



The Moreland Group

Student Handbook

Contact Information

For all queries the following details should be used.

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Student Handbook

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Welcome

This information booklet is designed to provide you with information about the services provided by The Moreland Group (TMG) and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This booklet does not provide you with specific information about a particular course offered by The Moreland Group. This information is contained in the Course Information located on The Moreland Group website.

This student handbook sets out the policies and procedures surrounding the training and assessment you will receive at The Moreland Group. Please read the student handbook prior to commencing any Moreland Group courses.

About Us

The Moreland Group is a Registered Training Organisation (RTO No. 6332) and is recognised by the Australian Skills Quality Authority as a deliverer of nationally recognised training from the BSB, CPC and PSP training packages. Currently, The Moreland Group has the following qualifications under its scope of registration:

- BSB41515 Certificate IV in Project Management Practice
- PSP40616 Certificate IV in Procurement and Contracting
- BSB51415 Diploma of Project Management
- CPC50308 Diploma of Building and Construction (Management)
- BSB61215 Advanced Diploma of Program Management

Our Mission

The Moreland Group (TMG) is closely aligned to Engineering Education Australia and Engineers Australia as the trusted voice of the profession and global home for engineering professionals. TMG provides accredited technical and professional training delivered by leading industry experts, helping advance the practice of engineering for the benefit of the community.

Our Objectives

In achieving this mission, our objectives are:

- **People.** We promote excellence through leadership.
- **Safety and equality.** We provide a safe and equitable learning and employment environment.
- **Integrity and ethics.** We conduct ourselves with integrity through shared values and standards.
- **Quality committed.** We aspire to deliver consistent, high-quality services which support training and assessment excellence.



- **Learner-centred.** We provide learner-centred training and assessment that supports lifelong learning.
- **Industry engagement.** We deliver training and assessment services which are founded on industry needs and expectations.

Introduction

The Moreland Group guarantees to advise students of any changes to the services provided under the agreement as soon as practicable, including any changes of ownership. The Moreland Group guarantees that if for whatever reason, it is unable to complete the agreed training for a student, The Moreland Group will make the necessary arrangements for the training to be delivered by another Registered Training Organisation.

Enrolment in courses at The Moreland Group is completed prior to commencement and a non-refundable enrolment fee must be paid to secure your enrolment. You will be notified of enrolment details specific to your course upon commencement to the course. Students enrolling through their employer will usually form part of a bulk invoice to the employer contact, no notification of payment will be given to the individual in this circumstance.

The Moreland Group does not accept students who have not fulfilled all the enrolment requirements and paid prior to the commencement of courses.

Duty of Care

The Moreland Group is committed to providing you with a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment (for face to face courses):

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area;
- Observe hygiene standards particularly in eating and bathroom areas.

Legislation

The Moreland Group operates under State and Federal legislation in regards to training and assessment as well as general business legislation such as privacy and safety.

Commonwealth Legislation

- *Privacy Regulation 2013*
- *Privacy Amendment (Enhancing Privacy Protection) Act 2012*
- *Australian Privacy Principles (APPs)*



- *Equal Opportunity Act 1984*
- *Sex Discrimination Act 1984*
- *Anti-Discrimination Act 1998*
- *Age Discrimination Act 2004*
- *Racial Vilification Act 1996*
- *Work Health and Safety Act 2011*
- *Disability Discrimination Act 1992*
- *National Vocational Education & Training Regulator Act 2011*

Victoria Specific Legislation

- *Occupational Health and Safety Act 2004*

Access and Flexible Delivery

Competency-based training

Qualifications are comprised of Units of Competency, which have been determined by the relevant industry bodies and categorised into National Competency Standards for specific industry areas.

The Standards provide a framework for training and assessment and specify what competencies an employee at a particular level within a particular industry should be reasonably expected to achieve.

Flexible delivery

The Moreland Group has two methods of delivery depending on the course. These consist of Online/Distance and Blended deliveries. Please refer to the specific course for delivery options available.

Online/Distance Learning

The Moreland Group delivers training in an online format. Students are provided with all learning materials, assessment tools, student discussion forums, e-books and other resources through our Learning Management System (LMS), EngLearn. Throughout the duration of the course, the students will have access to the assessors through the LMS when necessary, the student may contact trainers for assistance but our trainers will not contact students unless requested.

Blended Learning

The blended courses are delivered with an initial classroom-based component as well as the online format.

Induction

At the commencement of all face to face training courses, the trainer begins by informing all participants of the requirements to train and assess. This includes information on course content and assessments as well as basic health and safety requirements that apply to the venue. Online students receive information about the training via the Learning Management System (LMS).



Training materials and assessment information are sent to students once their enrolment information has been received and the enrolment fee has been paid. Students receive a Welcome Letter which explains the expectations and contact details for support services.

For general administration queries the Training Manager should be contacted.

Pre-enrolment Information

The Moreland Group will ensure that prior to enrolment prospective students receive adequate information regarding the course, training, assessment and services provided by The Moreland Group to enable them to make an informed decision about the suitability of the course and the provider for their studies. All relevant course information and policies are made available on The Moreland Group website.

Individual Needs & Reasonable Adjustment

The Moreland Group will provide clear information to each student, prior to enrolment in regard to:

- Student enrolment and orientation procedures;
- Course information, including educational and vocational outcomes;
- Fees and charges, including refund policy;
- Provision for language, literacy and numeracy assistance;
- Student support services;
- Flexible learning and assessment procedures;
- Grievance and appeals procedures;
- Disciplinary procedures;
- Recognition of prior learning (RPL) arrangements and credit transfer.

For any further information or if you are unclear about your enrolment with The Moreland Group, please do not hesitate to contact us.

The Moreland Group recognises that not all people are at the same level in relation to training as some people have prior experience and some people have previously studied therefore we encourage all students to speak to the Training Manager to determine the best way forward for you.

Reasonable adjustment refers to actions taken to provide students requesting special consideration of their individual needs the same educational opportunities available to all other students while maintaining the integrity of the course/qualification and assessment.

A request for reasonable adjustment must be received by the Training Manager who will discuss needs and strategies, along with any additional costs that will need to be incurred by the student. There is an opportunity to note individual needs at the time of enrolment, or this information can be provided to the Training Manager after enrolment, but before course commencement (to ensure actions can be taken in time for commencement).

See The Moreland Group Access & Equity Policy for further information.



Code of Conduct

The Moreland Group expects you to treat all staff, fellow students and to all people, you encounter in a courteous manner at all times and ask you to abide by these simple rules:

- To treat others how you would like to be treated.
- To comply with the rules and regulations of The Moreland Group.
- To not attend a course if affected by alcohol or drugs (prescription or otherwise).
- To be honest and respectful, this includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are met.
- Any form of discrimination (sexual, racial etc.), bullying, any form of harassment or any obscene, offensive or insulting language or behaviour, will not be tolerated

Disciplinary Process

Disciplinary Actions may include one or all of the following;

- The facilitator may ask a student to leave the classroom or refuse entry to a lecture room if the behaviour is disruptive or dangerous
- A student may be suspended or expelled, from the program for behaviour that threatens the safety of others, interferes with the duties of staff, or other student's study, or damages or threatens The Moreland Group education centre property.
- The relevant authorities will be contacted where necessary.

Discrimination and Harassment

The Moreland Group is committed to ensuring that the training and assessment environment is free from discrimination and harassment. The Moreland Group staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of The Moreland Group that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant.

See The Moreland Group Access & Equity Policy for further information

Working with Children

The Moreland Group does not accept enrolments into qualifications or individual units of competency by anyone under the age of 18. The nature of the training delivered by The Moreland Group generally does not attract students under the age of 18.

Recognition for Prior Learning (RPL) of your existing skills and knowledge

The Moreland Group provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they wish to enrol.



Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system.

Your current knowledge and skills may be relevant to the course in which you are wishing to enrol. Each unit you study is made up of various elements and competency outcomes. Each one consists of a range of performance criteria. If you can provide evidence that you have the relevant skills and knowledge, you may be able to use this to gain recognition for all or part of a course. This is known as recognition of prior learning (RPL).

See The Moreland Group Recognition of Prior Learning Policy for further information

Credit Transfer

Credit transfer involves assessing a previously completed course or subject to see if it provides equivalent learning or competency outcomes to those required within your current course of study.

Credit transfer allows students to count relevant, successfully completed studies in Australia at TAFE institutes, accredited private providers, professional organisations or enterprises and universities toward their current course of qualifications. Sufficient evidence must be supplied.

See The Moreland Group Credit Transfer Policy for further information

Language, Literacy and Numeracy Skills

The courses delivered by The Moreland Group require all students to have a certain level of language, literacy and numeracy skills to enable students to be successful in achieving their study outcomes as students may be required to submit papers and/or assessments that require limited Maths and English.

All students of The Moreland Group will be expected to complete the LLN testing during their enrolment, should the student have difficulty with this they will need to contact the Training Manager for assistance. In the event that The Moreland Group is unable to assist directly as the students' needs exceed the skill level of The Moreland Group staff then the student may be referred to an external provider for support prior to the commencement of studies.

See The Moreland Group Language, Literacy and Numeracy Policy for further information

Privacy Policy

The Moreland Group takes the privacy of students very seriously and complies with all legislative requirements. These include the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* and the *Australian Privacy Principles (APPs)*.

Student information is only shared with external agencies such as registering authorities to meet compliance requirements as a Registered Training Organisation (RTO). All information shared is kept in the strictest confidence by both parties and is available on request.



In some cases, we are required by law to make student information available to others such as the National Centre for Vocational Education and Research and the National Workforce Development Fund (if funding has been received by this body). In all other cases, The Moreland Group will seek the written permission of the student for such disclosure.

Where there is a sub-contracting arrangement with another provider to deliver part or all of the training components information will be shared between them.

See The Moreland Group Privacy & Personal Information Policy for further information

Access to Records

You are entitled to have access to your student file and learning and assessment records on request. You may require these to monitor your progress with training or simply to go back and confirm something in a previous training module.

Whilst these records will be retained by The Moreland Group, you are welcome to have access anytime and request a copy. If you require access to your records, you will need to complete a Privacy Release form and allow up to 4 weeks.

See The Moreland Group Privacy & Personal Information for further information

Change of Contact Details

Please notify the Training Manager immediately of any changes to your contact details. This can be done by calling 03 9321 1742 or emailing training@moreland-grp.com.au

Fees Payable

Fees are payable when the student has received notification of enrolment. Fees must be paid in full within 10 days of receiving an invoice from The Moreland Group. We may discontinue training if the fee is not paid as required. Fees will vary for different training programs. For a full list of current fees and charges please refer to The Moreland Group schedule of fees and charges.

Overdue Fees

All fees must be paid in advance. Students will not be permitted to commence the relevant course until all fees for that (plus any outstanding fees) are paid in full.

The Moreland Group will not issue a qualification or Statement of Attainment to any student who has overdue fees.

What are the Fees?

The full fee paid by students includes:

- Course attendance/Online access
- Study guides/Course materials
- Student support
- Assessment
- Australian Goods and Services Tax (GST) where applicable to items listed above



- 1 copy of all completion documents (at completion or withdrawal/early exit as applicable)
- Tax invoice for payment (available upon request)

Possible Additional Fees and Charges

Additional fees are applied in an application for Extension with The Moreland Group or for any reasonable adjustment/simulated environment that will mean costs being incurred by The Moreland Group to allow for additional services. See The Moreland Group Extension Policy for further information.

The Moreland Group reserves the right to suspend a student's enrolment in the course when fees remain unpaid and to follow legal processes for monies outstanding. Suspension of enrolment will include the removal of access to education services, records of training and online course access (if applicable).

Payment Method

The Moreland Group accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to The Moreland Group)

Refund Policy

The Moreland Group requires fees to be paid in advance full fees for employers and the deposit of \$1500 for the individual, therefore, all fees are held in a holding account until the completion of training. If a student decides to leave a course once training has commenced, there are no refunds unless there are extenuating circumstances and notification is received in advance of online access being provided. Where fees are paid by individuals to another party, The Moreland group does not treat the student in the same way as this is a service we are providing to the other party not to the student directly. Any refund issues and policies need to be addressed to the other party which originally collected the fees.

The Moreland Group reserves the right to cancel, terminate or defer courses without notice. If any course is cancelled or deferred and does not start on the agreed starting day, or is started but terminated before it is completed for whatever reason, The Moreland Group will refund all course money within 2 weeks after the default day.

Blended students who cancel their enrolment 28 days before the commencement of a training program will be entitled to a full refund of fees paid. Requests for refunds will be processed and transacted at the end of each month in which the cancellation notification was received.

Where an online student has already been sent their access to the material they will not be eligible for a refund.



We will not issue refunds for:

- Change in work hours
- Inconvenience of travel to course
- Moving interstate
- Job change or retrenchment
- Clients who leave before finishing course/module/Assessment

See The Moreland Group Fees & Refunds Policy for further information

Complaints and Appeals

The Moreland Group is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

What is a Complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by The Moreland Group in any form and does not need to be formally documented by the complainant in order to be acted on. The Training Manager should be contacted for any reports of a complaint. A form may be sent for completion regarding the complaint.

What is an Appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to The Moreland Group within 28 days of the student being informed of the assessment decision or finding.

Early Resolution or Complaints and Appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

See The Moreland Group Complaints and Appeals Policy for further information

Assessment Methodology

All accredited training conducted by The Moreland Group involves the completion of an assessment that requires students to demonstrate competency.

If a student is deemed to have not satisfactorily met the assessment requirements after the first attempt they will be given some one-on-one advice / coaching by their assessor and then permitted a second attempt.

If after that attempt competence is still not achieved, a re-evaluation will take place which will include a discussion with an independent assessor, a review of the assessment



outcome and then a decision about whether a third attempt may be made at the assessment with no further fees involved.

If at any stage a student feels that they are not being treated fairly in this process, an appeal can be lodged (see appeals details in this handbook). If a student wishes to request a review, a 'Request for Review' form must be completed and returned to the Training Manager. The form may be obtained by emailing the training manager at training@moreland-grp.com.au

Simulated Environment

Many units in our qualifications are designed to be assessed in the workplace or using workplace evidence. Workplace application is desirable to ensure that competence has been attained, to the standard required by this industry sector. Ideally, all students should be working in or have access to an operating environment where they are able to practice the skills and knowledge gained in the training that address the performance requirements of the units of competency.

It is recognised that not all students will have access to an effective workplace environment. In these circumstances, assessors will consider options of a simulated environment for students on face to face and online pathways. For students in an assessment-only pathway, a work environment in training and/or assessment is essential in providing the basis for the collection of evidence that meets the rules of evidence.

It is the responsibility of the student to notify The Moreland Group of a need for a simulated environment at the time of enrolment (via email or phone call) or as soon as possible once they are aware of their circumstances so that The Moreland Group have adequate time to prepare an assessment in a simulated environment that still meets the requirements of the unit of competency.

Academic Misconduct

The Moreland Group does not condone cheating or plagiarism by any student studying internally, externally or online. All alleged incidences or suspicions of misconduct will be investigated and may result in cancellation of the enrolment if found to be true.

See The Moreland Group Academic Misconduct Policy for further information

Students Studying in Victoria

Victorian students may contact the Dispute Resolution Branch/Training Advocate of the Department of Justice and Attorney-General. This is a free non-legal resolution service.

Contact details for the Dispute Settlement Centre of Victoria (DSCV) are:

Tel: 1300 372 888

Website: <https://www.disputes.vic.gov.au/>

Email: dscv@justice.vic.gov.au