All students will be provided with information about course requirements prior to enrolment so they can make an informed decision about whether the course is appropriate for them.</p> <p>Where a course has specific physical or work-placement requirements students will be asked prior to enrolment if they are aware of any barriers that might prevent them successfully completing these requirements.</p> <p>Prior to Enrolment, Program / Training Managers will be available to discuss course requirements with students who may have concerns about their capacity to successfully complete components of a course.</p>

2.2	<p>Work-placement</p> <p>Managed Corporate Outcomes makes every effort to obtain work-placements for all students. However, due to OH&S regulations some workplaces will not accept students with certain forms of disability for work-placement. In these instances Managed Corporate Outcomes will seek to provide an alternative practical experience for the student in the simulation labs where this experience is in line with the training and assessment requirements of the Training Package.</p> <p>Where a work-placement is a specific requirement for competency, students should be advised prior to enrolment that Managed Corporate Outcomes will have difficulty placing them and that this will be a barrier to successful completion of the course. A Course Requirement Form is completed prior to commencement of the course.</p>
2.3	<p>Advising students of outcomes of not being able to fulfil course requirements</p> <p>If it is determined that a student will not be able to meet the full requirements of a course, even with additional support and reasonable adjustments, Managed Corporate Outcomes will advise the student of this and recommend an alternative course of study.</p> <p>In such cases, Managed Corporate Outcomes must provide clear advice to the student, if the student has disclosed an existing disability prior to enrolment, regarding the likelihood of obtaining work-placement and the outcomes of units where competency cannot be demonstrated. Students should be advised that they will receive a Statement of Attainment for units completed, but will not be able to receive a full Qualification where requirements are not met.</p>
3	<p>Consulting with students to determine a support strategy and/or reasonable adjustment</p>
3.1	<p>Once a need for additional support or a reasonable adjustment is identified, a support strategy meeting is held with the student and their associate (if applicable), the course Program / Training Manager, and if required, a staff member of the Quality and Compliance Department.</p> <p>The purpose of this meeting is to develop and document a support strategy which outlines:</p> <ul style="list-style-type: none"> • What support or adjustments are required (additional medical advice may be sought at this time). • What Managed Corporate Outcomes has agreed to provide, when it will be provided and by whom. • When the strategy will be reviewed to ensure it is meeting the student's needs.

	<ul style="list-style-type: none"> • Who the student should contact if they have any concerns prior to the review. <p>The support strategy meeting should be held prior to the student commencing. However, if the need is not identified/disclosed until after the student has commenced, it should be held as soon as possible. Trainers need to notify their Program / Training Manager as soon as they observe a student may be having difficulties and are encouraged to speak with students regarding additional support.</p>
3.2	<p>Documenting support and reasonable adjustments</p> <p>All support strategy meetings must be documented on a Student Support/Intervention Record. A copy of this will be:</p> <ul style="list-style-type: none"> • provided to the student, • the staff member responsible for providing the support, and • a copy is retained in the student's file • ongoing support provided as part of the support strategy must also be documented in Wise.NET. <p>Meetings to review the support strategy must also be documented on a Student Support/Intervention Record and submitted to Administration via a Handover Log for filing in the students file.</p>
4	<p>Making reasonable adjustments for students with a disability</p>

4.1	<p>Reasonable adjustments will be determined by the Program / Training Manager and the General Manager in consultation with the student and their associate. Where a reasonable adjustment involves a financial cost to Managed Corporate Outcomes the advice of the CEO will be sought.</p> <p>In determining whether an adjustment is reasonable the following needs to be considered:</p> <ul style="list-style-type: none"> (a) the student's disability, (b) the views of the student or the student's associate, (c) how the adjustment/s balances the interests of all parties affected, (d) the effect of the adjustment on the student, including the effect on the student's: <ul style="list-style-type: none"> (i) ability to achieve learning outcomes; and (ii) ability to participate in courses or program; and (iii) independence; (e) the effect of the proposed adjustment on anyone else, including Managed Corporate Outcomes, its staff and other students, (f) the costs and benefits of making the adjustment. <p>During the process, the student and their associate will be consulted to identify:</p> <ul style="list-style-type: none"> (a) Whether the adjustment is reasonable; and (b) Whether there is any other reasonable adjustment that is less disruptive and intrusive but no less beneficial for the student.
4.2	<p>Communication regarding adjustment decisions Where Managed Corporate Outcomes decides not to make an adjustment on the grounds that it is unreasonable or that it would impose unjustifiable hardship the student and their associate will be advised of the reasons for the decision as soon as practicable.</p>
4.3	<p>Timeliness of adjustments</p> <p>Where Managed Corporate Outcomes decides to make a reasonable adjustment, the adjustments will be implemented as soon as practicable. Where an adjustment may take several weeks or more to implement, the student may be advised by Managed Corporate Outcomes to defer their enrolment to allow time for the adjustment to be made.</p>

Flexible Delivery of Learning and Assessment Services

Managed Corporate Outcomes is receptive to requests for flexible delivery of training and assessment. Managed Corporate Outcomes will do its best to provide flexibility in access to training course materials and assessment tasks. Managed Corporate Outcomes training and assessment may be carried out at locations - including; the Managed Corporate Outcomes training venue, workplaces, via Skype or Teleconferencing - during the day and/or evening classes and via recognition of prior learning.

Language, Literacy and Numeracy Assessment

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instruction.

There is increasing importance of employability skills such as communication and problem solving in the workplace highlight the need for underpinning language, literacy and numeracy skills.

To support students/participants Managed Corporate Outcomes will:

- Assess your language, literacy and numeracy skills during your enrolment to ensure you have adequate skills to complete the training;
- support students/participants during your study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- provide clear information to students/participants about the detail of the language, literacy and numeracy assistance available
- refer students/participants to external language, literacy and numeracy support services that are beyond the support available within Managed Corporate Outcomes and where this level of support is assessed as necessary; and
- negotiate an extension of time to complete training programs if necessary

Assessment

Managed Corporate Outcomes uses a Quality assessment process to ensure that the skills and knowledge of candidates are assessed using four principal determinants:

- that assessment decisions are based on the assessment of skills and knowledge compared with units of competence drawn from Industry Training Packages or State accredited courses

- that the target industry or enterprise requirements are contextualised and integrated with the assessment
- that evidence is gathered that meets the rules of evidence
- that assessment is conducted in accordance with the principles of assessment

Principles of Assessment

In delivery of assessment services Managed Corporate Outcomes applies the principles of assessment. Assessment strategies have been designed to ensure:

Validity - we conduct assessment against the broad range of skills and knowledge identified within each unit of competence and which is integrated with their practical application

Reliability - gather and interpret evidence in a consistent manner that provides for reliable assessment both for the candidate and for assessors. This is achieved by using assessors who have the required competencies in assessment and the relevant vocational competencies. Managed Corporate Outcomes resources also provide for standardised outcomes supported by model answers to guide assessors in their judgements. Reliability is also supported by the moderation of assessment judgements across our assessors.

Flexibility - Managed Corporate Outcomes strive to provide assessment opportunities that reflect a candidate's needs. Our chosen assessment strategies provide for recognition of a candidate's current competence, employ a range of methods appropriate to the context of the industry, the competency and the candidate.

Fairness - Managed Corporate Outcomes assessment approach encourages fairness in assessment through consideration of the candidate's needs and characteristics and through making reasonable adjustments when it is required. Assessors achieve this through clear communication with a candidate to ensure that the candidate is fully informed about, understands and is able to participate in, the assessment process, and agrees that the process is appropriate.

Rules of evidence

In collecting evidence, Managed Corporate Outcomes applies the rules of evidence to inform the assessment strategy. Assessment strategies have been designed to ensure:

Sufficiency. We prioritise the collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly.

Validity. We collect evidence that is specified in the benchmarks for assessment. Managed Corporate Outcomes places significant emphasis on direct evidence that

is gathered in a workplace through observation and compilation of a portfolio of work outcomes. Where this is impractical due to geographic distance, other forms of evidence are used such as industry evidence and detailed assessment of underpinning knowledge.

Authenticity. We seek evidence that is authentic. To support this, assessors must be assured that the evidence presented for assessment is the candidate's own work. Where documentary evidence is relied on it must be certified or supported by two other forms of evidence which demonstrate the same skill or knowledge (triangulation). In all instances, where work is submitted external to Managed Corporate Outcomes (i.e.; electronically, distance assignments, online) this is to include a signed statement by the candidate that they certify the work as their own.

Currency. We must be satisfied that the candidate currently holds the skills and knowledge relating to a particular assessment. This will mostly relate to recognition applications where a candidate has been in the workplace for many years and is seeking recognition of skills and knowledge obtained through workplace experience or previous training. We will apply assessment strategies which satisfy currency through the gathering of direct evidence in the workplace.

General assessment information

All student/participants will be entitled to up to three (3) attempts at re-assessment.

Assessors will ensure:

- the assessment process is valid, reliable, flexible and fair
- recognition of prior learning is recorded appropriately
- ongoing assessment
- all evidence submitted is considered in making their judgement
- student/participant underachievement is identified
- assessment outcomes are recorded appropriately
- feedback on assessment outcomes is given to each candidate

Assessors will record assessment outcomes as follows:

C	Competent
NYC	Not Yet Competent
W	Withdrawn
CNA	Competency Not Achieved/Fail
CT	Credit Transfer granted for Statements of Attainment issued by Other RTO's
RPL	Recognition of Prior Learning

Assessment for Student/Participant with Special Needs: Where student/participants have special needs, assessment tasks may be adjusted and assessment methods may be negotiated to meet candidate special needs, within reasonable limits of feasibility and cost to Managed Corporate Outcomes.

Alternative assessment methods may include – but not limited to:

- face to face interview
- evidence submitted on audio tape/ CD/ DVD
- reprinting / enlarging print on assessment tools

Where student/participants feel they require assistance with assessment they should in the first instance approach their trainer/assessor or subsequently - the Managed Corporate Outcomes Director, to negotiate the process.

Appeals of Assessment Results

All student/participants may appeal assessment outcomes. Appeals may be based upon the following circumstances:

- insufficient information provided to the student/participant prior to assessment
- incorrect information provided to the candidate prior to assessment
- assessor did not consider all evidence submitted
- any other matter deemed relevant by the Chief Executive Officer

In these circumstances the student/participant should forward a written appeal to the Chief Executive Officer of Managed Corporate Outcomes within 28 days of when the decision or finding is communicated to the Student. The appeal should outline the student/participants concerns and detail:

- the student/participants full personal details (name, address, date of birth, etc)
- the date and time of the assessment
- the unit of competence being assessed
- all information that the student/participant wishes to be considered for the appeal
- the reason for the appeal

Upon receipt of the appeal the Managed Corporate Outcomes Chief Executive Officer will notify the student/participant of the receipt of the appeal within ten (10) working days.

The Chief Executive Officer will provide a written statement of the outcome of the appeal, including detailed reasons for the outcome.

Complaints and Grievances

Managed Corporate Outcomes is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all Students. This policy covers both academic and non-academic grievances and appeals.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include grievances in relation to personal information that the provider holds in relation to a Student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Complainants are entitled to access the grievance procedures regardless of the location of the campus at which the grievance has arisen, the Complainant's place of residence or mode of study.

This policy does not replace or modify policies or any other responsibilities which may arise under other policies or under statute or any other law. Also, the dispute resolution procedures outlined below in this document do not circumscribe an individual's rights to pursue other legal remedies.

The policy aims to resolve any issues identified by students internally and provides the best outcome of the complaints and appeals lodged by the students.

If a Student chooses to access this policy and procedure, Managed Corporate Outcomes will maintain the Student's enrolment while the grievance and appeals process is ongoing.

Students are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned informally which means through conversation or adjustments on which both the parties agree.

These principles, which will be adhered to by Managed Corporate Outcomes, apply to all stages of this grievance policy and procedure:

- Develop a culture that views complaints as an opportunity to improve the business and how it operates;
- Set in place a complaints handling and resolution procedure that is student focused and helps the business to prevent complaints from recurring;
- Ensure that any complaints are resolved promptly, objectively and with sensitivity and with complete confidentiality;
- The Complainant and any respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and any respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and any respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or any respondent if requested.
- Records of all grievances will be kept for a period of five years to allow all parties to the grievance appropriate access to these records. These records will be kept strictly confidential and stored at Managed Corporate Outcomes and address. Access to these records may be requested by writing to the General Manager at the aforementioned address.
- A Complainant shall have access to the internal stages of this grievance procedure at no cost. Costs for an external appeal will be shared equally by Managed Corporate Outcomes and the Complainant.

1.	Informal grievance
1.1	Students who are dissatisfied in any way with the services offered by Managed Corporate Outcomes or a third party delivery training on

	<p>Managed Corporate Outcomes behalf which includes but are not limited to:</p> <ul style="list-style-type: none"> • Enrolment process; • Orientation process; • Assessment decision; • Suspension or Cancellation of studies process; • Facilities provided by Managed Corporate Outcomes e.g. toilets, kitchen facilities, resources etc. • Staff member including Trainer/Assessor. <p>Students are encouraged initially to attempt to resolve a grievance informally by talking directly with the person concerned to resolve the problem. This step is not mandatory and a Student may proceed directly to the Formal Grievance stages.</p>
2	Formal Grievance: Stage One
2.1	<p>Formal grievances should be submitted in writing to the General Manager at Managed Corporate Outcomes and address. The Complainant is invited to include suggestions about how the grievance might be resolved. The General Manager will notify the Complainant of receipt of the grievance within 5 working days.</p> <p>The General Manager or their nominee will then, if necessary, seek to clarify the outcome that the student hopes to achieve. At this time the student will be provided with an opportunity to formally present his or her case. The grievance will be documented on the internal Student Grievance (academic and non-academic form) and register complaint in the register. The General Manager will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 20 working days.</p> <p>The Complainant will be advised of their right to access Stage Two if they are not satisfied with the outcome of Stage One.</p>
3.	Appeals: Stage Two
3.1	<p>If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing within 20 working days of receiving the written response with the Chief Executive Officer at Managed Corporate Outcomes and address.</p> <p>The Complainant's appeal will be determined by the Chief Executive Officer or a member of the Senior Leadership Team who wasn't involved in stage one, who will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision within 20 working days.</p> <p>The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved. The grievance will be updated on the internal Student Grievance (academic and non-academic form) and update complaints register.</p>
4.	Independent Mediator – Stage Three
4.1	<p>If the Complainant is not satisfied with the outcome of their appeal then an independent mediator can be requested through LEADR/ IAMA, the Association of Dispute Resolvers. Complainants can contact LEADR/ IAMA directly as follows:</p> <p>Address: Level 1, 13-15 Bridge Street, Sydney NSW 2000 Phone: 02 9251 3366 Freecall: 1800 651 650</p>

	<p>Fax: 02 9251 3733 Email: infoaus@leadriama.org</p> <p>Costs of such mediation will be shared equally by Managed Corporate Outcomes and the Complainant. As a guide mediator's costs would be \$385 for the first four hours (or part thereof). Subsequent hours would be \$137.50 per hour. It is common for most disputes to be resolved within the initial four hour allocation.</p> <p>Managed Corporate Outcomes will give due consideration to any recommendations arising from the external review of the grievance within 30 days of receipt of the recommendations and the CEO will ensure that they are fully implemented.</p> <p>The grievance will be updated on the internal Student Grievance (academic and non-academic form) and update complaints register.</p>
5.	Further Action
5.1	<p>If the Complainant has been through all stages of this grievance handling process and remains unsatisfied with the outcome of their grievance, then they may :</p> <ul style="list-style-type: none"> • contact the National Training Complaints Hotline on 13 38 73 (Monday–Friday, 8am to 6pm nationally) or by email: skilling@education.gov.au • contact the Australian Skills Quality Authority (ASQA). For contact details and information please see: www.asqa.gov.au <p>The grievance will be updated on the internal Student Grievance (academic and non-academic form) and update complaints register.</p>

Conduct and Behaviour

Rules and Regulations: The following applies to all persons, staff and student/participants:-

- an individual's property is to be respected and not interfered with without prior consent. Corporate Managed Outcomes accepts no responsibility for personal property lost or stolen at training sessions
- no-one has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind
- aggressive physical contact or verbal abuse will not be tolerated
- smoking is not permitted inside training facilities or Corporate Managed Outcomes building
- mobile phones are to be turned off during classes and in study areas
- all student/participants for assessment are responsible for retaining copies of all materials and evidence submitted for assessment

Bullying and Harassment: Bullying and harassment in any form, including sexual harassment will not be tolerated under any circumstances. All student/participants to Managed Corporate Outcomes training courses have a right to participate in training in an environment free from intimidation and harassment.

Managed Corporate Outcomes acknowledges workplace harassment is against the law and in any workplace context, including conferences, work or business related functions and training groups, and expects its workplace and training environment at

all times to reflect the principles of law for the benefit of its employees, student/participants and visitors.

Workplace Health and Safety: With regard to workplace health and safety Managed Corporate Outcomes is obliged to:

- ensure the health and safety of each of their workers, student/participant, visitors and guests
- ensure that people can come to work or a training venue with a minimum of risk of injury or illness
- ensure that any equipment used by staff or student/participants is safe when properly used

Student/participants are obliged to:

- obey instructions regarding their health and safety and the health and safety of others
- not deliberately interfere with or misuse anything that has been provided for workplace health and safety
- not deliberately endanger the workplace health and safety of others, or deliberately injure themselves

Discipline Policy: Student/participants at all times must maintain appropriate behaviour and follow Managed Corporate Outcomes rules. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of a major or repeated breaches, penalties may be imposed immediately and the student may be requested to leave the training.

All disciplinary matters will be handled by the Director of Managed Corporate Outcomes.

Discipline and termination of studies policy

A student may be suspended or expelled from their course in the following circumstances:

- Failure to uphold and maintain the Managed Corporate Outcomes policies and regulations as set out in this Student Handbook
- Breach of the Drug and Alcohol Policy
- Sexual harassment of another student or staff member
- Plagiarism defined as taking and presenting or submitting the thoughts, writings or work of someone else as though it is your own
- Misconduct that may place another student or staff member in fear of his/ her safety, e.g. violence and/or abuse, or through continued disruptive behaviour restricting a trainer or class of students from maintaining a learning environment
- Cheating in an exam which has been reported by his/her trainer
- Non payment of fees – courses are to be paid strictly in accordance with the Managed Corporate Outcomes enrolment terms and conditions
- A student shall have the right of appeal against a determination of the General Manager - Operations for suspension or expulsion. Such notice must be received in writing within seven days of the determination
- Collusion defined as when two or more students consciously collaborate in their work and pass it off as their own Expulsion policy Managed Corporate Outcomes

reserves the right to expel any student who breaches the policies and rules outlined in this student handbook. In most cases a warning letter will be issued to a student in breach of rules to provide the student with an opportunity to rectify their behaviour. Copies of warning letters may be forwarded to parents / guardians / agents if applicable. In cases of academic misconduct (plagiarism or forms of cheating) or where the welfare and rights of other students and staff is compromised a student may be expelled without a written warning. Upon expulsion all tuition fees and any other monies paid to the Managed Corporate Outcomes will be forfeited in full.

Plagiarism

Managed Corporate Outcomes is committed to ensuring a great learning experience for its students. It aims to provide a learning environment that fosters the qualities of independent learning and academic integrity.

This policy seeks to encourage ethical conduct and to inform staff and students about the Managed Corporate Outcomes standards of academic behaviour. Students have a responsibility to maintain the highest standards of academic integrity in their work. Students must not cheat in assessment and must ensure that they do not plagiarise.

What is plagiarism?

Plagiarism is the act of misrepresenting as one's own original work the ideas, interpretations, words or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media¹.

Academic integrity

One of the core functions of Managed Corporate Outcomes is to develop student's ability to apply critical reasoning to assessment activities through independent thought and to make decisions that reflect the student's considerations of the task or workplace requirement.

Managed Corporate Outcomes acknowledges that to develop this ability, the student will study the work of others via issued textbooks, learning material or through their own research. However, it is important that students in their learning acknowledge, through appropriate referencing, earlier work from which they have drawn information.

Referencing

Referencing demonstrates that the student has read the issued material or has undertaken their own research in other sources. Failure to reference appropriately is considered unethical academic behaviour and will result in a student's work not being

¹ Merriam-Webster Online Dictionary

accepted.

Students should understand that assignment and project work submitted for assessment must consist of original effort. It is insufficient to simply copy work from other sources and submit it, even if those sources are appropriately acknowledged. Work submitted by a student must have an original component.

The following are examples of plagiarism where a student intentionally does not acknowledgement or reference an author or source:

- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence;
- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text;
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these;
- Paraphrasing, summarising or simply rearranging another person's words, ideas, etc., without reference or explanation.
- Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is;
- A 'cut and paste' of statements from multiple sources;
- Presenting as independent, work done in collaboration with others;
- Copying or adapting another student's original work into a submitted assessment item.
- Copying or adapting a student's own work submitted in a previous essay or assessment.
- Alternatively, there will be instances when a student unintentionally fails to cite sources or to do so adequately.

Careless or inadequate referencing or failure to reference will be considered poor practice. Where careless referencing is identified, the student will be required to correct the error and resubmit an assignment.

How to reference

At Managed Corporate Outcomes, students are to be encouraged to apply the Harvard Referencing System in-text citation. This approach requires three pieces of information about a source within the text of the students work. This information is:

- the name of the author or authors
- the year of publication
- the page number
- Citations may be placed at the end of a sentence (before the concluding punctuation) in brackets, eg: To succeed, the team will rely on both task process and group process (Dwyer, Hopwood 2010, p. 239). A reference may be placed in the text to integrate the author's surname into the sentence, followed by the year of publication and page number, in brackets, eg: Dwyer and Hopwood (2010, p. 239) identify that to succeed, the team will rely on both task process and group process.

Reference List

At the end of the students work, a List of References must be included. This should include all the books, journal articles and other sources of information you have used to research your assignment. The reference list should be laid out alphabetically and the title of the source should be italicised. Each reference must include:

- the name of the author or authors
- the year of publication
- the title of the publication
- the edition of publication
- the publisher
- place of publication, Example: Dwyer, J and Hopwood, N, 2010, *Management Strategies and Skills*, Sydney, McGraw Hill Australia

Common Knowledge

In every field, there is a body of knowledge and material that has become part of the public domain and which can be drawn on without specific acknowledgment. Common knowledge includes facts that are generally known, such as common facts of history, common sense information, accepted folklore and aphorisms that have been adopted as part of common English language.

As examples, it would not be necessary to reference the following:

- That John Howard was the Prime Minister of Australia (common fact of history)
- That humans need food and water for survival (common sense observation)
- That the “Bunyip” is a man-eating Australian animals that live in water-holes, swamps and creeks (accepted folklore)

Cheating

Cheating is defined as “a form of deceit with a view to gaining an advantage for the cheat.” At Managed Corporate Outcomes , cheating is usually related to taking unauthorised material into assessments. Managed Corporate Outcomes Trainers have a responsibility to explain clearly expectations related to any assessment, what constitutes cheating, and to promote a climate of honesty in students.

Suspected plagiarism

In the case of suspected plagiarism the staff member will report the incident to the Chief Executive Officer. The Chief Executive Officer, in consultation with the staff member will determine if the plagiarism has resulted from poor academic practice or was intentional. This preliminary step may involve an informal interview with the student.

The Chief Executive Officer and staff member will:

- consider the extent of the plagiarism (noting that the more extensive the plagiarism, the more likely it was intentional);
- review the course profile and other information provided to students by the senior trainer to determine if adequate information had been given;
- identify if the student has been previously warned of plagiarism;
- determine whether the student is new to adult vocational education and training (it would be expected that continuing students would be more likely to understand plagiarism and its consequences);

If the above factors have been considered and it has been determined that the plagiarism has arisen from poor academic practice, the student is to be requested to revise the work and resubmit it for the assessment.

If, after consideration of the above factors it is determined that the plagiarism was intentional, the student's work is not to be accepted and the student is to be issued with an alternative assessment assignment to complete. The student is to be given a formal warning (in writing) by the Chief Executive Officer explaining the seriousness of the incident and the consequences if the student is found to plagiarise again.

Students who commit plagiarism after being formally warned are to be withdrawn from the program they are enrolled and issued with a refund of their tuition fees less all expenses incurred by Managed Corporate Outcomes up to the point of their withdrawal.

Access and Equity and Privacy considerations

Access

In an education environment access relates to entry into a course and includes ensuring a student is not discriminated against by Managed Corporate Outcomes selection criteria. It also includes working within State and Federal government eligibility criteria, Managed Corporate Outcomes seeks to make its Training and Assessment Services available to everyone, free from any form of discrimination and irrespective of a person's age, gender, disability, country of birth, language, race, creed, religion, culture or other background.

Equity

Training and Assessment services will be delivered on the basis of fair treatment for all our students. Equity is not about treating everyone the same, it's about ensuring that all students having an opportunity to reach their potential and gain their qualification no matter which pathway they take or the assistance that they require

Vocational Education and Training (VET)

What is it? Vocational Education and Training (VET) is 'education and training for work'. It exists to develop and recognise the competencies, knowledge or skills of learners for the workplace.

It has traditionally been seen as post-secondary, non-university education and training, focusing on apprenticeships. But reforms in the past decade now see vocational education and training programmes offered in secondary schools, stronger links with university study options and eight (8) levels of qualifications offered in most industries, including high growth, new economy industries.

Providers of learning and assessment services are registered by the system and regularly audited for service quality. The system enables providers to operate anywhere in Australia and to issue nationally-recognised qualifications. Registered Training Organisations include TAFE institutes, private training and assessment organisations, enterprises, universities, schools and adult education providers.

System clients are the learners themselves (student, training participant, apprentices and re-trainees) and their employers.

Industry-led – Vocational Education and Training in Australia is an industry-led system through the leadership of the Department of Education, Science and Training (DEST) and through the development of industry-recognised training packages by representative bodies.

Training Packages – Training packages are an integrated set of nationally endorsed standards, guidelines and qualifications for training, assessing and recognising people's skills, developed by industry to meet the training needs of an industry or group of industries.

Training packages are developed by industry through national industry skills councils, Recognised Bodies or by enterprises to meet the identified training needs of specific industries or industry sectors. To gain national endorsement, developers must provide evidence of extensive consultation and support within the industry area or enterprise.

Training Packages have been developed to meet the skills needs of many industries – these include: Metals, Community Services, Health, Business Services, Transport and Distribution, Forest and Forest Products, Racing Industry, etc. They are reviewed regularly – usually every three (3) years to ensure they remain relevant to industry needs and to allow issues that arise during their implementation to be addressed.

More information is available on the ASQA website at www.asqa.gov.au

Other VET Terminology and Definitions

The following is a listing of other relevant vocational education and training terminology and definitions to help student/participants understanding of the context of their study and assessment.

Competency based Training (CBT)

Competency based training (CBT) is training which develops the skills, knowledge and attitudes required to achieve competency standards.

Competency Standards

A competency standard is an industry-determined specification of performance which sets out the skills and knowledge required to operate effectively in employment. Competency standards are made up of units of competency, which are made up of elements, performance criteria, a range of variables, and an evidence guide. Competency standards are an endorsed component of a training package.

Competency Based Assessment (CBA)

Competency Based Assessment (CBA) is the gathering and judging of evidence in order to decide whether a person has achieved a standard of competence.

Competence

Competence is achieved when an individual can perform and apply a combination of skills, knowledge and the attitudes to the standard required in a range of situations in the workplace

Assessment

Assessment is the process of gathering and judging evidence in order to decide whether a person has achieved a standard or objective.

Quality in Australian Training

Standards for Registered Training Organisations (RTOs) 2015 apply to all RTOs.

The purpose of the Standards is to:

- describe the requirements that an organisation must meet in order to be an RTO in Australia
- ensure that training delivered by RTOs meets industry requirements (as set out in the training package or accredited course) and has integrity for employment and further study
- ensure RTOs operate ethically and consider the needs of both learners and industry.

Australian Qualifications Framework

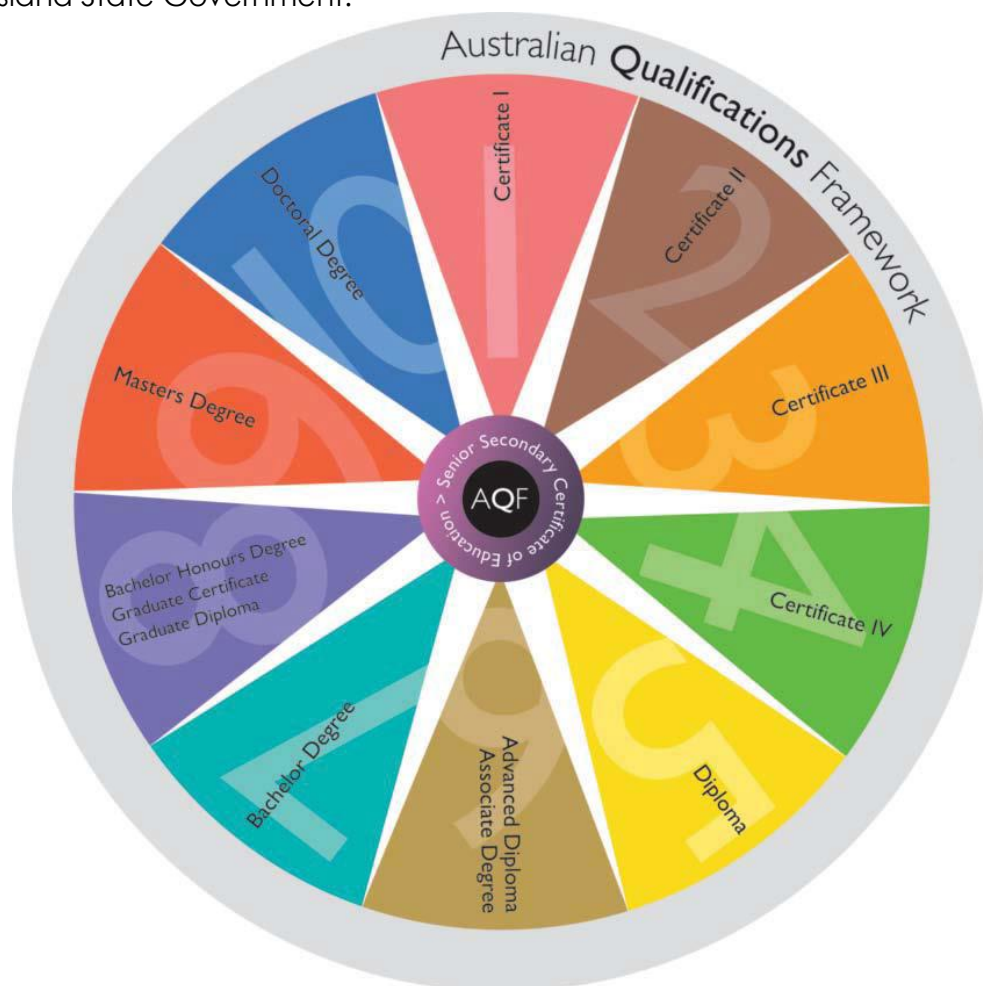
The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian Education and Training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.

Surveys

MCO conducts Australian Quality Training Framework (AQTF) surveys for the student and employer on completion of every course. The data results are submitted to the Governing Body (ASQA) once a year.

When accessing a Queensland Government subsidised training place, it is a requirement of the student to complete an employment survey within three months of completing or discontinuing the training.

Within three months of the student completing or withdrawing from the course an employment survey will be issued to the student. This data is reported to the Queensland State Government.



The Framework links together all these qualifications and is a highly visible, quality-assured national system of educational recognition which promotes lifelong learning and seamless and diverse education and training system.

It covers qualifications issued by secondary schools, vocational education and training (VET) providers and higher education institutions. All qualifications are nationally-recognised.

Training Packages specify the combination of competency based standards required to achieve a particular qualification. Learners who complete some, but not all, competencies for a qualification are awarded a statement of attainment. When they are assessed as competent in the remaining standards, they attain the qualification.

Privacy Policy

Managed Corporate Outcomes takes the privacy of participants very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and the Australian Privacy Principles (Apps) set out in the Amendment (Enhancing Privacy Protection) Act of 2012.

In the course of its business, Managed Corporate Outcomes, may collect information from students or potential students, either electronically or in hard copy format, including information that personally identifies individual users. We may also record various communications that students or potential students have with us.

In this Policy, we use the terms, "we", "us", "our" and "MCO" to refer to Managed Corporate Outcomes Pty Ltd.

What is personal information?

Personal information is information or opinion that identifies you or could reasonably identify you as an individual, whether the information or opinion is true or not. Some personal information is considered "sensitive information" under the Privacy Act 1988.

Collection of personal information

Managed Corporate Outcomes will only collect personal information by fair and lawful means and only collect information that is necessary to carry out the functions of the RTO.

The personal information we collect about you includes your name, postal and street address, email address, telephone number, gender, age, profession/role, place of work, information relating to the complaints you have made to us and various personal preferences. We also collect your payment information, such as your credit card or direct debit information and ABN, when you purchase a service from us.

In certain circumstances, we may collect sensitive information about you, such as membership of a professional association. The Privacy Act regulates the collection and handling of sensitive information. We are able to collect that information if you

voluntarily give it to us or if you consent to us collecting it. We will only collect sensitive information about you from you. If you provide us with sensitive information, this will constitute your consent.

Managed Corporate Outcomes is committed to ensuring the confidentiality and security of the information provided to us and is committed to meeting the current standards for the collection, use and disclosure of personal information. The personal information that is collected by MCO is typically held on electronic databases or as hard copy documents.

Methods of collecting personal information

We collect personal information that you provide us through these means:

- Website enquires
- Enrolment Forms and Employer/Student Agreements
- Payment services
- Inbound and outbound marketing calls
- Customer support
- Bookings for training and programs
- Client surveys
- Job applications
- Provision of material from you to enable us to provide our services to you

We may also collect personal information about you from third parties providing us with marketing leads.

Use and disclosure of personal information

The personal information supplied by individuals to MCO will only be used to provide information about study opportunities, program administration, academic information and to maintain proper academic records. We may also collect, hold, use and disclose personal information to provide you with services you have asked for, perform payment and authorised financial transactions, record your marketing and communication preferences, fulfil any legal and regulatory obligations and process a job application. If an individual chooses not to release certain information to MCO, then we may not be able to enrol the individual into programs, especially government funded programs or supply them with appropriate information.

The personal information about students studying with Managed Corporate Outcomes may be shared with external agencies such as the National VET Regulator, the Australian and Queensland Governments, through the Australian Skills Quality Authority (ASQA) and The Department of Education, Training and Employment (DETE).

Personal information shared is kept in the strictest confidence by both parties and is available on request.

In some cases we are required by law or required by the Standards for NVR Registered Training Organisations to make student information available to others such as the National Centre for Vocational Education and Research.

Any person or organisation to whom personal information is disclosed as described above, will be required to not use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

MCO may use your personal information to contact you about new courses and programs relevant to you and your business. This is usually done through direct mail, telephone and email marketing. If you do not want us to use your personal information for marketing purposes, you can let us know at any time by contacting Managed Corporate Outcomes by phone on (07) 3205 1130 or email: info@mcosite.com.au. Managed Corporate Outcomes will not disclose an individual's personal information to another person or organisation unless:

- The individual concerned is reasonably likely to have been aware or made aware that information of that kind is usually passed on to that person or organisation
- The individual concerned has given written consent to the disclosure
- Managed Corporate Outcomes believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person
- The disclosure is required or authorised by or under the law

Security of personal information

Managed Corporate Outcomes will take all reasonable steps to ensure that any personal information we collect, use or disclose is accurate, complete and up to date. Managed Corporate Outcomes will store securely all records containing personal information and take all reasonable security measures to protect personal information collected by us from unauthorised access, misuse or disclosure.

Managed Corporate Outcomes will take reasonable steps to destroy or de-identify personal information if it is no longer needed for any purpose for which the information may be used or disclosed.

Information access and correction

If you have provided Managed Corporate Outcomes with personal information, subject to any exceptions in the Privacy Act, you have a right to request access or correct this information. To access or correct your personal information, please contact us using the contact details at the bottom of the Privacy Policy. Requests to access or obtain a copy of personal information must be made in writing. In some cases we may ask you to pay an administrative fee to cover costs associated with

your request for access. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request.

If an individual considers their personal information to be inaccurate, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where an individual requests that a record be amended because it is inaccurate but the records are found to be accurate, the details of the request for amendment will be noted on the records.

Questions, concerns and complaints

If you want to make a complaint about a breach of your privacy by Managed Corporate Outcomes, you can contact us using the contact details at the bottom of the Privacy Policy.

If you require further information about our privacy complaints handling process, please contact MCO using the contact details at the bottom of the Privacy Policy.

Changes to this Privacy Policy

We may make changes to this Privacy Policy from time to time. We will make any changes available on the MCO website. You can also obtain a copy of the most current MCO Privacy Policy by either emailing or writing to us using the contact details set out below.

Contacting Managed Corporate Outcomes Pty Ltd

- Email: admin@mcosite.com.au
 - Post: General Manager
 - Managed Corporate Outcomes Pty Ltd
Level 2, North Tower - Terrace Office Park
527 Gregory Terrace
FORTITUDE VALLEY QLD 4006

Attachment 1.

Managed Corporate Outcomes Training Course Withdrawal/Cancellation/Refund Form



**MANAGED CORPORATE OUTCOMES
COURSE WITHDRAWAL / CANCELLATION / REFUND FORM**

Please complete this form and return to Managed Corporate Outcomes via:

- i) fax: (07) 3205 5947
- ii) mail: Level 2 – North Tower,
527 Gregory Terrace, FORTITUDE VALLEY QLD 4006
- iii) email: admin@mcosite.com.au

Name: _____

Company: _____

Address: _____

Phone: _____ **Fax:** _____ **Email:** _____

Course Name: _____

Course Date: _____

Course Code (if applicable): _____

Date of cancellation / withdrawal: _____

Amount Paid: \$ _____

Please state your reason for cancellation/withdrawal:

Office Use Only

Refund amount: \$ _____ Date: _____

Course file update: _____ Date: _____

Approved: _____ (Director)

Attachment 2.

Managed Corporate Outcomes Application for the Recognition of Prior Learning / Recognition of Statements of Attainment from Other RTO's



Please return completed form to:
 Level 2 – North Tower
 Terrace Office Park
 527 Gregory Terrace
 FORTITUDE VALLEY QLD 4006

APPLICATION

Recognition of Prior Learning/Recognition of Statements of Attainment from Other RTO's

Name of Applicant: _____

Address of Applicant: _____

Contact Phone No: () _____ Mobile: _____

Email Address: _____

Please list below any Nationally Recognised Training you have completed*.

Course/Module Name	Registered Training Organisation	Year Completed

*Attach a separate sheet if necessary. Please enclose certified copies of qualifications signed by a Justice of the Peace.

Please list Previous Employers from most recent position*.

Name of Employer	Duties	Contact Name	Contact No.	Address of Employment

*Please attach a separate sheet if necessary.

(RPL Process Continued.)

Attached is the list of competencies you will need to demonstrate.

You will need to provide evidence that you meet these competencies by way of the following:

- Letters of reference from previous employers
 - Certified copies of accredited courses you have completed
 - Job descriptions of current and previous employment
 - Any statements of employment history from previous employers
 - Samples of work/assignments/letters/budgets/correspondence/special project you managed etc.
 - A signed Statutory Declaration stating the evidence and information you have supplied to MCO is true and accurate.
-

OFFICE USE ONLY

The applicant will need to provide the following:

- Sample of Work: _____
- An assignment covering the following topics:

Referees: _____

Duty Statements:

Other information required is:

This application has been approved by:

Name of Assessor

Signature of Assessor

Date: ___/___/____.