



**METS**

*training for your future*



**Learner  
Handbook**

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## Welcome to METS Training Services

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### Introduction

Welcome to METS Training Services and thank you for choosing us as your training provider.

Our purpose is to provide quality training and assessment that upholds the integrity of the qualification and allows people to develop to their full potential. We have a customer driven approach, offering a personalised service that will be tailored to best suit your needs, wants and career aspirations.

Macquarie Employment Training Service Limited (administrators appointed) trading as METS Training Services (**METS**), RTO Code 91018, is a leading Registered Training Organisation (RTO) approved by Australian Skills Quality Authority (ASQA) to deliver nationally recognised qualifications across various sectors. METS Training is also an approved Smart & Skilled Provider.

Our qualified and experienced trainers understand the needs and demands of the sector in which they train and assess in, delivering quality training through innovative and creative approaches to uphold the integrity of the qualification. This allows our learners to develop to their full potential.

This Learner Handbook is to inform you of your rights and responsibilities whilst undertaking training with METS Training Services. This handbook is available on our website for your viewing.

METS may terminate or cancel any of its training services on 7 days' written notice if it cannot continue to deliver the training for any reason. METS' refund policy is set out in this handbook.

### Administration

In this document, "Administrators" means Gayle Dickerson, Peter Gothard and James Dampney in their capacity as joint and several administrators of METS. References to the Administrators where the context so permits will mean and include their present and future firm or firms, partners and employees, and any legal entity or partnership using in its name the word "KPMG", any successor or merged firm and the partners, shareholders, officers and employees of any such entity or partnership

You acknowledge that the Administrators do not adopt in any way or agree to be bound personally by the terms of this document or any document referred to in, or contemplated by, this document. You agree not to sue the Administrators personally in respect of any liabilities, demands or claims arising out of this document and the transactions contemplated by this document.

You release the Administrators personally from all liabilities, demands and claims arising out of this document and the transactions contemplated by this document. You agree that:

- (a) these limitations of the liability of the Administrators continue notwithstanding them ceasing to act as administrators of METS;

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- (b) these limitations of the liability of the Administrators are in addition to, and not in substitution for, any right of indemnity or relief otherwise available to the Administrators and continue notwithstanding termination of this document or completion of the transaction contemplated by this document.

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## *RTO Details*

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**Phone:** 02 9838 0567

**Email:** [info@mets.org.au](mailto:info@mets.org.au)

**Web address:** [www.mets.edu.au](http://www.mets.edu.au)

**RTO ID:** 91018

**Postal Address:**

PO Box 866 Mascot NSW 2020

**Business Address:**

Level 1/247 King Street Mascot NSW 2020

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## *Our Scope of Delivery*

### **Qualifications:**

- BSB20120 - Certificate II in Workplace Skills
- BSB30120 - Certificate III in Business
- BSB40520 - Certificate IV in Leadership and Management
- CHC30121 - Certificate III in Early Childhood Education and Care
- CHC32015 - Certificate III in Community Services
- CHC33015 - Certificate III in Individual Support
- CHC40113 - Certificate IV in School Age Education and Care
- CHC43115 - Certificate IV in Disability
- CHC50121 - Diploma of Early Childhood Education and Care
- SIR20216 - Certificate II in Retail Services
- SIR30216 - Certificate III in Retail
- SIT20316 - Certificate II in Hospitality
- TLI20420 - Certificate II in Supply Chain Operations
- TLI30319 - Certificate III in Supply Chain Operations

### **Stand-alone units**

- HLTAID009 - Provide cardiopulmonary resuscitation
- HLTAID010 - Provide basic emergency life support
- HLTAID011 - Provide first aid
- HLTAID012 - Provide first aid in an education and care setting
- HLTINFCOV001 - Comply with infection prevention and control policies and procedures
- SITHACS003 - Prepare rooms for guests

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## *The VET Quality Framework*

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You are about to become a learner in the process that can result in achieving a nationally accredited qualification. These qualifications can only be delivered by a Registered Training Organisation (RTO).

An RTO must meet the requirements of the VET Quality Framework which includes the Standards for National VET Regulator (NVR) Registered Training Organisations and the Australian Qualifications Framework. These standards are registered, monitored and enforced by the Australian Skills Quality Authority (ASQA).

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## *Legislative Requirements*

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We are subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our learner, and relates to the industry that we are conducting training for.

The legislation that particularly effects your participation in Vocational Education and Training includes but may not be limited to:

VET Quality Framework – which includes:

- Standards for Registered Training Organisations (RTOs) 2015
  - Fit and Proper Person Requirements
  - Financial Viability Risk Assessment Requirements
  - Data Provision Requirements, and
  - Australian Qualifications Framework (AQF).
- 
- National Vocational Education and Training Regulator Act 2011
  - Student Identifiers Act 2014
  - Work Health and Safety Act 2011
  - Anti-Discrimination Act (NSW) 1977
  - Racial Discrimination Act 1975 (Commonwealth)
  - Sex Discrimination Act 1984 (Commonwealth)
  - Human Rights and Equal Opportunity Commissions Act 1986 (Commonwealth)
  - Human Rights Legislation Amendment Act 1999 (Commonwealth)
  - Disability Discrimination Act 1992 (Commonwealth)
  - Age Discrimination Act 2004
  - Privacy Act 1988 (Commonwealth)
  - Privacy (Private Sector) Regulations 2001 (Commonwealth)
  - Privacy and Personal Information Protection Act 1998 (NSW)
  - Commission for Children and Young People Act 1998
  - Commission for Children and Young People Regulation 2009
  - Workers Compensation Regulation 2010
  - Copyright Act 1968
  - Education and Care Services National Law Act 2010

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## *Code of Conduct*

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At METS Training Services, we are committed to maintaining a high professional standard when providing products and services to our learners. The aim of this Code of Conduct is to support professionally responsible and ethical training and assessment services. All METS learners are expected to take responsibility for their own learning and behaviour during the term of their qualification.

### **Rights and Responsibilities**

You have certain rights and responsibilities which are intended to assist you in successfully completing your training with METS Training Services.

#### **Your rights as a learner:**

- Be treated fairly by all METS staff
- Have a learning environment free from any form of harassment and/or discrimination
- Have all the information you need prior to enrolment such as information on your chosen qualification, your funding source and what that means including the student fee applicable (for Smart & Skilled funding), and the training and assessment process
- Have access to your personal information and records about your training and assessment progress
- To study in a supportive and engaging learning environment
- To have your personal information maintained in the strictest of confidence and in accordance with the Privacy Act 1988 (Commonwealth)

#### **Your responsibilities as a learner:**

- Advising your Trainer /Assessor if you have previous skills and knowledge you believe are relevant so that Recognition of your Prior Learning (RPL) may be applied
- Learners may apply for Credit Transfer at any time but are encouraged to apply before commencing a training program. Learners applying for Credit Transfer must provide a certified copy of the following documents:
  - Qualification certificate and record of results
  - Statement of Attainment
- Keeping up to date with any payment milestones applicable to your chosen qualification
- Make due reference of all of the sources you have used whilst completing your assessments
- Attendance at any face to face training and/or assessment meetings that may be scheduled
- Maintaining appropriate contact with training supervisors/employers, where applicable
- Making all reasonable efforts to complete assessments within timeframes specified by training plans or other timeframes that have been agreed with your Trainer/Assessor
- Demonstrating appropriate behaviours when dealing with your METS Trainer/Assessor, staff, employers, and other learners or relevant stakeholders
- Reading and maintaining resources that are supplied in relation to the relevant course

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- Discussing any concerns that you may have with a METS Training Services staff member
- Regularly submitting evidence to be assessed thus demonstrating that you are dedicated to completing your course with METS Training Services within the required time frames
- Gathering documents and other evidence requested by your Trainer /Assessor ready for assessment
- Retain copies of all assessment work you have completed prior to submitting to your Trainer/Assessor
- Ensure all your assessment work is your original work and not copied or plagiarised from any source
- Not be under the influence of alcohol and/or non-prescribed drugs whilst participating in training and / or assessment processes.

## Consequences

Where a learner fails to meet their responsibilities as previously outlined, the following actions may be taken:

- Learner enrolment may be altered / extended to facilitate a longer timeframe
- Learner may be required to re-enrol if there has been no contact for a period of 6 months or greater on the part of the learner
- Learner enrolment may be terminated due to no submissions of evidence for a period of 6 months or more
- In the case of traineeships, METS Training Services are obliged to notify Training Services NSW of the learner's failure to reach required milestones.

The following will be considered as inappropriate conduct and could mean termination from the qualification / course you are undertaking with METS Training Services:

- Disruptive and/or violent behaviour during training, mentoring and/or assessment visits
- Discriminative behaviour towards another learner, employer and/or trainers and assessors
- Plagiarism and copying – all assessment work is to be your own.

## METS Responsibilities:

- Supply the information relevant to an enrolment and issue all required information to all parties
- If relevant to the training being undertaken, ask your employer for access to work records and documented evidence to assist with the collection of assessment evidence
- Provide you with all learning and assessment resources
- Help identify and assess current skills and knowledge and arrange any recognition of your prior learning and credit towards the qualification
- Supply any additional support or reasonable adjustment required during training such as phone or internet support, assistance with literacy, numeracy, or other special needs for learning that you may have
- Report on your progress to government bodies (for training purposes only)
- Conduct assessments and provide feedback.

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## *Unique Student Identifier (USI)*

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Any learner undertaking nationally recognised training and assessment in Australia must have a USI number. Your USI gives you access to your online USI account and once you've undertaken some training your USI account will allow you to view your nationally recognised training records and results in the form of a USI transcript. You will also be able to view, download or print your USI transcript for free.

METS will request that learners apply for their USI prior to the commencement of your qualification / course. If you require assistance to create your USI, METS can assist you or you can follow the below link which will take you through how to create a USI in a step-by-step process.

To read more about the USI and to create your own USI, please visit: <https://www.usi.gov.au/students>

To read about your USI Privacy rights, please visit <https://www.usi.gov.au/documents/privacy-policy>

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## *Access and Equity (Learner Support)*

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METS Training Services is committed to the principles of access and equity. Equity is about justice and fair dealing. Access ensures that any disadvantaged persons or groups in our community will have the provision of training services. METS Training Services Trainers/Assessors will ensure that all learners have sufficient resources provided to assist them to successfully complete course requirements. Some examples of this might be:

- Language, literacy and numeracy support
- Flexible delivery of training and/or assessment components of the course
- An accessible venue.

### **Disability Support**

In keeping with the principles of accessibility and equity, and in accordance with their responsibilities as defined under the Disability Discrimination Act 1992, METS Training Services is committed to ensuring that all learners are supported in achieving their goals. Where barriers exist for learners in relation to access, participation and learning outcomes, METS Training Services will work with the learner to ensure fair and equitable access and best possible opportunity to attain outcomes are achieved. METS Training Services also works in partnership with support organisations that specialise in assisting people with additional needs, e.g. Disability Services Australia.

If available either through further funding arrangements or other support services, and you wish to take up the opportunity, then suitable support arrangements will be sought on your behalf.

### **Core Skills (Language, Literacy and Numeracy)**

Core skills are critical to all workplaces in Australia. The Australian Core Skills Framework (ACSF) describes each of the five core skills being learning, reading, writing, oral communication and numeracy. Throughout the enrolment process METS Training Services will get an indication of where your Core Skills are at by using a LLN Indication

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Tool. This is to ensure that METS are enrolling learners in the correct level qualification to what their Core Skill levels are at. When it is indicated that a learner may have lower level Core Skills, METS Training Services will assist learners by:

- Supporting learners during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered
- Refer learners to external language, literacy and numeracy support services that are beyond the support available within METS and where this level of support is assessed as necessary; and
- Negotiate an extension of time and other support arrangements to assist learners to complete training programs if necessary.

Where it is determined that a learner has limited core skills which are beyond the support available within METS, the learner should be referred for dedicated language, literacy and numeracy training such as Foundation Skills through suitable support services. These courses have been designed, to provide learners with the opportunity to gain specific skills required in a vocational or work environment, which meet the requirements to gain entry into a range of vocational qualifications.

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## *The Assessment Process*

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Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. Assessment is required to confirm that you have the necessary skills and knowledge required to perform tasks to the industry standard to enable you to receive your qualification.

There will be a number of assessments staggered over the term of your training. A Trainer /Assessor is available to talk to you about assessments and provide written feedback after you have completed them. Assessments are varied dependent on the standards of the unit. Each assessment tool outlines the task requirements and relevant material which the learner will receive at the beginning of the unit.

Assessment evidence can be gathered in several ways, which may include:

- a review of documented evidence gathered during training and work
- a demonstration of your skills
- an observation of you conducting a task
- oral and or written questions
- projects
- observations of documented work plans and discussion on how you went about planning and organising work tasks with other workers; and,
- written reports from your workplace supervisor.

Your assessor will mark your work and give you a result of Competent or Not yet Competent. An assessment of 'Not Yet Competent' is not a fail. It is simply a request for more information or further confirmation of the knowledge and skills required.

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Our assessors will provide feedback to guide the learner's resubmission and are available for contact if required. The learner will be required to successfully resubmit the assessment with the required rectifications to achieve a competent result.

## Assessment Time frames

METS Training Services aims to provide learners with assessment marking results within ten (10) working days of the assessment due date. If assessment marking timeframes cannot be met, your Trainer/Assessor will advise you of the delay.

## Assessment Resubmissions

The learner will be allowed three (3) re-submissions per unit of competency. Further attempts may be possible and may incur a fee of \$50 per re-attempt. Contact your Trainer /Assessor to discuss this if you are in this situation.

If you have any problems with assessment results after your attempts you can lodge an appeal, which will result in a review and further assessment conducted. (see Appeals section in this handbook).

Results of the training and assessment conducted will be recorded on a Learner Contact Form and in our electronic learner database file for a period of 30 years as per legislation.

## Plagiarism

Plagiarism is considered a serious matter and serious penalties may apply should you be deemed to have plagiarised. As a learner, it is expected that you will ensure that you only present work that is your own. Outlined below are examples of plagiarism. Please read carefully.

- copying part(s) of any document or audio-visual material or computer code or website content without indicating their origins
- cheating - presenting another person's work as your own
- summarising another person's work
- submitting substantially the same final version of any material as another person.

If your work has been found to be plagiarise, then you will automatically be deemed Not Yet Competent/Fail in the unit. You may still progress through your training however the unit in question will only be reviewed if time permits at the end of your training program.

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## Traineeships

The apprenticeship and traineeship system in NSW is regulated by the Apprenticeship and Traineeship Act 2001. Training Services NSW administers this Act and registers and monitors apprenticeships and traineeships in NSW.

It acts in the interests of employers, apprentices, and trainees in ensuring quality training is delivered with nationally recognised outcomes. There are nine Training Services NSW regional offices throughout NSW where employers, apprentices and trainees can obtain advice and assistance.

Phone 13 28 11 to be connected to your nearest Centre (local call cost).

All apprenticeships and traineeships require:

- a training contract that is signed by both the employer and trainee and approved by Training Services NSW
- paid employment under an appropriate industrial arrangement (for example, an award or enterprise agreement)
- a training plan endorsed by an RTO that specifies the training required to achieve the appropriate nationally recognised qualification.

Apprenticeship Network Providers (ANPs) assist employers, apprentices and trainees to establish apprenticeships and traineeships and apply for Australian and State Government financial incentives, subsidies and concessions. For a list of ANPs, refer to the Australian Apprenticeships website [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au) or phone the Australian Apprenticeships referral line on 13 38 73.

## Work Placement for applicable Qualifications

*(For learners not currently working in a service)*

The following qualifications from METS scope of registration has work placement requirements attached (please note learners must arrange their own work placement with a suitable employer): METS cannot complete your qualification until evidence of the required hours of work placement is achieved.

<b>CHC30121 Certificate III in Early Childhood Education and Care</b>	Learners must complete <b>160 hours</b> in a regulated education and care service.
<b>CHC50121 Diploma of Early Childhood Education &amp; Care</b>	Learners must complete <b>280 hours</b> in a regulated education and care service
<b>CHC32015 Certificate III in Community Services</b>	Learners must complete <b>40 hours</b> in a regulated education and care service.
<b>CHC33015 Certificate III in Individual Support and CHC43115 Certificate IV in Disability</b>	Learner must have completed at least <b>120 hours</b> of work as detailed in the Assessment Requirements of the units of competency

## *Recognition of Prior Learning (RPL)*

Recognition of Prior Learning (RPL) is all about the skills and knowledge you've collected through work and life experiences and then transferring them to current training course requirements. RPL must be offered to a learner at enrolment. If you feel you have extensive industry experience in the qualification vocation you are enrolling in, please ask our METS staff for a RPL Application Form.

### **Recognition guidelines**

The following guidelines are to be followed when an application for recognition is received:

- Any learner is entitled to apply for recognition in a course or qualification in which they are enrolling
- Learners may not apply for recognition for units of competency or qualification which are not included in METS scope of registration
- Whilst learners may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more suited path to competence
- Assessment via recognition is to apply the principles of assessment and the rules of evidence

## *Credit Transfer (CT)*

Credit transfer is a process that allows a unit of competency previously achieved by a learner to be recognised when they are enrolling in a related course where those units can assist them in meeting the requirements for a qualification. Credit Transfer can only be granted upon the presentation of a previously obtained Certificate or Statement of Attainment.

## *Issuing of Certificates and Statement of Attainments*

METS Training Services will issue your qualification, directly to you, within 28 days of you meeting all requirements of your training program. This includes the requirement that all learners are to have a Unique Student Identifier (USI), all assessment tasks for each unit of competency have been submitted and successfully marked and all course fees are paid. If any of these conditions are not met, no certificate will be issued.

If you are unable to achieve the full qualification (or if only a part of the full qualification was offered at the time) you will be issued a Statement of Attainment listing the units of competency achieved.

METS Training Services is required to keep an electronic copy of your Certificate or Statement of Attainment for a period of 30 (thirty) years. You may request a photocopy of your certificate during this time at no charge, however if you require a re-issue of the original, a fee of \$25 will be incurred.

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## *Fees and Refunds*

### **Smart and Skilled subsidised training (including New Entrant Traineeships)**

If you are eligible for subsidised training under Smart and Skilled, you pay only a portion of the training cost. The rest is subsidised by the NSW Government. Learner fees are set for the whole qualification, rather than year-by-year. With Smart and Skilled, you know exactly what your fees will be upfront from the outset, regardless of how long it takes to complete your qualification. Your learner fee covers the cost of all training and assessment.

METS Training Services will advise you of the calculated learner fee through way of a quote for your course, based on the information you provide to us and any additional charges for your training.

Adjustments are made to fees for part qualifications, recognition of prior learning (RPL) and credit transfer.

Other exemptions and concessions are applicable. To find out more about Smart and Skilled funding and eligibility requirements visit: [https://www.training.nsw.gov.au/smartandskilled/prices\\_fees.html](https://www.training.nsw.gov.au/smartandskilled/prices_fees.html)

METS Training Services complies with the Smart and Skilled Fee Administration Policy:

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/prices\\_fees/prices\\_fees\\_v11.2.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/prices_fees/prices_fees_v11.2.pdf)

### **Fee for Service Traineeships and Self-funded Learners**

For information on course fees for Fee for Service Traineeships and Self-funded learners please contact the METS office and speak to our staff or see the METS Training Services 2021 Fee Schedule.

We will determine the course fee based on the information you give us and will advise you of all costs prior to enrolment. Adjustments are made to fees for part qualifications, recognition of prior learning and credit transfer.

METS Training Services offer a payment plan through Debit Success, either weekly or fortnightly. Full payment of the learner fee must be made by the completion of the qualification.

### **Fee Information for all students**

- Where a learner chooses to pay their course fee by instalments with Debit Success, the learner will incur a \$10 administration fee payable to Debit Success with the first instalment;
- Where a learner has chosen to pay by instalments through Debit Success and defaults or otherwise misses a payment or is in arrears, the Contract terms and Conditions of Debit Success will apply;

### **Extra Charges which may be applicable include:**

- |                                                                  |                     |
|------------------------------------------------------------------|---------------------|
| • Replacement certificate or statement of attainment             | \$25                |
| • 'Fast-tracking' certificate issuing                            | \$35                |
| • Reassessment/resubmission fee (3 re-attempts given at no cost) | \$50 per re-attempt |
| • Photocopying                                                   | \$1 (per page)      |

### **Refunds**

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A refund of all or part of the course fee or concession fee may be granted in the following circumstances:

- The learner may claim a full refund of any fees paid in full prior to the date that the enrolment is completed. The day of enrolment is the “withdrawal with no penalty” cut-off date. The learner must notify METS Training Services in writing of their intention to withdraw from training
- Learners who have overpaid the course fees
- Where an eligible subsidised learner is granted Recognition of Prior Learning (RPL) or Credit Transfer (CT) after enrolment or after a learner commences a qualification, METS Training Services will report the outcome to State Training Services (STS) and they will adjust the learner fee accordingly. METS will advise the learner of the adjusted fee and will refund any overpayment of fees with regard to RPL or CT granted
- In the event that METS Training Services cancels the course or no longer provides the training and when the learner has paid the full course fee, the learner will be refunded the portion of the fee that applies to the training that has not been delivered
- Where the learner’s application for enrolment has been refused
- Pro rata refund of fees (calculated from the date of enrolment to date of cancellation), may be made at any time during the course delivery if the learner withdraws for reasons of personal circumstances beyond their control including but not limited to:
  - Serious illness resulting in extended absence from classes
  - Injury or disability that prevents the learner from completing their program of study
  - Other exceptional circumstances at the discretion of METS Training Services.

It is the discretion of METS Training Services Management to approve refunds in the event of extenuating and/or personal circumstances, in line with contractual requirements. In this event, the learner may be offered a credit towards another course.

A request for refund must be made in writing within 28 days of the withdrawal/cancellation of training.

**Where the course fee is paid by instalment:**

- When a learner cancellation is received, your direct debit payments will be cancelled as at the month notified
- A learner’s overall course fees will be reviewed in line with the course duration and any outstanding fees will be invoiced directly.

All refund requests must be made in writing, to the attention of the RTO Manager and sent to: [accounts@mets.org.au](mailto:accounts@mets.org.au)

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## *METS Training Services Consumer Protection Information*

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As a learner undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection.

Please visit the following site for more information: <https://consumerlaw.gov.au/consumers-and-ac>

### **Statutory Cooling Off Period**

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined with in the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (ten (10) days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

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## Complaints

METS Training Services has a Complaints, Grievances and Appeals Policy (QMP 15) for resolving any issues you may throughout the term of your studies.

### What is a complaint?

A complaint is generally negative feedback about services or people which has not been resolved locally.

### Making a Complaint

#### Informal complaints procedure

METS Training Services encourages open communication and an environment of trust. Complainants are encouraged to resolve concerns or difficulties informally with the person(s) concerned in the first instance.

#### Formal Complaints Procedure

- Formal complaints/grievances are to be submitted to the RTO Manager by completing the “Grievance Reporting and Action” form
- The RTO Manager provides the Complainant with a written statement acknowledging receipt of the complaint within 24 hours of the complaint being lodged
- The RTO Manager will assess the complaint/grievance, determine the outcome and advise both parties, in writing, of the decision within 10 working days
- The Complainant will be advised of their rights to take the complaint further should they not be happy with the outcomes determined.

Should the matter still remain unresolved, the complainant is to be advised that they have the right to refer the matter to any external authority/agency who may be relevant to their complaint. The following external agencies are nominated in the first instance as relevant points of referral the person may consider:

In relation to consumer related issues, the person may refer their complaint to the Office of Fair Trading.

- In relation to the delivery of training and assessment services, the person may refer their complaint to the National Training Complaints Service via the following phone number: 13 38 73 or visit the website at <https://www.employment.gov.au>
- In relation to matters relating to privacy, the person may refer their complaint to the Office of the Australian Information Commissioner via the following details: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint> or call on 1300 363 992.

#### Further action

If the Complainant has been through all stages of this complaint/grievance handling process and remains unsatisfied with the outcome, they may contact the Australian Skills Quality Authority (ASQA) on [www.asqa.gov.au](http://www.asqa.gov.au)

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## Appeals

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### What is an appeal?

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during their time with METS Training Services. An appeal must be made in writing using the Appeals Form and specify the particulars of the appeal. Appeals must be lodged within twenty-eight (28) working days of the decision or finding being informed to the learner.

Where a learner contests the decision of an assessment result given by their assessor, that decision may be appealed by applying to METS Training Services RTO Manager using the Appeals Form. Learners will be informed of the progress of their appeal within seven (7) days of lodging the appeal. Where the work of the learner is reassessed, the relevant Training Manager will ensure that the reassessment is undertaken by an alternate assessor. Learners will be informed, in writing, of the outcome of their appeal within twenty-one (21) days of lodging their appeal.

### Appeals Procedure

- An appeal must be made in writing using the Grievance Reporting and Action Form and specify the particulars of the appeal
- Appeals must be lodged within twenty-eight (28) working days of the decision or finding being informed to the person
- METS Training Services will inform individuals of the progress of their appeal within seven (7) days of receiving the appeal
- Where a learner contests the decision of an assessment result given by their assessor, METS will have the work re-assessed by an alternate assessor
- Learners will be informed, in writing, of the outcome of their appeal within twenty-one (21) working days of lodging their appeal
- If a learner disagrees with the re-marked result they are required to submit a formal request in writing to the RTO Manager requesting that the assessment be re-marked via a suitably qualified external party
- The decision made by the external party will be considered the final result
- If a learner is still dissatisfied after this process they can contact the Australian Skills Quality Authority (ASQA) on 1300 701 801 or via email to [enquires@asqa.gov.au](mailto:enquires@asqa.gov.au).

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## Privacy

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Through the processes of providing training and assessment services, METS Training Services may be requested to provide details to governing authorities of training programs. These authorities include the Department of Education and Communities, Australian Apprenticeship Centres and the Australian Skills Quality Authority.

METS Training Services may also provide information to the participant's employer, where applicable, for training purposes only. METS Training Services is committed to maintaining our adherence to the Privacy Act as governed by the Australian Commonwealth and State Governments. We guarantee that we will not sell personal information to any third party. The learner has the right to access their personal information, subject to certain exceptions provided for in the Privacy Act. If the learner requires access to their personal information, please contact the RTO Manager. For security reasons, they may be required to put their request in writing and will be required to provide proof of their identity.

Please be assured that:

- You may request to see your file and personal information at any time.
- Files are retained confidentially in a secured filing cabinet.
- Electronic records are recorded confidentially, and password protected.
- Only non-confidential samples of evidence will be maintained on file.
- ASQA (Australian Skills Quality Authority) are involved in the registration of RTO's and they may require access to your records for the purpose of evaluating METS Training Services and can contact you to request feedback.
- Enrolment details and records of your achievements will be retained by METS Training Services for thirty years.

Please refer to the METS Training Services Privacy Policy available on our website for details on privacy and confidentiality of your personal information.

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