



MAZDA TECHNICAL  
TRAINING AUSTRALIA

A collage of four diamond-shaped images showing a mechanic working on a car engine. The mechanic is wearing a blue shirt with the Mazda logo. The images show the engine bay, the mechanic's hands, and the 'SKYACTIV TECHNOLOGY' badge on the engine cover.

# APPRENTICE TRAINING

## STUDENT HANDBOOK

*zoom-zoom*



# AUR30620 Certificate III in Light Vehicle Mechanical Technology

## Mazda Technical Training Australia Pty Ltd

### Student Handbook

<b>Student (Apprentice) Name:</b>	<hr/>
<b>Date Received this Document</b>	<hr/>

## Student Handbook

## Version Control (Mazda RTO Purposes Only)

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## 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	16 November 2016	16 November 2016	<ul style="list-style-type: none"> <li>Logo</li> <li>Contact number</li> <li>Section 5.1 - Education eligibility</li> <li>Section 5.6 - RPL 30-day process</li> <li>Section 6.3 Supplementary training fees</li> <li>Section 6.8 - Mobile phones</li> <li>Section 7.3.3 - Reference about Apprentice's Student Training Diary</li> <li>Section 6.7 Dress Code added dress code (long pants) no shorts</li> <li>Section 6.14 Inclusion of new external complaints procedure</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 and 7.1 to detail student eligibility to attend MTTA</li> <li>Updated document to reference Section 9.3 Student Withdrawal process from MTTA</li> </ul>
1.3	RTO Senior Manager – Mazda Technical Training Australia Pty Ltd	27 October 2017	27 October 2017	<ul style="list-style-type: none"> <li>Review Date</li> <li>Section 7.4.2 – Removed Students to keep a copy of work</li> <li>Section 7.4.2 – added students to ensure employer provides them with "One.Mazda" login</li> <li>Section 7.5 – Added student portal to change of personal details process.</li> <li>Section 6.4 – Students off-site during normal training hours</li> <li>Yr 2 unit had a typo</li> <li>Included Reading writing Hotline and SPELD into the external support services</li> <li>Included UOC Blocks</li> <li>Added additional support services in section 10</li> <li>UOC sequence rearranged</li> </ul>

1.4	RTO Manager – Mazda Technical Training Australia Pty Ltd	30 <sup>th</sup> November 2018	30 <sup>th</sup> November 2018	<ul style="list-style-type: none"> <li>Review date</li> <li>Updated section 5.1 with the new online application process. 5.5, 6.4 &amp; 6.8 sections reworded. 7.3 – Wilful damage or removal of MTTA property (including damaged or broken tools and equipment due to negligent use of them). MTTA may seek financial compensation for the repair or replacement of any damage caused to tools &amp; equipment due to negligent use of them. Section 9.3 reworded</li> <li>Updated section 6.15 External support process map</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	07 <sup>th</sup> November 2019	07 <sup>th</sup> November 2019	<ul style="list-style-type: none"> <li>New Mazda VI and logo</li> <li>Review date</li> <li>Added in section 7.3 – the replacement cost for lost or damaged security fobs \$100</li> <li>Reworded section 7.4.3 – students to present their student diary every 3 months</li> <li>Reworded section 7.6</li> <li>Added sections 9.9.1 and 9.9.2 Fees, charges and concessions</li> <li>Added section 9.9.5 – cooling off periods</li> </ul>
1.7	RTO Manager – Mazda Technical Training Australia Pty Ltd	07 <sup>th</sup> November 2020	07 <sup>th</sup> November 2020	<ul style="list-style-type: none"> <li>Added section 6.2.2 – McGraw Hill System Requirements</li> <li>Changes to reflect blended-learning mode of delivery in sections 6.2, 6.2.1 &amp; 6.12.1</li> <li>Added materials fees in section 9.1</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>5.1.1 – change from face-to-face to align with blended learning strategy.</li> <li>6.15.2 Updated Resolution Institute details</li> <li>7.4.3 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>Updated contact details section 2.1</li> <li>Section 6.8 – update to dress code</li> </ul>
2.0	RTO Manager – Mazda Technical Training Australia Pty Ltd	10 <sup>th</sup> July 2023	10 <sup>th</sup> July 2023	<ul style="list-style-type: none"> <li>Review date</li> <li>Rephrasing of disability statement – 3</li> <li>System Requirements update 6.2.2</li> <li>Number of attempts added 6.12.2</li> <li>Update to external appeal supplier 6.15.1, 6.15.2</li> <li>Review and update of external support services 10.1</li> </ul>
2.1	RTO Manager – Mazda Technical Training Australia Pty Ltd	22 <sup>nd</sup> August 2023	22 <sup>nd</sup> August 2023	<ul style="list-style-type: none"> <li>Minor grammatical amendments</li> <li>Section 5.6.1 – update to when application for RPL is to be submitted.</li> <li>Section 6.2.2</li> </ul>

				<ul style="list-style-type: none"><li>• Section 9.1.8 - rewording of sentence, remove 'Learner' and replace with 'Employer'.</li><li>• Section 9.6 – 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.

## Related MTTA Policy and Procedure

1. This Student Handbook relates to the following MTTA Policy and Procedure:

Item	Name of Policy and Procedure	Additional Comments
1	Administration and Records Management Policy and Procedure	
2	Student Code of Conduct Policy and Procedure	
3	Student Induction Policy and Procedure	

# Contents

<b>1</b>	<b>INTRODUCTION .....</b>	<b>8</b>
<b>2</b>	<b>ABOUT MAZDA AUSTRALIA'S RTO .....</b>	<b>8</b>
2.1	CONTACT DETAILS FOR CORRESPONDENCE .....	8
2.2	MTTA WEBSITE.....	8
2.3	MTTA STUDENT PORTAL.....	8
<b>3</b>	<b>UNDERTAKING TRAINING WITH MAZDA AUSTRALIA.....</b>	<b>9</b>
<b>4</b>	<b>OUR COMMITMENT TO YOU .....</b>	<b>9</b>
4.1	ACCESS AND EQUITY .....	9
4.2	DISCLOSURE OF INFORMATION.....	10
4.3	EQUAL OPPORTUNITY .....	10
4.4	LEGISLATION .....	10
4.5	POLICIES .....	10
4.6	PRIVACY .....	11
4.7	RECORD KEEPING .....	11
<b>5</b>	<b>COURSE APPLICATIONS.....</b>	<b>11</b>
5.1	APPRENTICE SELECTION .....	11
5.2	LANGUAGE, LITERACY AND NUMERACY .....	11
5.3	MEDICAL CONDITIONS.....	12
5.4	ENROLMENT PROCESS .....	12
5.5	CREDIT TRANSFER.....	12
5.6	RECOGNITION OF PRIOR LEARNING (RPL) .....	13
<b>6</b>	<b>TRAINING AND ASSESSMENT.....</b>	<b>14</b>
6.1	QUALIFICATION .....	14
6.2	TRAINING.....	15
6.3	ATTENDANCE .....	17
6.4	STUDENTS OFF-SITE DURING NORMAL TRAINING HOURS.....	17
6.5	CAR PARKING AND TRANSPORT.....	18
6.6	CHILD CARE .....	18
6.7	CLASS BREAKS.....	18
6.8	DRESS CODES.....	18
6.9	MOBILE PHONES.....	18
6.10	REFRESHMENTS.....	18
6.11	LEAVE OF ABSENCE/ENROLMENT SUSPENSION.....	18
6.12	ASSESSMENT .....	19
6.13	PLAGIARISM AND CHEATING .....	20
6.14	COMPLAINTS .....	21
6.15	EXTERNAL APPEAL PROCESS .....	21
<b>7</b>	<b>REQUIREMENTS OF BEING AN APPRENTICE AT MTTA .....</b>	<b>24</b>
7.1	BEING ENGAGED BY A MAZDA DEALER.....	24
7.2	CODE OF CONDUCT .....	24
7.3	DISCIPLINARY PROCEDURES .....	27
7.4	APPRENTICE RIGHTS AND RESPONSIBILITIES.....	28
7.5	CHANGES TO PERSONAL DETAILS.....	29
7.6	ACCESSING YOUR RECORDS .....	29
7.7	FEEDBACK.....	30
<b>8</b>	<b>HEALTH AND SAFETY.....</b>	<b>30</b>
8.1	ACCIDENTS/FIRST AID.....	30
8.2	FIRE AND EVACUATION PROCEDURE.....	30
8.3	SECURITY .....	30



8.4	SEXUAL HARASSMENT .....	31
8.5	SMOKING .....	31
<b>9</b>	<b>REFUND OF FEES AND CHARGES.....</b>	<b>31</b>
9.1	FULL-FEE PAYING FEES AND CHARGES.....	31
9.2	FEE CONCESSIONS/EXEMPTIONS/WAIVERS .....	32
9.3	COURSE CANCELLATION.....	32
9.4	COURSE WITHDRAWAL.....	32
9.5	REFUNDS / COOLING OFF PERIOD.....	33
9.6	NO LONGER ENGAGED BY A MAZDA DEALER.....	33
<b>10</b>	<b>SUPPORT SERVICES.....</b>	<b>34</b>
10.1	EXTERNAL SUPPORT SERVICES .....	35



## 1 Introduction

This handbook includes general apprentice induction information about the Mazda Technical Training Australia Pty Ltd (MTTA) Registered Training Organisation (RTO).

## 2 About Mazda Australia's RTO

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 your training and assessment are available on request.

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

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

### 2.1 Contact details for correspondence

<b>MTTA Student Support Representative</b>	Ms 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, Mulgrave VIC 3170

### 2.2 MTTA Website

If MTTA's website is referred to within this document, please visit [www.mazdatraining.com.au](http://www.mazdatraining.com.au) to obtain the relevant information.

### 2.3 MTTA Student Portal

MTTA's student portal can be found by visiting <https://mtta.vtportal.com.au/StudentPortal>

### 3 Undertaking training with Mazda Australia

Welcome and thank you for choosing Mazda Australia (Mazda) Registered Training Organisation (RTO), Mazda Technical Training Australia (MTTA), for your apprenticeship in qualification AUR30620 Certificate III in Light Vehicle Mechanical Technology.

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

In this handbook you will find:

- Information about the qualification
- Information about fees and charges
- Information about how we deliver our training and how you will be assessed
- Information about Recognition of Prior Learning (RPL) and Credit Transfer (CT)
- Enrolment policies
- Complaints and appeals policies
- Responsibilities of all parties
- Our code of practice which explains how we operate our business.

MTTA encourages individuals with a disability and those with specific cultural or learning requirements are encouraged to access our training programs.

### 4 Our commitment to you

MTTA is committed to providing a learning environment that is free from discrimination, harassment and bullying. Our policies aim to ensure all employees and students (apprentices) take responsibility for creating and nurturing an environment which fosters mutual respect and relationships free from discrimination, harassment and bullying.

MTTA is committed to:

- Providing a supportive and encouraging learning environment.
- Promoting a climate conducive to effective learning.
- Conducting training in a professional and ethical manner.

MTTA Training Team Members are committed to:

- Treating all apprentices with respect and courtesy.
- Ensuring all apprentices are treated equally and fairly.
- Maintaining currency in their vocational field of expertise and training and assessment practices.

#### 4.1 Access and equity

MTTA is committed to providing a positive environment which values diversity and protects all members of the community from any form of discrimination or harassment and where all staff and apprentices have the right to study and work.

Apprentices are enrolled in training programs consistent with the requirements of the training program guidelines and wherever possible the principles of reasonable adjustment are implemented to meet specific student needs.

#### 4.1.1 External support

If there is a requirement to access external support, please contact the Equal Opportunity and Human Rights Commission in your State.

#### 4.2 Disclosure of information

Your personal or course details will not be released to a third party without your written authorisation. Where disclosure is made under compulsion of Federal and State law, MTTA will seek legal advice from its lawyers and/or insurers.

#### 4.3 Equal Opportunity

MTTA will not engage in discrimination towards any group or individual in any form, inclusive of gender, race, nationality, religion, physical or intellectual disability, age or physical disease. This commitment applies to all services and operations of the company, including recruitment, assessment, and customer services.

MTTA will endeavour to provide assistance and support services to those apprentices with special learning needs or those facing particular difficulties. Whilst MTTA will make every effort to accommodate the special needs of individuals, in those instances where successful course completion is unlikely MTTA will advise the applicant/apprentice and assist the applicant/apprentice in identifying a suitable alternative.

#### 4.4 Legislation

As a registered training organisation MTTA is required to comply with relevant Commonwealth and State legislation including but not limited to:

- Copyright Act 1968 (Cth)
- Equal Opportunity Act 1995 (Vic)
- Occupational Health and Safety Act 2004 (Vic)
- Privacy Act 1988 (Cth) – Amended 2012
- Racial Discrimination Act 1975 (Cth)
- Sexual Discrimination Act 1984 (Cth)

Course participants should also be aware that MTTA operations and all courses offered by us comply with the National Standards for Registered Training Organisations 2015 and state guidelines for vocational education and training providers. MTTA must meet these national and state-based requirements in order to deliver and assess nationally recognised training and issue nationally recognised qualifications. You can be confident that the course(s) you undertake have been quality assured.

#### 4.5 Policies

MTTA has developed a number of policies which guide the processes and procedures of staff and apprentices. The relevant MTTA policies and procedures are available by request. Please contact MTTA's Student Support Representative to obtain copies of our policies and procedures.

## 4.6 Privacy

Your personal or course details will not be released to a third party without your written authorisation. Where disclosure is made under compulsion of Federal and State law, MTTA will seek legal advice from its lawyers and/or insurers.

## 4.7 Record Keeping

MTTA will maintain hardcopy files for apprentices in a secured area until documents are scanned and stored electronically on the MTTA IT server. Electronic records are also maintained in MTTA's Student Management System.

# 5 Course applications

## 5.1 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).

### 5.1.1 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 which will include further assessment of LLN (Language, Literacy and Numeracy) to identify any core skills that may require support.

## 5.2 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 you to complete and submit the LLN Assessment.

Please notify MTTA if you consider you may have language, literacy or numeracy concerns that may inhibit your participation in training or your progress during the course. MTTA will arrange support for

you during the training and assessment and make reasonable efforts to modify delivery and assessment procedures to support your participation.

### 5.3 Medical Conditions

It is important that we know of any medications or restrictions that would put you or others at risk while attending your course. We ask that you notify your trainer/assessor and any staff that you will spend time with. For example, if you have 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 you have or may require an Epi-pen).

### 5.4 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 complete. Every field in these forms requires your attention and 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.

### 5.5 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.

You will need to provide original and/or certified documentation to support an application for Credit Transfer. If satisfied, you will receive full status and not be required to undertake additional training and assessments. If you think that you might be able to apply for a credit transfer, talk to your trainer/assessor.

If you are confused about whether to apply for national recognition or credit transfer, bring in your documentation and one of our staff will assist you.

## 5.6 Recognition of Prior Learning (RPL)

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

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

If you are granted RPL, you will be partially or fully exempt from completing those parts of your course.

### 5.6.1 Applying for RPL

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

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

## 6 Training and assessment

### 6.1 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

#### 6.1.1 16 elective 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
AURTTT104	Inspect and service engines	Core
AURTTX102	Inspect and service manual transmissions	Elective
AURTTX103	Inspect and service automatic transmissions	Elective
AURTTT102	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
AURTTT101	Inspect and service petrol fuel systems	Core
AURTTA118	Develop and carry out diagnostic test strategies	Core
AURTTT103	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

#### 6.1.2 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

Code	Name	Core / Elective
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

### 6.1.3 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
AURFAA103	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 you only complete some units then you will receive a “Statement of Attainment” to confirm which units of the course, you have successfully completed. This statement can be used at a later date to claim credit should you wish to return to your studies.

## 6.2 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 blending-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



### 6.2.1 Learning Materials

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

- Online virtual classes
- Self-directed learning activities
- Workbooks, including 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: 10e

### 6.2.2 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)

### 6.2.3 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.

## 6.3 Attendance

Your trainer will keep accurate records of your attendance. It is your responsibility to be on time each day of the course and attend for the duration of the course. Please note that if you are more than 30 minutes late you may be excluded from the class on the day. If it is occurring on a regular basis you will be excluded from the course.

If you are unable to attend, please make contact with the Student Support Representative and leave a message for the trainer/assessor. Absenteeism and lateness will be recorded and reported to the respective employers.

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 (s) 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.

### 6.3.1 Student notification of absence

Where the student is aware that they will not be attending a scheduled training session, the student must contact the Student Support Representative or the trainer and make alternative arrangements.

The trainer or Student Support Representative may request the evidence of the circumstances of absence from the student, such as a medical certificate, letter or email from their employer.

Where the absence is more than one scheduled training day, the trainer or Student Support Representative will notify the Training Coordinator. The Training Coordinator will then check the progress of the student in accordance with the student's Training Plan and make any necessary adjustments.

## 6.4 Students off-site during normal training hours

During break times it is permissible for you to leave the training centre for reasons such as running errands & getting lunch etc. Your code of conduct conditions outlined in this document, [7.2](#), still applies to you even though you are off-site from the training centre. This includes those students who are staying in accommodation which has been pre-arranged by their employers.

## 6.5 Car Parking and Transport

Limited onsite parking is available at your own risk. MTTA will not be accountable or responsible for any damage. Public transport options are available, for details of public transport options please visit your state's public transport website.

## 6.6 Child Care

There are no child care facilities available at MTTA.

## 6.7 Class Breaks

During training, mini refreshment and longer meal breaks will be scheduled. A vending machine with limited confectionary and drinks (if available) is located within the MTTA training facility. A microwave, refrigerator, coffee and tea making facilities are also available for apprentice use. Please ensure you return from breaks in a timely manner.

## 6.8 Dress Codes

MTTA requires that participants are dressed in attire appropriate to the course they are studying. For safety reasons, you are required to wear long black work pants / black cargo pants or appropriate black jeans (not torn / skinny denim). Shorts may only be permissible at the trainer's discretion.

Steel capped footwear is compulsory when doing practical work, at all times, in the workshop. You will be notified of other requirements.

## 6.9 Mobile Phones

Please make sure your mobile phones are to be stored in the secure lockers provided by MTTA unless you are expecting an urgent call you must liaise with your trainer first. Use of mobile phones is restricted to break times ONLY.

MTTA or any of its staff will not be held accountable or responsible for the cause of any accidental damage to such devices where a student has been asked store it away.

## 6.10 Refreshments

If available, there is a limited range of drinks and food available for purchase via an onsite vending machine or canteen.

## 6.11 Leave of absence/enrolment suspension

Leave of absences/enrolment suspensions are only permitted for compelling and compassionate circumstances that may negatively impact learning, wellbeing or course progression, and are beyond the control of the apprentice.

Circumstances that are generally beyond the control of the apprentice and may negatively impact learning, course progress or wellbeing may include:

- Serious injury or illness where a medical practitioner or specialist advises the apprentice will be unable to attend to learning and/or workplace responsibilities. A Medical Certificate must accompany the Student Leave of Absence Form.
- Serious life-threatening illness has affected an immediate family member that requires the student's attendance and family support.
- Bereavement of a close family member.
- Involvement in or witnessing a serious accident.

- Being the victim of crime.
- A natural disaster affecting the apprentice's immediate family where the apprentice's presence is required to provide assistance, and support.

To apply for a leave of absence or enrolment suspension, please ask the Student Support Representative for a Student Leave of Absence Form.

## 6.12 Assessment

At key points in your course, you will be assessed by a qualified assessor, who will use a variety of assessment methods to determine your progress and level of skill and knowledge. Detailed assessment information for each component of your course will be provided at the beginning of each unit or module.

### 6.12.1 Method of Assessment

The methods of assessment that may be used include the following:

- Online
  - Short-answer questions
  - Multiple-choice questions
  - Self-directed learning activities
- Written – such as:
  - Questions to assess your knowledge assessment.
  - Multiple choice questions for knowledge assessment.
- Practical demonstration - A qualified assessor will observe you perform predetermined tasks in the MTTA training facility
- Verbal Questions - A qualified assessor or trainer will ask you questions. This could occur while you are working in the MTTA workshop or in a classroom training session.
- Class Exercises – A range of activities completed in class.
- Feedback - Feedback from your managers, supervisors, assessors and trainers who have been working with you, and observing your skills and knowledge. *Please note, this is formally done through your student training diary which will be issued to you by your trainer/assessor.*

### 6.12.2 Outcomes of Assessment

For each unit of competency, you will be assessed as either:

- Competent (C), or
- Not Yet Competent (NYC). If you receive an NYC assessment, your assessor will work with you to further develop your skills and knowledge, so that you can be re-assessed at a later date.
- Student's will receive three (3) attempts

### 6.12.3 Special consideration in assessment

If you are experiencing circumstances beyond your control which are impacting your ability to meet the assessment requirements of the course, you should discuss this with your Trainer/Assessor as soon as possible, and in all instances prior to due date of an assignment or the administration of an assessment task.

Depending on the nature of your request, the matter may be resolved by the trainer/assessor or be referred to the Student Support Representative, or MTTA RTO Manager for further consideration. In

some instances, you may be required to write a letter or email to the MTTA RTO Manager and include the reasons for requiring the special consideration. Evidence to support the request (e.g. doctor's certificate) may also be required.

On the basis of the information provided, the MTTA RTO Manager in consultation with your trainer/assessor will determine if the request for special consideration is approved or not approved. You will be advised in writing of this decision, and if approved, the changes will take place in regard to the assessment process.

#### 6.12.4 Request for extension of assessment task

If circumstances beyond your control will prevent you from completing an assessment task by the due date, you are advised to discuss this with the respective assessor who may require you to submit a written request. Requests for extension must be received at least five working days prior to the due date of submission and clearly outline the reasons for requesting the extension.

On the basis of the request, the assessor will determine whether an extension of the submission due date will be granted or not granted.

#### 6.12.5 Reassessment

You must be able to provide evidence of competence in all components of the course, as such your assessor may ask you to provide further evidence of your competency before a final judgment is made. If any assessment activity is judged 'Not Yet Competent' you can apply to your assessor for re-assessment.

#### 6.12.6 Assessment Appeals Process

An apprentice has the right to appeal the outcome of an assessment. In the first instance, apprentices should discuss the assessment outcome with the nominated assessor, if they feel comfortable to do so.

If an apprentice does not wish to speak to the assessor directly, they can appeal by completing a Complaints and Appeals Form or contacting the Student Support Representative directly.

The Complaints and Appeals Form should be forwarded to the Student Support Representative within 28 days of the incident.

Within 24 hours of receipt, the Student Support Representative will contact the appellant to acknowledge receipt of the appeal. The Student Support Representative will investigate the appeal and assign an independent assessor to conduct a reassessment within a reasonable timeframe.

### 6.13 Plagiarism and Cheating

Plagiarism and cheating are serious breaches of conduct and may result in suspension or expulsion from your course.

Cheating includes but is not necessarily limited to:

- Submission of work that is not the apprentice's own for papers, assignments or examinations.
- Submission of work which has been stolen purchased or borrowed.
- Submission or use of falsified data.

- Collaboration in the preparation of an assignment unless such collaboration is specifically permitted or required by the assessor.
- Submission of the same work for credit in two courses.

Plagiarism means to take and use another person's ideas or work without acknowledgement.

Whether inadvertent or deliberate plagiarism includes the following:

- Word-for-word copying of sentences or whole paragraphs from one or more sources, or presenting substantial extracts from books, articles, internal reports, lecture notes, CD's, or the internet, without clearly indicating the origin.
- Using very close paraphrasing of sentences or whole paragraphs without due acknowledgement in the form of reference to the original work.
- Use of another person's ideas, work, or research data without acknowledgement.
- Copying computer files without clearly indicating their origin.

Further information about cheating and plagiarism including preventative strategies can be found in the Plagiarism and Cheating Policy and Procedure, available on the MTTA website.

#### 6.14 Complaints

If you have a concern about any aspect of your course, or if a problem arises between you and another apprentice, or you and a member of staff, there are a number of options available to you 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 website.

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.

#### 6.15 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](#)

↓

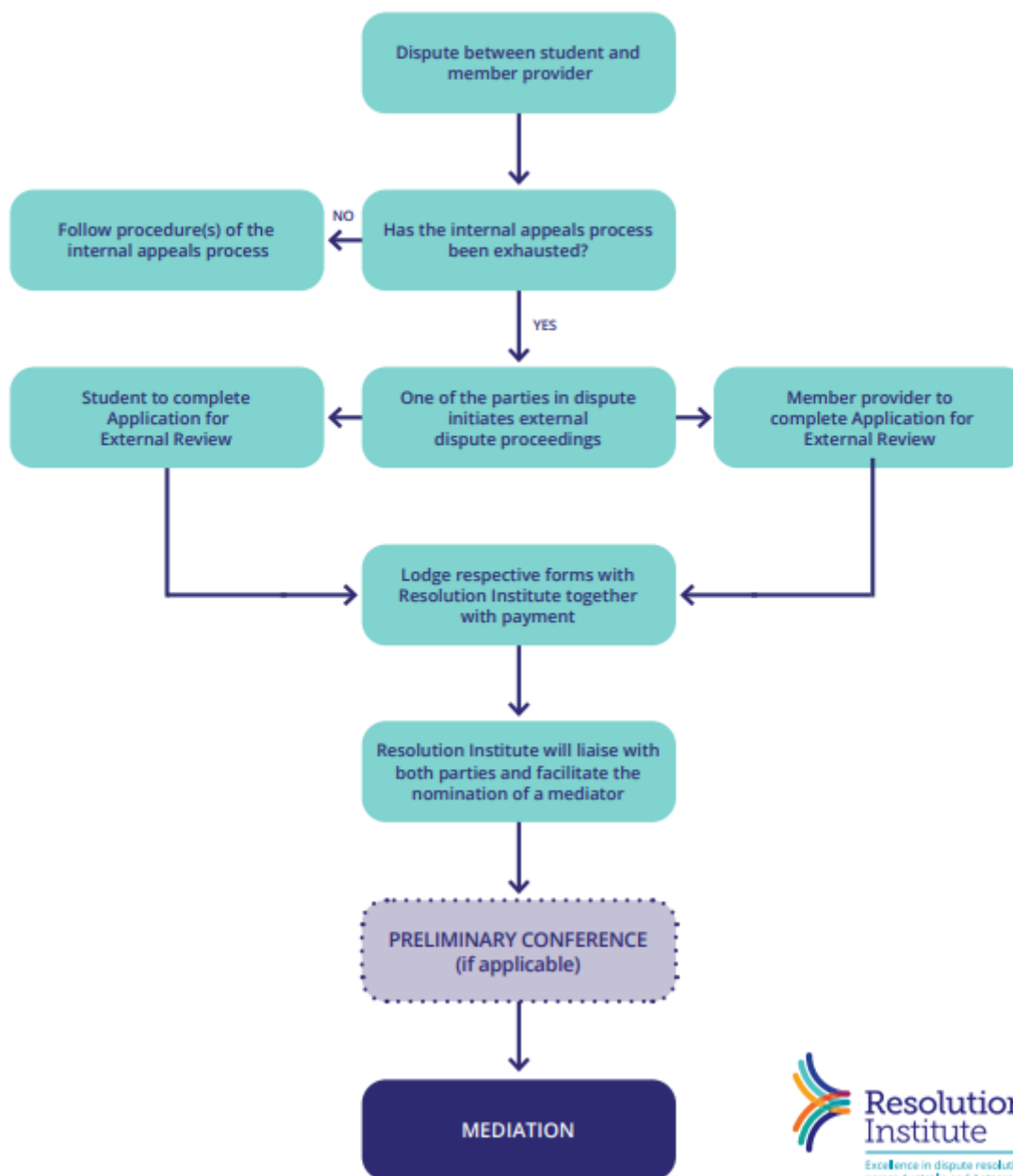
For detailed information on the scheme and process see the Information Kit below

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 per 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.

## 7 Requirements of being an apprentice at MTTA

### 7.1 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.

### 7.2 Code of conduct

#### 7.2.1 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.

### 7.2.2 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 8:30am if they are not able to attend for training that day.
- Arrive at all scheduled classes with your 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.

### 7.2.3 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.

### 7.2.4 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 & /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 always be reported to the police.
- 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 whatever costs are 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.

### 7.3 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.

## 7.4 Apprentice rights and responsibilities

### 7.4.1 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.

### 7.4.2 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).

### 7.4.3 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 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 and **must be presented to MTTA every 3 months**. *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.

### 7.5 Changes to personal details

Please login to the student portal to update your details yourself. Alternatively notify the Student Support Representative if your name, address, phone number, employment status or other relevant details have changed. This ensures that you receive correspondence promptly and that we contact the appropriate person in case of an emergency.

### 7.6 Accessing your records

Students have reasonable rights to access their records of participation in training and assessment provided by the MTTA.

Students can access your own training records at any time by contacting the Student Support Representative. Depending on the nature of the request students will either be provided with the information immediately or will be advised that the information will be provided to them after the information has been extracted from our recording systems. Records that have been securely archived off-site may take some days to access.

Only students will be given access to their records, proof of identification will be required. No other person or party will have access without the student's authorisation. In some cases, students may be required to put a request for information in writing to MTTA's RTO Manager (this will depend on the information being sought).

MTTA may provide updates to an apprentice's employer in the form of a report outlining the student's progress.

MTTA may comply with ad hoc requests for records of participation from apprentices.

If you require more information, please request a copy of MTTA's Privacy Policy and Procedure and Student File Record Management Policy from the Student Support Representative.

## 7.7 Feedback

Your feedback is important to us, so please provide us with your thoughts at any time during the course. A formal feedback process, via online surveys and Student Focus sessions, will be conducted at key points during the course and we thank you for taking the time to complete these.

# 8 Health and safety

MTTA is committed to ensuring that apprentices and staff are safe from injury and risk to health and welfare while on our premises. You must observe safety regulations and wear appropriate safety clothing, eye/face protection, and footwear during classes and work placements which require such precautions. You must also use any safety equipment that the course requires. You may be refused entry to a class or work placement if you are not wearing the appropriate safety clothing and footwear or fail to abide by safety procedures.

## 8.1 Accidents/first aid

If you need help in an accident/first aid situation, a number of MTTA staff are trained in first aid. (Please refer to [page 12](#) – regarding Epi-pens).

A first aid kit is located in the workshop and the MTTA trainer will outline their location on the first day of training.

Please note that any kind of medication containing Paracetamol (e.g. Panadol/paracetamol) will not be issued by MTTA staff, however you can bring and administer your own if required.

Accidents, injuries or near misses must be reported **IMMEDIATELY** to your trainer/assessor.

## 8.2 Fire and evacuation procedure

In the event of a fire or other emergency requiring evacuation, a loud horn or other specific warning system will sound. In response, apprentices and staff must vacate the building and make their way to the MTTA assembly point. The assigned trainer/assessor will bring the attendance record and check that all apprentices are accounted for.

## 8.3 Security

Apprentices are advised not to leave bags or other valuables unattended, as no responsibility will be taken for items lost or stolen.



Lockers are provided to apprentices. It is the responsibility of the apprentice to bring their own lock or if provided with a lockable locker to return the key.

#### 8.4 Sexual harassment

It is unlawful for anyone to be sexually harassed in employment, accommodation, education and in the provision of goods or services. Sexual harassment includes unwelcome sexual advances, requests for sexual favours and other verbal or physical conduct of a sexual nature. Verbal and physical conduct includes such things as jokes, words or gestures which create an offensive or hostile environment.

MTTA is committed to an environment which eliminates sexual harassment and if you feel that you have been subjected to such harassment you should contact your trainer/assessor, MTTA's RTO Manager and/or lodge a complaint via the Complaints and Appeals process, details are available on the MTTA web site.

#### 8.5 Smoking

Smoking is not permitted inside MTTA premises. Smoking can occur **only** in the signed **external designated area**.

### 9 Refund of fees and charges

#### 9.1 Full-Fee Paying Fees and Charges

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 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:
  - Student experiencing financial hardship.
  - Student 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.

## 9.2 Fee Concessions/Exemptions/Waivers

1. Apprentices who hold a current Health Care Card or who identify as Aboriginal or Torres Strait Islander may be eligible for a concession on Apprentice Fees.
2. This concession applies to the Apprentice Fees only and are calculated as:
  1. Victoria – 20% of Apprentice Fees
  2. Queensland – 40% of Apprentice Fees
  3. NSW – 20% of Apprentice Fees unless enrolled under a Fee-Free enrolment.
3. Fee concessions/exemptions/waivers may be granted to learners experiencing severe financial hardship.
4. Fee concessions/exemptions/waivers for a learner will be addressed on an individual case-by-case basis by the RTO Manager and the Student Support Representative.
5. Fee exemptions are to be granted for government funded students in accordance with the contract agreements.

## 9.3 Course cancellation

**Course cancellation:** In the unlikely event of a training course being cancelled by MTTA, all apprentices enrolled in the course will have the option of being transferred to a later course or having a full refund of monies paid. Refunds will be distributed in the form that fee payment was received i.e. cash, cheque, credit card or EFT.

## 9.4 Course withdrawal

**Course withdrawal:** If you withdraw from a course before the conclusion of the first week of scheduled block training your Dealership will receive a full refund. Refunds will be distributed in the form that fee payment was received i.e. cash, cheque, credit card.

If you withdraw from a course after the first week of scheduled training your Dealership will receive a refund for any scheduled block training periods that have not yet commenced.

Further information can be found below in section 9.5 and within MTTA's Charges, Fee Protection and Refunds Policy and Procedure or website.

### 9.5 Refunds / Cooling Off Period

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 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.

### 9.6 No Longer engaged by a Mazda Dealer

In the unlikely event that you are no longer employed or hosted by your Mazda Dealer then MTTA will undertake one or more of the following options:

#### No longer employed by a Mazda Dealer

- Option 1 – Communicate with your Australian Apprenticeship Support Network (AASN) or Apprenticeship Network Provider (ANP) representative organisation to identify alternative employment with another automotive service business and an alternative RTO.

- Option 2 – Your AASN/ANP representative organisation to process the initiated cancellation of your apprenticeship and/or enrolment with MTTA.

#### No longer hosted by a Mazda Dealer

- Option 1 – Communicate with your 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 your 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 – Your AASN/ANP representative organisation to process the initiated cancellation of your apprenticeship and/or enrolment with MTTA.

## 10 Support Services

On the enrolment form, you are encouraged to identify any barriers to learning or special needs that may affect your ability to complete the course, including language literacy and numeracy concerns. Based on this information, along with information you provide during the course, MTTA will identify any individuals with special learning needs and will endeavour to provide general learning support.

Such support may include:

- The provision of one-on-one training.
- Additional practical hands-on experiences.
- Additional time to complete assessments.
- The use of graphics to support learning materials.
- The provision of additional reference material.

At any time during your course, if you require support, your trainer is a good place to start. Where the required support is beyond the scope of MTTA, apprentices may seek the support of or will be referred to relevant external agencies. Additional support is also available through the AASN's (Australian Apprenticeship Support Network) mentoring program as well as through the Australian Government's Industry Specific Mentoring Program (ISMAA).

Please note any costs incurred as a result of consulting with an external agency will be met by the apprentice.

## 10.1 External Support Services

**External support services** include but are not limited to:

Australian Government – Department of Human Services - <i>Students and trainees</i>	<a href="http://www.humanservices.gov.au/customer/themes/students-and-trainees">www.humanservices.gov.au/customer/themes/students-and-trainees</a>
Salvation Army	<a href="https://www.salvationarmy.org.au/">https://www.salvationarmy.org.au/</a> 13 72 58
Australian Council of Adult Literacy (ACAL)	<a href="https://acal.edu.au/about-acal/">https://acal.edu.au/about-acal/</a>
Victorian Adult Literacy, Numeracy and Basic Education Council	<a href="https://valbec.org.au/">https://valbec.org.au/</a>
Queensland Council of Adult Literacy (QCAL)	<a href="https://www.qcal.org.au/">https://www.qcal.org.au/</a>
The Reading Writing Hotline	<a href="https://www.readingwritinghotline.edu.au/">https://www.readingwritinghotline.edu.au/</a> 1300 655 506
Beyond Blue - Victoria	<a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a> 1300 22 46 36 infoline@beyondblue.org.au
Lifeline	<a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a> 13 11 14
Turning Point Alcohol and Drug Centre	<a href="https://www.turningpoint.org.au/">https://www.turningpoint.org.au/</a> 1800 888 236
Gamblers Anonymous	<a href="https://gaaustralia.org.au/">https://gaaustralia.org.au/</a>
Gambling Help Online	<a href="https://www.gamblinghelponline.org.au/">https://www.gamblinghelponline.org.au/</a> 1800 858 858
Alcoholics Anonymous	<a href="https://aa.org.au/">https://aa.org.au/</a>
WorkSafe Victoria	<a href="https://www.worksafe.vic.gov.au/">https://www.worksafe.vic.gov.au/</a> 1800 136 089 info@worksafe.vic.gov.au
SafeWork NSW	<a href="https://www.safework.nsw.gov.au/">https://www.safework.nsw.gov.au/</a> 13 10 50
WorkSafe Queensland	<a href="https://www.worksafe.qld.gov.au/">https://www.worksafe.qld.gov.au/</a> 1300 362 128
Australian Government – Department of Immigration and Border Protection, Translating and Interpreting Service (TIS National)	<a href="http://www.tisnational.gov.au">http://www.tisnational.gov.au</a> 131 450
Victorian Interpreting and Translating Service	<a href="https://deafnav.com.au/services/victorian-interpreting-and-translating-service-vits">https://deafnav.com.au/services/victorian-interpreting-and-translating-service-vits</a>
NSW Interpreting and Translating Service	<a href="https://www.interpreter.nsw.gov.au/">https://www.interpreter.nsw.gov.au/</a> 1300 651 500
Queensland Interpreting and Translating Service	<a href="https://www.qits.com.au/">https://www.qits.com.au/</a>
Supporting People Experiencing Learning Difficulties (SPELD)	<a href="https://www.speld.org.au/">https://www.speld.org.au/</a> 07 3391 7900



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