



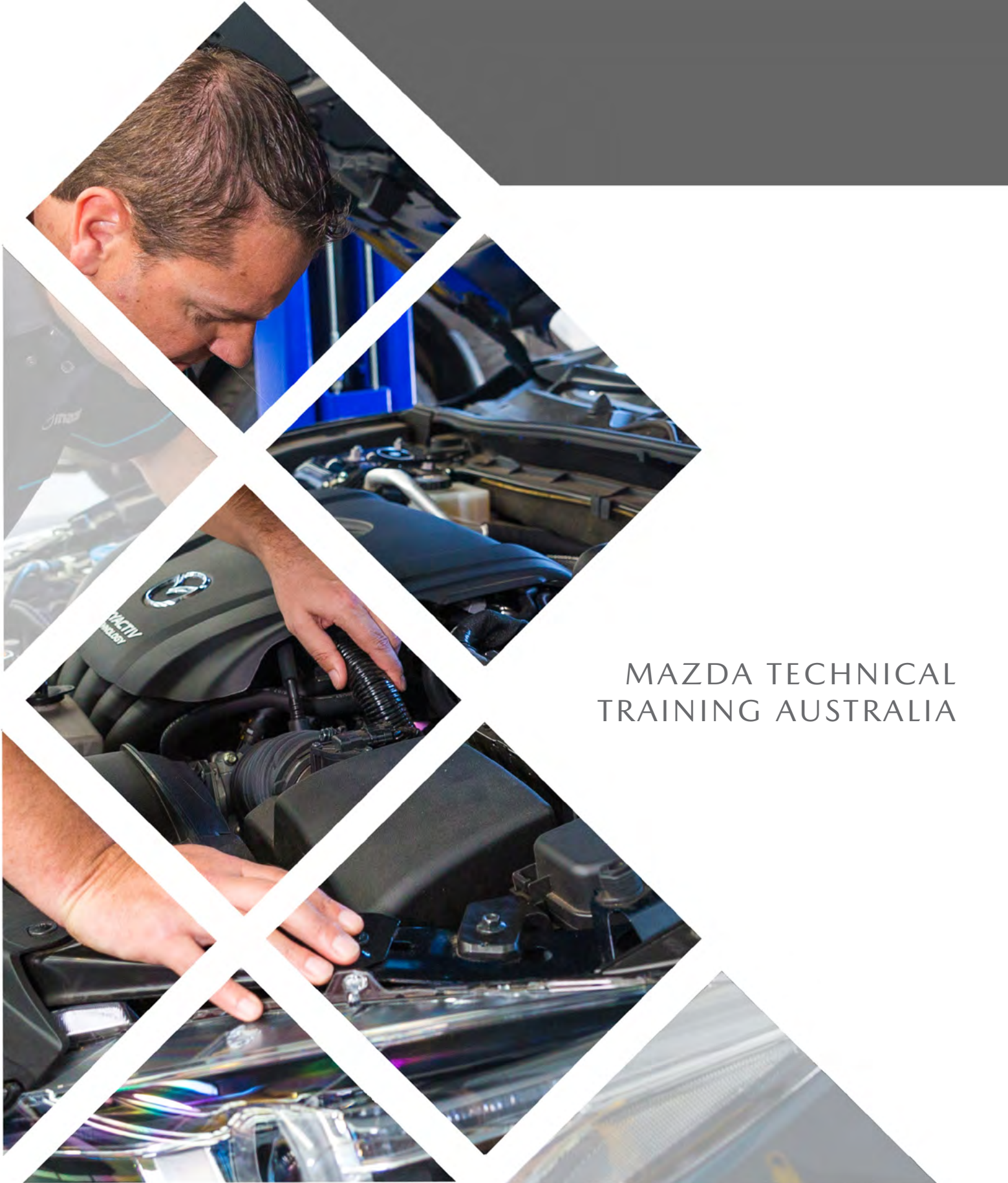
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# APPRENTICE TRAINING

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## EMPLOYER HANDBOOK

MAZDA TECHNICAL  
TRAINING AUSTRALIA



# AUR30620 Certificate III in Light Vehicle Mechanical Technology

## **Mazda Technical Training Australia Pty Ltd**

### **Employer Handbook**

## Employer Handbook

### Version Control (Mazda RTO Purposes Only)

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2.0	RTO Manager – Mazda Technical Training Australia Pty Ltd	21 <sup>st</sup> August 2023	21 <sup>st</sup> August 2023

### Change History

Version	Authorise by	Approved date	Effective Date	Significant changes
1	RTO General Manager – Mazda Technical Training Australia Pty Ltd	Intentionally blank	Intentionally blank	<ul style="list-style-type: none"> <li>New Document</li> </ul>
1.1	RTO General Manager – Mazda Technical Training Australia Pty Ltd	6 December 2016	6 December 2016	<ul style="list-style-type: none"> <li>Logo</li> <li>GM contact number</li> <li>Section 5 – Reference about Apprentice's Student Training Diary</li> <li>Section 7- Supplementary training fees</li> <li>Section 10.1 new external complaints appeal process</li> </ul>
1.2	RTO Senior Manager – Mazda Technical Training Australia Pty Ltd	14 <sup>th</sup> June 2017	14 <sup>th</sup> June 2017	<ul style="list-style-type: none"> <li>Updated document in Section 2 to detail student eligibility to attend MTTA</li> <li>Updated document to reference Section 13 Student Withdrawal process from MTTA</li> </ul>
1.3	RTO Senior Manager – Mazda Technical Training Australia Pty Ltd	27 <sup>th</sup> October 2017	27 <sup>th</sup> October 2017	<ul style="list-style-type: none"> <li>Review date</li> <li>Section 5 – Provide the apprentice with a "One.Mazda" login</li> <li>Updated UOC sequence including blocks</li> </ul>
1.4	RTO Manager – Mazda Technical Training Australia Pty Ltd	1 <sup>st</sup> October 2018	1 <sup>st</sup> October 2018	<ul style="list-style-type: none"> <li>Review date</li> <li>Updated UOC sequence including blocks</li> <li>Added section 5.1, section 7 &amp; section 12</li> </ul>
1.5	RTO Manager – Mazda Technical Training Australia Pty Ltd	21 <sup>st</sup> January 2019	21 <sup>st</sup> January 2019	<ul style="list-style-type: none"> <li>3 of our current UoC's have been superseded and replaced with 3 equivalent ones. They are as follows;               <ol style="list-style-type: none"> <li>1. LTX003 is now LTX013 (Year 1)</li> <li>2. LTQ002 is now LTQ012 (Year 2)</li> <li>3. ETD001 is now ETD011 (Year2)</li> </ol> </li> </ul>

1.6	RTO Manager – Mazda Technical Training Australia Pty Ltd	3 <sup>rd</sup> December 2019	3 <sup>rd</sup> December 2019	<ul style="list-style-type: none"> <li>• Change of RTO Manager contact details.</li> <li>• Change from Apprentice perspective to Employer perspective.</li> <li>• Section 1 wording</li> <li>• Section 2 wording</li> <li>• Section 3 wording</li> <li>• Section 4 wording</li> <li>• Section 5 Addition of Employer Resource Assessment</li> <li>• Section 6 reference to 3 month training plan review</li> <li>• Section 7 wording</li> <li>• Section 8 wording</li> <li>• Section 11 Updated contact details</li> <li>• Section 12 wording + reference to cost of key fob replacement</li> <li>• Added section 13.1 to 13.9</li> <li>• Section 14 Revision of refund policy to align with gov't requirements</li> <li>• Whole document - Removal of him/her replaced with their</li> </ul>
1.7	RTO Manager – Mazda Technical Training Australia Pty Ltd	7 <sup>th</sup> November 2020	7 <sup>th</sup> November 2020	<ul style="list-style-type: none"> <li>• Changes to reflect blended-learning mode of delivery in sections 3</li> <li>• Added section 3.2</li> <li>• Updated section 5 – Employer Obligations added dot point 6, 7, 8 &amp; 9</li> <li>• Added section 6.2.2 – McGraw Hill System Requirements</li> <li>• Added section 5 dot point 8</li> <li>• Added materials fee in section 13</li> </ul>
1.8	RTO Manager – Mazda Technical Training Australia Pty Ltd	2 <sup>nd</sup> September 2021	2 <sup>nd</sup> September 2021	<ul style="list-style-type: none"> <li>• Updated to AUR 30620 Qualification</li> <li>• Alter minimum age to 17 years</li> <li>• 11.1 Updated Resolution Institute details</li> <li>• 12.4.3 Updated to include electronic student diary</li> </ul>
1.9	RTO Manager – Mazda Technical Training Australia Pty Ltd	2 <sup>nd</sup> September 2022	2 <sup>nd</sup> September 2022	<ul style="list-style-type: none"> <li>• Review date</li> <li>• Minor grammatical updates</li> <li>• Update to year of training in Section 13</li> <li>• Update to section 10</li> <li>• Section 3 – updated delivery schedule</li> </ul>
2.0	RTO Manager – Mazda Technical Training Australia Pty Ltd	21 <sup>st</sup> August 2023	21 <sup>st</sup> August 2023	<ul style="list-style-type: none"> <li>• Review date</li> <li>• Minor grammatical amended across whole document.</li> <li>• Section 2.1 – update to contact persons</li> <li>• Section 3.2 – update to list of supported OS</li> <li>• Section 7.6.1 – update to when application for RPL is to be submitted</li> <li>• Section 8 – removal of duplicated paragraph</li> </ul>

				<ul style="list-style-type: none"><li>• Section 9 – update to contact email address</li><li>• Section 11.1.1 - update to mediation service contact details</li><li>• Section 11.1.2 - update to mediation services website and flowchart</li><li>• Section 13.8 – rewording of sentence, remove 'Learner' and replace with 'Employer'.</li><li>• Section 15 – Inclusion of 'ANP' representative</li></ul>
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### Disclaimer

This guide is current.

Changes after this version number and effective date may affect the accuracy and currency of the information provided. Mazda Technical Training Australia Pty Ltd (MTTA) takes all care to ensure the accuracy of information but reserves the right to vary information described in this guide without notice.

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## 1 Introduction

Welcome and thank you for choosing Mazda Australia (Mazda) Registered Training Organisation (RTO), Mazda Technical Training Australia (MTTA) for your apprentice to participate the in training of AUR30620 Certificate III in Light Vehicle Mechanical Technology.

MTTA is committed to high-quality education and training which places the apprentice at the centre of training delivery.

This handbook is designed to help you understand your role as the employer of an apprentice who is undertaking training with MTTA.

In this handbook you will find:

- Information about the qualification.
- Information about fees and charges.
- Information about how we deliver our training and how the training will be assessed.
- Complaints and appeals policies.
- Responsibilities of all parties.
- Our code of practice which explains how we operate our business.

Please read this guide carefully and consult your MTTA representative if you require clarification of any part of the content.

## 2 About MTTA

MTTA operates as an RTO registered with the Australian Skills Quality Authority (ASQA), complying with the requirements of the Vocational Education and Training Quality Framework.

MTTA only provides apprenticeship training to students that are:

- Directly employed by Mazda Dealers; or,
- Represented by their respective Group Training Company (or other ASQA and/or State Government legitimate third-party organisation) and are hosted by a Mazda dealer.

Policies and procedures relating to the training and assessment and student services are available on request. If you would like a copy of a policy or procedure, please speak to the Student Representative.

This handbook provides essential information relating to conditions and requirements relevant to the apprentices' successful completion of training with MTTA.

If you require any further information, please visit: [www.mazdatraining.com.au](http://www.mazdatraining.com.au)

On successful completion of all assessments associated with the course or program, the apprentice will be issued with either a Statement of Attainment for the relevant units of competence or a certificate for AUR30620 Certificate III in Light Vehicle Mechanical Technology.



## 2.1 Contact details for correspondence

<b>Mazda Dealer Relationship Management representative</b>	Michael Whitehead / Ryley Harrison
<b>Email</b>	<a href="mailto:mttatraining@mazda.com.au">mttatraining@mazda.com.au</a>
<b>Phone number</b>	03 8540 1800
<b>MTTA Head Office Address</b>	Mazda Technical Training Australia 211A Wellington Rd, Mulgrave 3170

## 3 Training

MTTA is committed to providing an engaging, positive, and productive training and learning experience. We work closely with our Dealerships to develop and deliver customised training, specific to each organisation. A blended-learning mode of delivery is utilised which includes online virtual-classes, self-directed learning activities supported by face-to-face practical learning and assessment activities at our training facilities. For individual apprentices attending our training facilities, a range of training methods are used including trainer presentations, small group work, practical demonstrations, and hands-on activities. We encourage the apprentice to be actively involved in the learning process and make the most of their time with our highly experienced and knowledgeable trainers.

Delivery is by a blended-learning mode comprising of:

- 1st year – 6 weeks F2F & 15 Virtual sessions
- 2nd year – 7 weeks F2F & 6 Virtual sessions
- 3rd year – 8 weeks F2F

### 3.1 Learning materials

MTTA produces a range of materials to aid learning throughout the course. These include:

- Workbooks with information, theory exercises and assessments on each unit of competency
- A suite of electronic media, including PowerPoint presentations, and videos
- Activity sheets and assessment checklists
- Automotive Mechanics – Authors: Ed May, Les Simpson Published: 18/June/2018 Edition: 10

### 3.2 McGraw Hill System Requirements

#### General Recommendations

- Bandwidth: Minimum 0.5 Mbps upload speed and 2.0 Mbps download speed
- Resolution of at least 1366 x 768 or better

#### Connect Desktop Requirements

#### **Supported Operating Systems**

Connect is supported on Windows and Mac desktop devices. As a general practice, we support the current operating system and two previous.



The complete list of currently supported operating systems are:

- MS Windows 8.1
- MS Windows 10+
- macOS 10.13 (High Sierra)
- macOS 10.14 (Mojave)
- macOS 10.15 (Catalina)
- macOS 11.4 (Big Sur)
- Mac OS: 12+ (Monterey)
- ChromeOS: 104+
- iOS: 15+
- Android: 13+ (Tiramisu)

### Supported Browsers

Connect is a browser-based application and is supported on Chrome, Firefox, and Safari browsers. *Internet Explorer is not supported.*

The complete list of supported browsers are:

- Chrome (latest version and two previous)
- Firefox (latest version and two previous)
- Safari (latest version and two previous)
- Microsoft Edge (latest version)

### 3.3 Practical training

The MTTA facilities are equipped with Mazda test equipment, tools, machinery, computers, and current model vehicles.

This provides for Mazda products and general training requirements to be conducted in a simulated workshop environment. MTTA apprentices return to their Dealerships from a training block with current service knowledge and experience of practical procedures and practices.

## 4 Qualification

### AUR30620 Certificate III in Light Vehicle Mechanical Technology

To be awarded this qualification, competency must be demonstrated in 36 units of competency, consisting of:

- ✓ 20 core units
- ✓ 16 elective units.

#### 4.1 Year 1 – Units of competency delivered and assessed

Code	Name	Core / Elective
AURASA102	Follow safe working practices in an automotive workplace	Core
AURAEA002	Follow environmental and sustainability best practice in an automotive workplace	Core
AURTTK102	Use and maintain tools and equipment in an automotive workplace	Core
AURTTA104	Carry out servicing operations	Core
AURTTB101	Inspect and service braking systems	Core
AURTTE104	Inspect and service engines	Core
AURTTX102	Inspect and service manual transmissions	Elective
AURTTX103	Inspect and service automatic transmissions	Elective
AURTTF102	Inspect and service diesel fuel injection systems	Elective
AURETR112	Test and repair basic electrical circuits	Core
AURETR125	Test, charge and replace batteries and jump-start vehicles	Core
AURTTF101	Inspect and service petrol fuel systems	Core
AURTTA118	Develop and carry out diagnostic test strategies	Core
AURTTC103	Diagnose and repair cooling systems	Core
AURLTD105	Diagnose and repair light vehicle suspension systems	Core
AURLTD104	Diagnose and repair light vehicle steering systems	Core
AURLTX103	Diagnose and repair light vehicle clutch systems	Elective
AURLTB103	Diagnose and repair light vehicle hydraulic braking systems	Core

#### 4.2 Year 2 – Units of competency delivered and assessed

Code	Name	Core / Elective
AURLTQ101	Diagnose and repair light vehicle final drive assemblies	Elective
AURLTQ102	Diagnose and repair light vehicle drive shafts	Elective
AURETR130	Diagnose and repair starting systems	Core
AURETR129	Diagnose and repair charging systems	Core
AURETR131	Diagnose and repair ignition systems	Core
AURLTE102	Diagnose and repair light vehicle engines	Core
AURETD101	Diagnose and repair electronically controlled steering systems	Elective
AURLTX101	Diagnose and repair light vehicle manual transmissions	Elective
AURLTX102	Diagnose and repair light vehicle automatic transmissions	Elective
AURETR123	Diagnose and repair spark ignition engine management systems	Core
AURLTZ101	Diagnose and repair light vehicle emission control systems	Core

#### 4.3 Year 3 – Units of competency delivered and assessed

Code	Name	Core / Elective
AURETR124	Diagnose and repair compression ignition engine management systems	Elective
AURTTF105	Diagnose and repair engine forced-induction systems	Elective
AURAF103	Communicate effectively in an automotive workplace	Elective
AURETR132	Diagnose and repair automotive electrical systems	Elective
AURETR122	Diagnose and repair vehicle dynamic control systems	Elective
AURETR144	Diagnose and repair integrated engine and transmission management systems	Elective
AURETR143	Diagnose and repair electronic body management systems	Elective

If the apprentice completes less than the required 36 units to qualify for the award certificate, then they will receive a "Statement of Attainment" to confirm which units of the course they have successfully completed. This statement can be used at a later date to claim credit should the apprentice wish to return to their studies.

## 5 Obligations of employers

As the employer of an apprentice with MTTA you are required to:

- Have signed a training contract with your apprentice and the Apprenticeship Commission (organised by your Australian Apprenticeship Support Network, AASN / Apprenticeship Network Provider, ANP).
- Have signed an individual training plan with your apprentice and MTTA.
- For Queensland government funded students, Employers and MTTA must complete an Employment Resource Assessment (ERA) prior to enrolling the student and must be reviewed every 3 months.
- Ensure your apprentice is enrolled with MTTA within 90 days of the date of commencement of the training contract.

- Ensure that your apprentice has received a copy of the training calendar and that both you & the apprentice commit to the training block dates. (I.e., Do not allow the apprentice to take annual leave when training is occurring etc.)
- Provide your apprentice with access to a laptop or PC that meets system requirements specified in the Employer Handbook section [3.2](#).
- Provide your apprentice with a suitable broadband internet connection as outlined in the Employer Handbook section [3.2](#).
- Provide the apprentice with a "One.Mazda" login.
- Allow your apprentice to attend online "virtual classes" to learn the underpinning knowledge to support development of skills in accordance with the training calendar.
- Allow your apprentice reasonably sufficient time outside of scheduled classes to complete learning and assessment tasks where required.
- Allow your apprentice to attend face-to-face training to learn the theory behind trade skills and start developing those skills in accordance with the training calendar.
- Support your apprentice by allowing them to practice their trade skills in the workplace under your supervision. *This forms the basis of your apprentice's student training diary evidence.*
- Ensure that your apprentice completes their student diary entry within the permitted 3 months' timeframe for the completed unit. *Please note, MTTA's trainer representative will be stating to the apprentice (during training) that failure to provide evidence of the completed training section/s of the training diary may result in the apprentice not commencing the next block of training.*
- Ensure that you sign the completed section/s of your apprentice's student training diary prior to your apprentice attending the next block of training.
- Ensure that your apprentice maintains their student training diary in a good condition as it is critical for MTTA to retain copies of workplace evidence and employer confirmation. *Please note, it is a Government<sup>2</sup> requirement for MTTA to retain copies of completed sections of your apprentice's student training diary to demonstrate the progress of your apprentice.*

### 5.1 Supervisor Instructions to Maintain the Diary

1. Supervisors at Mazda Dealers are required to provide adequate supervision, time, and assistance to their apprentice so that they can practice and apply the skills and knowledge acquired during training in their workplace. The Student Training Diary must be maintained as a record of the application of skills and knowledge.
2. As the supervisor of an apprentice, they have the responsibility to:
  - Provide the apprentice with time to practice and apply the skills and knowledge they have developed.
  - Provide adequate supervision and instruction so that the apprentice can apply their new skills in a safe environment, following your workplace policies and procedures.
  - If applicable, liaise with the Training Coordinator on areas of concern.
  - Discuss the apprentice's weekly entries in the Student Training Diary and verify that they are accurate.
  - The student training diary **must be presented to MTTA at intervals of no longer than 3 months.**
  - The employer/supervisor must ensure that the entire diary entry for the unit is complete before signing each diary entry. Each diary entry must be signed by the employer/supervisor.
  - At the end of each year, there is a government requirement for the dealer who employs the apprentice to formally agree and sign off (in a timely manner) that the apprentice has completed the required units within that year.
  - If you feel that your apprentice is not yet competent in a particular area that they have been resulted as competent by MTTA, you must notify MTTA in writing (stating your reasons) within 2 months or prior from the completion of the particular unit of competency in question.

- At the end of the three-year term, there is a government requirement for the dealer who employs the apprentice to formally confirm and sign off (in a timely manner) that the apprentice has completed their apprenticeship and that they are a fully qualified in AUR30620 Certificate III in Light Vehicle Mechanical Technology. This process is typically done within the first two months of completing their RTO based learning.
- Review the apprentice's performance through the student diary evaluation sheets provided for each Unit prior to the commencement of the next block training session.

## 6 Our obligations

As the training provider for your apprentice, MTTA will:

- Conduct a pre-training review which will include:
  - Assessing the apprentice's language, literacy, and numeracy skills
  - Identifying any opportunities for recognition of prior learning
  - Determining if any additional support or assistance is required for the apprentice to participate in training.
- Negotiate and develop a customised individual training plan, signed, and dated by all relevant parties.
- Undertake assessment activities to measure the apprentice's competence against the units of competency outlined in the training plan.
- MTTA is to request employers to review the apprentices training plan every 3 months. Employers will be asked to return the training plan to MTTA indicating any amended changes, signed, and dated by the employer and student for MTTA to sign and save.
- Maintain a minimum of four contacts per year with the employer to update them on the apprentice's progress.
- Sign all eligible incentive claim forms.
- Maintain records of all communication.

## 7 Course applications

### 7.1 Apprentice Selection

Apprentices are selected for the Mazda Apprentice Training Program after they have been nominated by a Mazda Dealership. To be accepted into the program, the applicant must meet the following criteria:

- Must be employed as an Apprentice at a Mazda Dealership, and aged no less than 17 years old at commencement of training.
- Must have a minimum Secondary School Year 10 (or equivalent).
- Must complete an online application.
- Must pass the Mazda pre-selection assessment (refer to the following section).

#### 7.1.1 Pre-selection Assessment

Applicants are required to complete a set of standardised assessments to measure reading, comprehension, and mathematical reasoning skills.

These assessments were developed by ACER (Australian Council of Educational Research).

Applicants will also be phone interviewed as part of the application pre-selection process by an MTTA Trainer.

## 7.2 Language, Literacy and Numeracy

MTTA understands the importance of skills in English Language, Literacy and Numeracy (LLN) and recognises that some applicants do not have the LLN skills they need to effectively participate in training and workplace communication.

MTTA Trainers and Managers can identify LLN skill levels and assist apprentices with LLN skills needs in order to provide them with as much opportunity and support as possible to complete their learning and assessment requirements when attending MTTA courses.

MTTA requires completion of a specific Language, Literacy and Numeracy assessment prior to enrolment/course commencement. Arrangements will be made for your apprentice to complete and submit the LLN Assessment.

Please notify MTTA if you consider there may be language, literacy or numeracy concerns that may inhibit your apprentice participation in training or their progress during the course. MTTA will arrange support for the apprentice during the training and assessment and make reasonable efforts to modify delivery and assessment procedures to support their participation.

## 7.3 Medical Conditions

It is important that MTTA know of any medications or restrictions that would put your apprentice or others at risk while attending training with MTTA. We ask that you notify your apprentices trainer/assessor and any staff that they will spend time with. For example, if a student has diabetes there may be a time when staff need to know what should be done in an emergency (this may include advising MTTA staff that the student has or may require an Epi-pen).

## 7.4 Enrolment Process

The application and enrolment process allows MTTA to collect accurate and true information on individual apprentices and the course they are to undertake. This information enables MTTA to plan its resources and enables us to help identify the learning needs of each apprentice. By filling out the electronic application form and enrolment form it will also ensure that our state and federal government regulatory requirements are met.

Completion of the Student Application & Enrolment Forms are compulsory and extremely important for any course in which you wish to enrol. Every field within these forms requires full completion.

Enrolment data is collected and stored electronically, and the original copy is filed away in archive.

MTTA accepts all apprentices right to privacy and will treat all apprentice information confidentially, in line with the MTTA Privacy Policy.

## 7.5 Credit Transfer

**Credit transfer** primarily is awarded for units which have the same unit code and unit title; however it also applies where the unit(s) of competency previously attained does not have the same unit code or unit title; however, the Training Package states that it is equivalent to the unit of competency

being sought. Credit transfer can also be applied to other certification and formal learning such as tertiary qualifications where equivalence can be demonstrated.

Original and/or certified documentation is required to support an application for Credit Transfer. If satisfied, a competent by credit transfer status will be applied and there will be no requirement to undertake additional training and assessment. If you think that your apprentice may be eligible to apply for a credit transfer, talk to their MTTA trainer/assessor.

If you are unsure about whether to apply for national recognition or credit transfer on behalf of your apprentice, bring in the relevant documentation and one of our staff will assist you.

## 7.6 Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) recognises the knowledge and skills gained through previous informal training and past work and life experience. Prior training and experience must be deemed equivalent to the units that will be undertaken within the apprenticeship course, as MTTA must be satisfied that the apprentice is 'competent' in these unit/s prior to granting the RPL.

As a result, the granting of RPL is not always automatic, depending on when prior learning/experience occurred and how this translates into the units in which your apprentice is enrolling. There may be a need to undergo some assessment prior to RPL being granted. In other instances, provision of transcripts with past results may be sufficient.

If RPL is granted, the apprentice will be partially or fully exempt from completing those parts of the apprenticeship course.

### 7.6.1 Applying for RPL

If you believe that your apprentice may be eligible to apply for RPL, an application must be made prior to the commencement of training.

An RPL Application Kit will be provided which includes an application form, a self-assessment tool, and instructions. A separate appointment will generally need to be made to assess the RPL application.

## 8 Attendance

Apprentices are expected to attend 100% of their scheduled classes. It is the apprentice's responsibility to be on time each day of the course and attend for the duration of the course each day. Please note, if the apprentice is more than 30 minutes late, they may be excluded from the course.

Supplementary training fees may apply if a student has to return for supplementary training sessions. This may occur if they are unable to complete the structured training within the allocated block date period as per the published calendar due to any kind of absenteeism.



If a student is frequently absent or away and does not complete relevant tasks associated with the unit, the student may be required to attend supplementary training (fees apply \$200 per day) at a later date.

MTTA trainers will reserve the right to make this decision based on their overall performance and how many days they were absent.

If the apprentice is unable to attend their allocated block, virtual, or supplementary training, contact must be made with the Student Support Representative and a message left for the trainer/assessor. Absenteeism and lateness will be recorded and reported to the respective employers.

## 9 Communication methods

We may contact you via phone, email, or SMS.

You are welcome to visit our training centre. To arrange a visit, please make contact via the MTTA Training email address at [mttatraining@mazda.com.au](mailto:mttatraining@mazda.com.au).

You will be provided with reports on your apprentice's progress.

## 10 Supporting your apprentice

Your apprentice is commencing a competency-based training and assessment program that will lead to them becoming a qualified tradesperson.

Competency is when an apprentice can demonstrate the skills and knowledge, to an industry standard, as outlined in the study guides your apprentice will receive.

Competency standards are written by industry experts and kept current by Industry Skills Councils.

You have an obligation to assist your apprentice in gaining the skills they need by providing the opportunity for them to work on relevant work tasks with other qualified staff in line with the apprentices training plan.

## 11 Complaints and appeals

If you have a concern about any aspect of the course, or if a problem arises, there are a number of options available which are detailed in the MTTA Complaints and Appeals Policy and Procedure.

MTTA will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

A copy of the Complaints and Appeals Policy and Procedure is available on the MTTA web site.

MTTA is committed to providing apprentices with the best possible environment in which to study or work. The organisation understands that on occasion, there may be instances of dissatisfaction and acknowledges that the cause(s) must be addressed and rectified promptly.

### 11.1 External appeal process

1. The complainant has the option to use the external mediation service facilitated by the Resolution Institute. Contact details for the Resolution Institute National Office is as follows

- Website: <https://www.resolution.institute>
- Address:  
Suite 602, Level 6 Tower B, Zenith Centre  
821–843 Pacific Highway,  
Chatswood, NSW, 2067
- Ph: 1800 651 650 / 02 9251 3366
- Email: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)

2. Students who wish to lodge an external appeal must complete the *Application for External Review* form for domestic students which is available from the Resolution Institute. This can be found at <https://resolution.institute/Web/Public-In-Dispute/What-are-the-Dispute-Resolver-schemes/Student-mediation-scheme.aspx>.<sup>1</sup> . Once on the webpage the student is to download and complete the form from “Student application for External Review” title (red arrow below) – as shown in below:

## Student mediation scheme

Education and training institutions can join the Student Mediation Scheme to access an external appeals process

### What is the Student Mediation Scheme?

The scheme allows a member educational and training institution or its student to refer to Resolution Institute as the external review body once its internal grievance system has been exhausted.

The *Higher Education Support Act 2003* deals with the complaints and appeals process for higher education in Australia. Student grievance and review procedures (Subdivision 19-D, s 19-45)


The *National Code of Practice for Providers of Education and Training to Overseas Students 2018* deals with the complaints and appeals process.

Resolution Institute will:

- Appoint a mediator.
- Arrange dates, locations and or teleconferences for pre-mediation discussions and mediation discussions with the provider and the student.
- Provide each participant and the mediator with the necessary documentation to conduct the mediation.

The educational institution must be a member of the student mediation scheme in order to access the scheme.

[Join the Student Mediation Scheme](#)



### Student application for external review

To begin an external review:

1. Download and complete the [Student Application for External Review Form](#)
2. Contact the educational and training provider and let them know you wish to proceed with the external appeals process.
3. Lodge the Student Application for External Review Form with us. Remember to pay your share of the application fee and attach any supporting documents.

We will then liaise with you and your education and training provider to facilitate your mediation.

[Education provider application for external review](#)

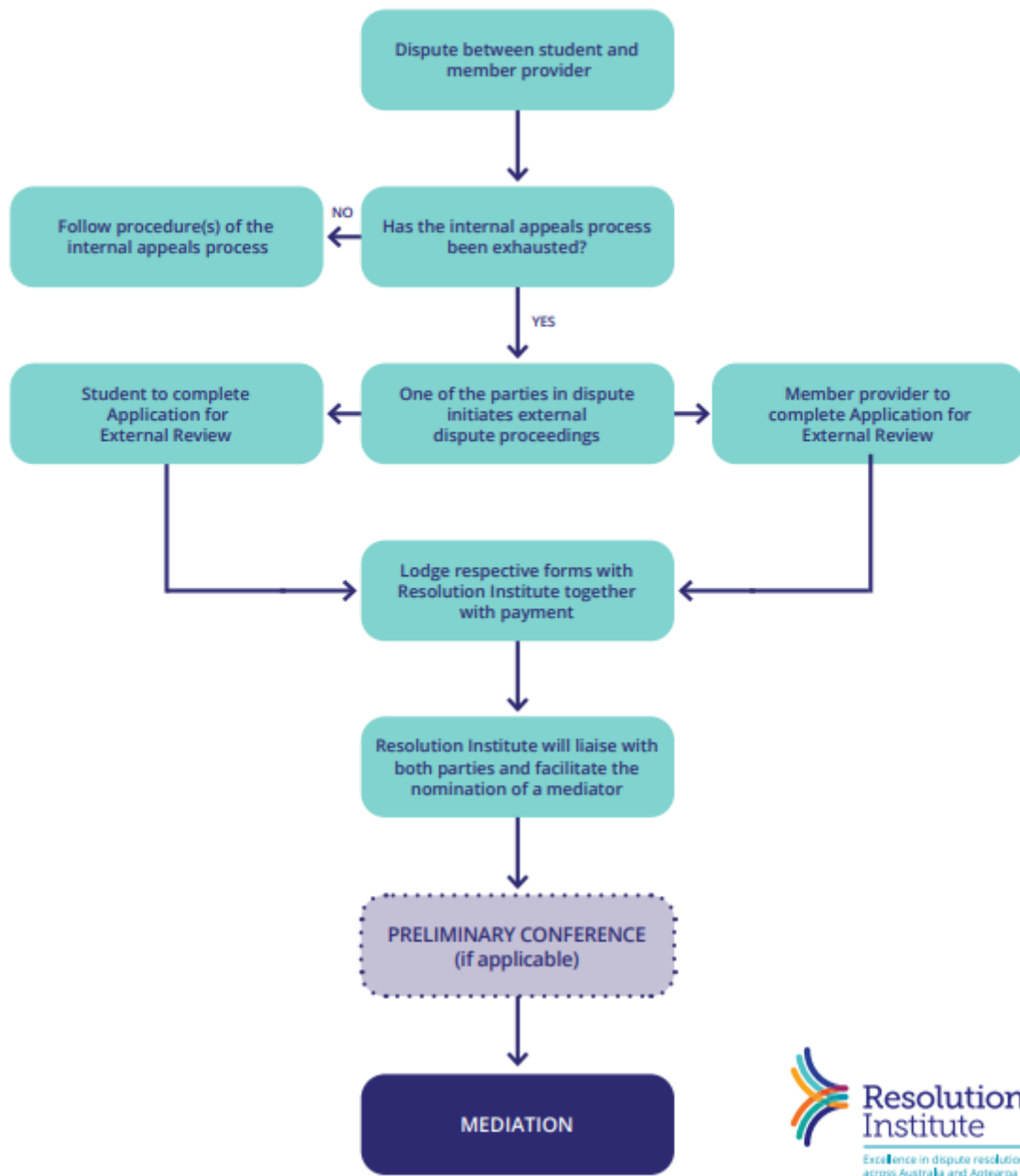
[Table of Fees](#)

For detailed information on the scheme and process see the Information Kit below

[Download](#)

<sup>1</sup> As viewed by MTTA on 10<sup>th</sup> July 2023.

## External appeals process explained



3. The student is to follow the instructions as set out in the form. The student also has the option to contact the Resolution Institute for guidance to fill out the form. If required, upon the student's request, MTTA will assist the student to locate the form and/or arrange for the student to contact a Resolution Institute representative.
4. Once the application is made, the Resolution Institute will advise MTTA of the external review application made by the student and both the student and MTTA will be requested to provide documents in support of the application within 14 days including student records to the Resolution Institute.

5. The Resolution Institute will review the appeal for resolution between the student and MTTA. If necessary, the Resolution Institute may utilise subject matter experts to assist the Resolution Institute to make a determination. The determination will be communicated to all parties.
6. Turnaround time for an appeal is within four to six weeks of lodgement.
7. Contact with the mediator should be initiated by the student in all cases.
8. The total cost for external mediation is borne equally by the student and MTTA. MTTA will provide the student with an indication of the external mediation costs prior to accessing the mediation service.
9. The police may be contacted in cases of possible criminal behaviour.
10. Each complaint, appeal and its outcome are recorded in writing and each party to the complaint is given a written statement of the appeal outcomes, including reasons for the decision.
11. After receiving the report, MTTA's RTO Manager or nominated authorised delegate will respond to the complainant within 10 working days and provide a written summary of the actions recommended by the external mediator to resolve the complaint.

## 12 Requirements of being an apprentice at MTTA

### 12.1 Being engaged by a Mazda Dealer

MTTA only provides apprenticeship training to students that are:

- Directly employed by Mazda Dealers; or,
- Represented by their respective Group Training Company (or other ASQA and/or State Government legitimate third-party organisation) and are hosted by a Mazda dealer.

### 12.2 Code of conduct

#### 12.2.1 Principles

Apprentices who are enrolled for training with MTTA should adhere to the following principles:

- Display a commitment to learning and to achieving success
- Be responsible and accountable for their own learning, behaviour and decisions
- Actively participate in all activities and learning experiences
- Work in harmony and respect the rights and opinions of MTTA Trainers and other apprentices
- Treat others as they themselves would like to be treated.

#### 12.2.2 General code of behaviour

MTTA requires apprentices to behave in ways that are physically and psychologically safe so that the Training Centre environment is conducive to effective learning.

Apprentices are required to:

- Be punctual at all times so that fellow apprentices are not disadvantaged by lateness or early departure from scheduled classes.
- Contact their employer and the MTTA Training Centre before 8:30 am if they are not able to attend for training that day.
- Arrive at all scheduled classes with relevant materials and equipment.
- Wear clothing and shoes that are suitable to undertake the training or assessment activities.

- Refrain from using electronic equipment including mobile phones, iPods, etc. during training unless instructed to do so.
- Use acceptable language at all times.
- Respect other people's rights to hold different positions and views of society.
- Refrain from discriminating against others for their beliefs, nationality, religion, age, gender or associations.

### 12.2.3 Conduct within the training centre

MTTA requires apprentices to comply with the following:

- Safety regulations must be adhered to at all times.
- Long hair must be tied back or restrained by a hair net.
- Wearing of earrings, necklaces, facial rings, or studs is discouraged for safety reasons:
  - Where it would be impractical to remove a facial ring or studs, they must be fully secured/covered by adhesive tape to prevent personal injury.
- Protective clothing and approved footwear must be worn at all times.
- Clothing that reflects MTTA or dealership dress standards is required.
- No smoking within the boundaries of the Training Centre.
- The road testing of live work vehicles must only be done by the MTTA trainer.
- All live work must be inspected by the MTTA trainer.
- All reasonable instructions/directives from the MTTA trainer must be followed and tasks must be performed to the best of the apprentice's ability.
- Maintain a clean and safe work environment and lunchroom.

### 12.2.4 Improper or inappropriate behaviour

Improper or inappropriate behaviour includes but is not limited to:

- Unapproved/habitual lateness or absenteeism
- Disobedience
- Recklessness
- Persistent disruptive behaviour
- Plagiarism or cheating
- Taking photographs or filming other apprentices or the MTTA trainer without their permission, this also includes posting on Facebook, Instagram, or any other social media channel without permission.
- Refusing to participate when required in group activities and/or refusing to participate in any relative learning activities requested of you by the trainer/assessor.
- Behaviour which constitutes making threats, coercion, discrimination, victimisation, or harassment including sexual harassment.
- Engaging in verbally abusive or hostile behaviour which affects another apprentice or the MTTA trainer or another staff member.
- Fighting or engaging in any form of violent behaviour or physical assault.
- Possession of firearms, explosives, weapons, or other illegal items at the Training Centre.
- Attending for training under the influence of alcohol and/or illegal drugs.
- Smoking, consuming alcohol or using illegal drugs at the Training Centre.
- Stealing: this will be reported to the police in all instances.
- Plagiarism or cheating in any test or examination.

- Acting in an unsafe manner that places themselves or others at risk.
- Wilfully or accidentally activating fire or security alarms which result in the call out of emergency services such as police, ambulance, or fire services; if this occurs, the apprentice concerned will be liable for all costs incurred by their action.
- Any activity and/or behaviour, on or off the premises of the Training Centre, that in the opinion of MTTA, is designed, or considered likely, to bring MTTA into disrepute.

### 12.3 Disciplinary Procedures

MTTA adheres to the principles of adult learning, aims to create a learning environment that facilitates the learning of all apprentices without interference or disturbance from others, and encourages apprentices to respect and protect the rights of others. Apprentices are expected to adhere to the Code of Conduct and behave in a professional manner.

Apprentices who are in breach of the Code of Conduct may face disciplinary action. Breaches include but are not limited to:

- Wilful damage or removal of MTTA property (including damaged or broken tools and equipment due to negligent use of them).
- Assault or harassment (physical or verbal).
- Cheating or attempting to cheat or assisting any other apprentice to cheat by any means.
- Negligent or disorderly conduct towards a staff member or apprentice.
- Being under the influence of alcohol or drugs.
- Smoking in non-smoking areas.
- Infringing copyright.

In addition, apprentices should also note that enrolment may be suspended or discontinued by MTTA's RTO Manager for:

- Behaviour that threatens the safety of others, interferes with the duties of staff or other participant's study, damages or threatens MTTA property.
- A second incident of cheating or plagiarism.

Disciplinary action may include, but is not limited to:

- Absenteeism and lateness will be recorded and reported to the relevant employer.
- Any behaviour, which is dishonest, offensive or is detrimental to the learning or safety of an individual or group, will result in a verbal warning and possible counselling.
- Formal notification of any breach of this code of conduct will always be communicated to the relevant employer.
- MTTA may seek financial compensation for the repair or replacement of any damage caused to tools & equipment due to negligent use of them (including security fobs – replacement costs \$100).
- Any apprentice who displays dysfunctional, threatening, or on-going disruptive behaviour may be asked to leave the session and/or the training program.
- If any apprentice is asked to leave the training program, the relevant employer will be informed in writing and supporting documentation will be provided. This may result in the loss of the apprenticeship, employment, or work-related privileges, as decided by the employer.



- Any apprentice attending MTTA, who is considered by the MTTA Trainer to be plagiarising and/or cheating will be addressed as per MTTA's Plagiarism and Cheating Policy and Procedure and the relevant employer notified.
- Any apprentice attending training, who is considered by the MTTA Trainer to be affected by drugs or alcohol, will be immediately stood down for the day and the relevant employer notified.

## 12.4 Apprentice rights and responsibilities

### 12.4.1 Apprentice Rights

Apprentices have a right:

- To be treated fairly and not discriminated against on the basis of age, race, colour, nationality, ethnicity, breastfeeding, sexual orientation, disability, status as a parent or carer, gender identify, lawful sexual activity, physical features, religious beliefs, pregnancy, medical history, sex, political beliefs, religious activities, political activities, marital status or criminal record.
- Not to be harassed or made to feel intimidated, offended, or humiliated.
- Not be subjected to sexual harassment.
- To receive appropriate flexibility, e.g., to care for children, due to religious activities or for cultural responsibilities.
- To have concerns dealt with promptly and fairly.
- To have personal information protected from unauthorised access or disclosure.
- To be provided with courses that are reflective of individual needs and learning styles.
- To appeal the results of any assessment.
- To be provided with a safe, professional, and clean training and assessment environment.
- To be provided with adequate information about enrolment, courses and relevant policies and procedures.
- To request recognition of learning that may have occurred through structured training or through life, work, education, or other experiences.

### 12.4.2 Apprentice Responsibilities

Apprentices have a responsibility:

- Not to discriminate against or have the potential to make another apprentice, staff member or person feel intimidated, humiliated, or offended.
- Notify MTTA of any changes to your personal details or update via the student portal.
- Behave in an acceptable and appropriate manner towards other apprentice and staff.
- To follow required procedures as directed by MTTA employees.
- To perform all tasks requested of them by their trainer and assessor, this includes formal and/or informal (non-assessable) learning tasks.
- To submit all required course work by the due date or negotiate a suitable extension if the need arises.
- To make a request to the trainer if they wish to keep a copy of all written work for own records.
- Not to engage in plagiarism, collusion, or other forms of illegal work assistance.
- Not to provide false or misleading information.
- Request assistance when required.
- Be punctual for training and assessment classes/appointments.
- Perform any other reasonable tasks asked of them by their trainer (e.g., clean & tidy the workshop prior to them leaving the training centre).

#### 12.4.3 Management of the apprentice's student training diary

The purpose of this diary is to keep a record and provide employer confirmation of the application of the skills and knowledge/competencies achieved by the student (during block training sessions at MTTA) in their Mazda Dealer workplace when working under supervision by a Mazda Dealer representative (typically, an immediate supervisor).

The student diary is used to reaffirm the apprentice's application of their skills and knowledge within their dealer's work environment. At the end of each year there is Government requirement for the dealer who employs the apprentice to formally agree and sign off (in a timely manner) that the apprentice has completed the required units within that year.

Given the importance of the apprentice's student training diary, it is the apprentice's responsibility to:

- Practice their trade skills in the workplace under supervision. *This forms the basis of the apprentice's student training diary evidence.*
- You have a maximum of 3 months to complete your student training diary entry for the particular unit completed. *Please note, MTTA's trainer representative will be stating to the apprentice (during training) that failure to provide evidence of the completed training section/s of the training diary may result in the apprentice not commencing the next block of training.*
- Ensure that the apprentice's supervisor signs the completed section/s of the apprentice's student training diary prior to the apprentice attending the next block of training.
- Ensure that the apprentice maintains their student training diary in a good condition as it is critical for MTTA to retain copies of workplace evidence and employer confirmation. *Please note, it is a Government requirement for MTTA to retain copies of completed sections of the apprentice's student training diary to demonstrate the progress of the apprentice.*
- MTTA may issue a hard copy printed and bound student diary, or alternatively, the student training diary may be issued in an electronic format.

## 13 Fees

Before your apprentice can start training, you will need to sign a Training Program Agreement. The agreement will include a Statement of Fees, which includes an itemised list of all fees and materials required.

Fees are calculated for each apprentice individually based on a number of factors including nominal hours enrolled or recognition of prior learning/credit transfer hours.

Fees quoted are applicable for training services provided in the current calendar year. Further fees will be payable for training services scheduled to continue into future calendar years and these will be levied in accordance with relevant guidelines (if applicable).

Apprentice fees are subject to change given individual circumstances at enrolment.

1. The annual cost of the Mazda Apprentice Program is \$3,000.00 per apprentice. (This training does not attract GST).

Invoices are issued in two instalments each year, during March / May and August. Breakdown of charges as follows:

	Invoiced - March	Invoiced - August
Apprentice Fees (paid by Dealer) *	\$300	\$300
Dealer Fees	\$1,200.00	\$1,200.00
<b>Total Payable by Dealer</b>	<b>\$1,500.00</b>	<b>\$1,500.00</b>

*\* As per the Mazda Australia's L&D Policy, all fees are payable by the Dealer*

2. No fees and charges are collected from the student.
3. No fees in excess of \$1,500.00 are collected at any stage.
4. Once the student is enrolled into MTTA's course, MTTA's Finance Management representative will raise an invoice.
5. MTTA may alter its fees and charges based on the following:
  - Students experiencing financial hardship.
  - Students being disadvantaged.
  - Other circumstances.
6. A one-off fee (materials) of \$140 to access the McGraw Hill Connect learning platform will be charged to the Employer.
7. There are no fees associated with the national recognition or credit transfer process.
8. Employers will be charged a fee of \$150 per unit for each unit the apprentice undertakes through Recognition of Prior Learning (RPL). These fees will result in a corresponding reduction of yearly fees.
9. Payments to MTTA to be via Electronic Funds Transfer when MTTA invoice is issued.

## 14 Refunds

MTTA is committed to a refund process which is prompt, accessible and easily understood by apprentices/Dealerships.

1. Students and the employer receive information regarding refunds during enrolment.
2. To apply for a refund, the student or employer will need to complete the Refund Request Form.
3. Refunds will be paid automatically only upon receipt of a student course withdrawal application.
4. Please note, as part of the cooling-off period, a full refund of student fees paid will be reimbursed if a student withdraws prior to the end of the first week of block training in the first year of enrolment.
5. The statutory cooling-off period in accordance with the Australian consumer law is 3 days from the point of the agreement being made (enrolment/commencement of training). MTTA offers 1 week cooling off period as highlighted out in the above point.
6. If a student withdraws after the first week of training, they will be entitled to a refund for any block training weeks not yet commenced, calculated pro-rata of the yearly fee.
7. Student fees are non-refundable once they are past the relevant training that the fees relate to.
8. Book fees and all other non-tuition fees are non-refundable. (This includes the materials fee to access McGraw Hill Connect).
9. Refunds will also be paid in the following circumstances:
  - A full refund of student fees paid, and all other fees paid will be refunded if a course is cancelled by MTTA prior to a student's commencement.
  - A pro-rata refund of student fees paid will be refunded in the unlikely event of MTTA's closure or a mid-course cancellation. This will be calculated based on the proportion of training not provided or scheduled. *In these circumstances, refunds will not be paid for students who have missed scheduled training sessions or where the cancellation date is after the final proposed assessment date.*
  - MTTA intends to be fair and reasonable in the application of refunds and may apply additional discretionary refunds in exceptional circumstances.
  - To apply for a refund, students and/or employers should submit a request in writing to MTTA within 14 days of a student's withdrawal.
  - In the unlikely event that MTTA ceases to deliver a qualification in which an apprentice is enrolled, MTTA will transfer any currently enrolled apprentices to another RTO that is able to deliver the remaining training and assessment at no additional cost to the apprentice or the dealer.

## 15 Student Withdrawal process from MTTA

If MTTA, the student and/or the Mazda Dealer employer agree for the student to withdraw from the course, the MTTA Student Support Representative undertake the Student Withdrawal process as per MTTA's "Student Withdrawal from Course Policy and Procedure".

In the unlikely event that the student is no longer employed or hosted by your organisation then MTTA will undertake one or more of the following options:

### **No longer employed by your organisation:**

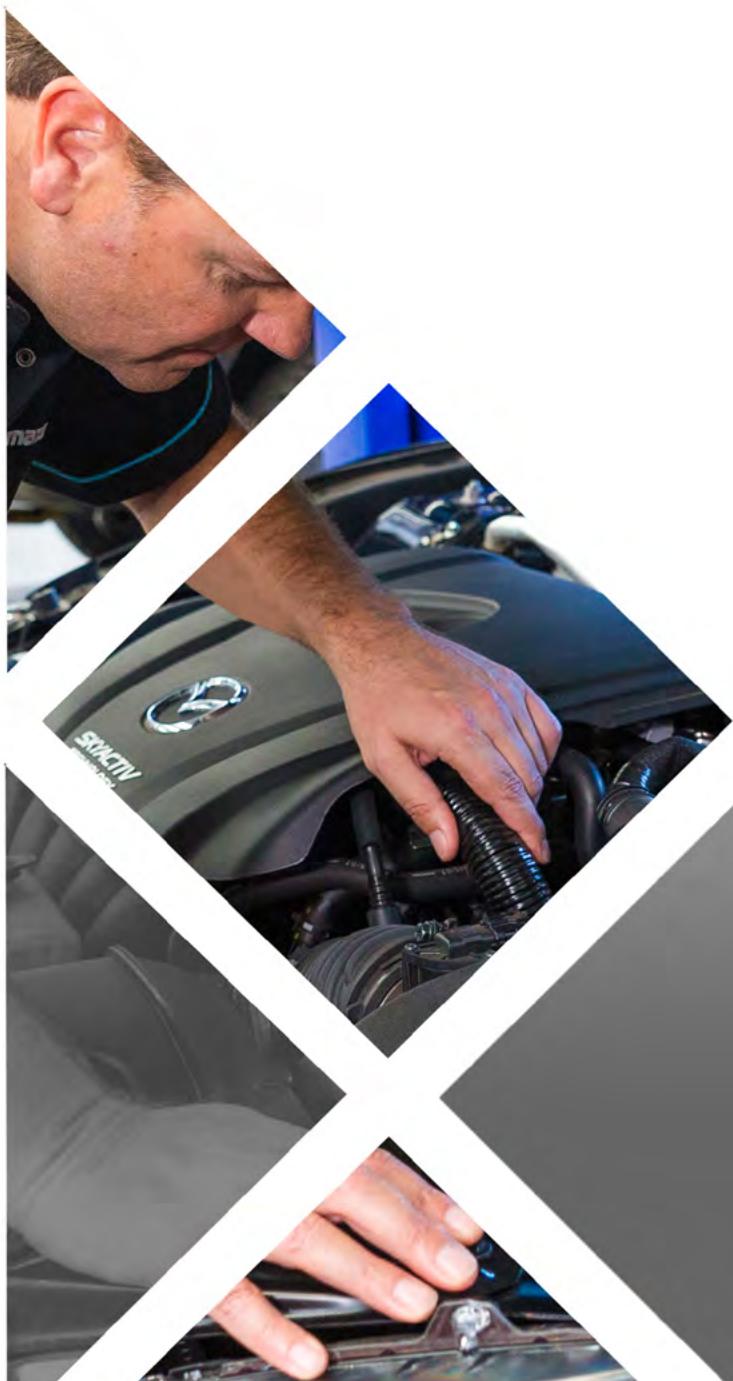
- Option 1 – Communicate with the student's Australian Apprenticeship Support Network (AASN) or Apprenticeship Network Provider (ANP) Apprenticeship representative organisation to identify alternative employment with another automotive service business and an alternative RTO.
- Option 2 – The student's AASN/ANP representative organisation to process the student's-initiated cancellation of their apprenticeship and/or enrolment with MTTA.

### **No longer hosted by your organisation:**

- Option 1 – Communicate with the student's AASN/ANP representative organisation for the AASN/ANP representative organisation to identify alternative hosting with another Mazda Dealer.  
*(For Victorian apprentices as per the Victorian Skills First contract, you will be able to continue your training for up to 6 weeks or until the final day of the payable period, whichever is first).*
- Option 2 – Communicate with the student's AASN/ANP representative organisation for the AASN/ANP representative organisation to identify alternative hosting with another automotive service business and an alternative RTO.
- Option 3 – The student's AASN/ANP representative organisation to process the student's-initiated cancellation of the student's apprenticeship and/or enrolment with MTTA.

***We thank you for your patronage and look forward to working with your organisation and staff.***

<sup>2</sup>Queensland Government requirement



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