



# METS

*training for your future*

# Learner Handbook

Macquarie Employment Training Service Ltd t/a METS Training Services  
Level 1/247 King Street Mascot 2020 | PH: 02 9838 0567  
RTO ID 91018 | ABN 42 940 098 045

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## Welcome to METS

Welcome to METS 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 and career aspirations.

Macquarie Employment Training Service 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 is also an approved Smart & Skilled Provider and has a High Performing Provider rating.

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. This handbook is available on our website for your viewing.

## RTO Details

**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
CHC40113	Certificate IV in School Age Education and Care
CHC50121	Diploma of Early Childhood Education and Care
CHC32015	Certificate III in Community Services
CHC33015	Certificate III in Individual Support
CHC43115	Certificate IV in Disability
SIR20216	Certificate II in Retail Services
SIR30216	Certificate III in Retail
SIT20322	Certificate II in Hospitality
TLI20421	Certificate II in Supply Chain Operations
TLI30321	Certificate III in Supply Chain Operations

### Short courses

HLTAID009	Provide cardiopulmonary resuscitation
HLTAID010	Provide basic emergency life support
HLTAID011	Provide First Aid
HLTAID012	Provide First Aid in an education and care setting
SITHACS011	Prepare rooms for guests

## The VET Quality Framework

You are about to become a Learner in a process that can result in achieving a nationally recognised 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

As an RTO, METS is 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).

Other relevant legislation

- 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

At METS, 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.

#### 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 behaviors when dealing with your METS Trainer/Assessor, METS staff, employers, other Learners or relevant stakeholders

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- Reading and maintaining resources that are supplied in relation to the relevant course
- Discussing any concerns that you may have with a METS staff member
- Regularly submitting evidence to be assessed thus demonstrating that you are dedicated to completing your course with METS 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 plagiarized from any source
- When using other people’s ideas or work, ensure you reference where you obtained the information.
- 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 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 course you are undertaking with METS:

- 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 – This means submitting other’s work as your own.

### METS Responsibilities:

- Supply the information relevant to an enrolment and issue all required information to all parties
- Provide you with learning and assessment resources
- Help identify and assess current skills and knowledge and arrange any recognition of your prior learning and credit transfers towards the qualification
- Supply any additional support and/ 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)

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>

## Access and Equity (Learner Support)

METS 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 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 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 will work with the Learner to ensure fair and equitable access and best possible opportunity to attain outcomes are achieved. METS 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.

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## 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 will get an indication of where your Core Skills are at by using an LLN Indication 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 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 where it is determined that a Learner has limited core skills and their required level of support is beyond the support available within METS; and
- Negotiate an extension of time and other support arrangements to assist Learners to complete training programs if necessary.

## The Assessment Process

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
- 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.

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Your assessor will mark each completed assessment task and give you a result of ‘Satisfactory’ or ‘Not Satisfactory with the relevant feedback for improvement. You will have an opportunity to resubmit your work for marking. You can have a total of three (3) submissions consisting of your first submission and two (2) resubmissions.

When you have completed all the assessment requirements to a ‘Satisfactory’ level your Trainer /Assessor can deem you ‘Competent’ in that unit of competency. If you have not completed all the assessment requirements to a ‘Satisfactory’ level you will be given an assessment result of ‘Not yet Competent, this is not a ‘fail’. It simply means you have not reached the level required to demonstrate competency and more information or further confirmation of the knowledge and skills is required.

Your Trainer /Assessor will discuss the options available to you which could be a further resubmission, or you may need to redo the training and assessment for that unit of competency.

**Assessment Time frames**

METS Training Services aims to provide Learner s with assessment marking results within ten (10) working days of the student submitting their assessment. 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) 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 are not satisfied with the assessment outcome you can discuss this your Trainer/ Assessor. If the issue cannot be resolved you can lodge an appeal against an assessment result. (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

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- 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 plagiarised then you will automatically be deemed 'Not Yet Competent' 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.

## 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 sign you off as having completed your course until evidence of the required hours of work placement have been achieved.

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<b>CHC30121 - Certificate III in Early Childhood Education and Care</b>
Learner s must complete <b>160 hours</b> in a regulated education and care service.
<b>CHC50121 - Diploma of Early Childhood Education &amp; Care</b>
Learner s must complete <b>280 hours</b> in a regulated education and care service.
<b>CHC40113 - Certificate IV in School Age Education and Care</b>
Learner s must complete <b>120 hours</b> in a regulated education and care service.
<b>CHC33015 - Certificate III in Individual Support</b> To achieve the above qualifications, the Learner must have completed at least <b>120 hours</b> of work as detailed in the Assessment Requirements of the units of competency.
To achieve the above qualifications, the Learner must have completed at least <b>120 hours</b> of work as detailed in the Assessment Requirements of the units of competency.
<b>CHC43115 - Certificate IV in Disability</b>
To achieve the above qualifications, the 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)

RPL is an assessment process which provides the Learner with an opportunity to submit a range of evidence to be considered by a qualified assessor.

All Learner s are able to apply for RPL for units of competency in a course they are enrolling into which leads to a nationally recognized qualification.

Learners may not apply for RPL for units of competency in a qualifications which are not listed on METS' scope of registration on [www.training.gov.au](http://www.training.gov.au)

Whilst Learner s may apply for RPL during their enrolment in a course, they are encouraged to apply before commencing a course or soon after. This may reduce any unnecessary training and assessment that could occur.

Learners will be required to submit a range of evidence demonstrating their competence in a unit of competency listed in the course they are enrolled in. This evidence must be current and not more than eighteen months old.

Evidence can include but not limited to samples of work, reports, e-mails, meeting agendas and action items, third-party reports.

This evidence must meet the requirements of each unit of competency listed in the enrolled course as outlined on [www.training.gov.au](http://www.training.gov.au) and the Learner must be able to demonstrate that they have submitted your own work for assessment.

To apply for RPL complete an [RPL Application – Stage 1 Form](#) and e-mail it to your Trainer /Assessor with the required documents as per the instructions.

This form can be obtained from the Trainer/ Assessor or by calling METS office on 02 9838 0567 or by e-mailing: [info@mets.org.au](mailto:info@mets.org.au)

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A Trainer / Assessor will review the RPL Application and supporting documents and will arrange a meeting with the Learner to discuss the units they have chosen to RPL and any further evidence required to be submitted for assessment. It may take up to ten (10) business days to review the RPL application and arrange a time for discussion via phone, Teams or face to face meeting.

In the meeting your Trainer /Assessor will ask the Learner questions to clarify how long they have worked in the industry, what roles they had, what type of work they did in these roles and what is the Learner's ability to provide the required evidence to support your skills, knowledge and experience.

If it is decided during this interview that the Learner can collect the necessary evidence in a timely manner the RPL process will progress to the next stage and the Learner will be required to complete RPL Application - Stage 2 Form. Note you must meet all of the requirements of a unit of competency to be granted RPL.

There is a fee charged for processing an RPL Application Stage 2, for Fee for Service Learners. This fee will depend on the number of units you will be applying to be RPL'd as well as the volume of supporting documentation you are submitting for consideration. You will be notified of the fee after you have completed your competency conversation with your Trainer & Assessor. If this fee is not paid you will not be able to progress to RPL Application - Stage 2.

Learners completing a course subsidised under Smart and Skilled will be eligible for a fee reduction if they are successful in their RPL and/or Credit Transfer (CT) application. The Learner will receive a fee adjustment/ refund for every RPL and/or CT result they receive.

Refer to section on Fees and Refunds below for further information.

The Learner will be notified in writing of the outcome of their RPL Application. The outcomes of an RPL Application are as follows:

- a) The Learner is not able to provide the necessary documented evidence required for RPL and will not be proceeding the RPL process. The Learner will be completing the required training and assessment to complete the course. **Or**
- b) The Learner has been able to provide the required evidence for some of the units of competency and has been granted RPL for some but not all the units they have applied for and will need to complete the remaining units through training and assessment.

Note this may include any units that you are eligible for credit transfer **Or**

- c) The Learner has been granted RPL for all units you have applied for including any credit transfers and you do not need to complete any further training and assessment to complete the course you are enrolled in.

An RPL Application may take up to four (4) months to complete and a result to be issued to the Learner.

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## Credit Transfer (CT)

CT 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.

CT can only be granted upon the presentation of a previously obtained Certificate, Statement of Attainment or USI Transcript. METS will verify the authenticity of this document with the issuing RTO before CT is granted.

## Issuing of Certificates and Statement of Attainments

METS will issue your qualification, directly to you, within 28 days of you meeting all requirements of your training program, for funded courses and 30 days, for non-funded courses. This includes the requirement that all Learners are to have a Unique Student Identifier (USI), all assessment tasks for each unit of competency has 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 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.

## 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 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)

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METS 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 2020 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 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 (2 re-attempts given at no cost) \$50 per re-attempt
- Photocopying \$1 (per page)

### Refunds

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 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 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. Please note, RPL is an assessment process in addition to the

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costs of assessment included in the scheduled fee of a course and the Learner will encore an RPL fee if they proceed with RPL Application - Stage 2. This fee will be deducted from the refund fees or vise versa depending on which is the lesser amount.

- In the event that METS 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.

It is the discretion of METS 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 twenty-eight (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)

**METS Consumer Protection Information**

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.

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Please visit the following site for more information:

<https://consumerlaw.gov.au/consumers-and-acl>

### 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 within 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 tactics 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.

## Complaints

METS has a Complaints, and Appeals Policy for resolving any issues you may encounter throughout the term of your studies.

### What is a complaint?

A verbal or written expression of dissatisfaction with any of METS's services, processes and/or activities.

### Making a complaint

#### Informal complaints procedure

METS 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.

If you wish to discuss the matter over the phone, please call our RTO Manager on (02) 9838 0567.

If you the matter has not been resolved to your satisfaction, you can lodge a formal complaint.

#### Formal Complaints Procedure

- Formal complaints are to be submitted to the RTO Manager by completing the Complaints and Appeals Form.
- This form can be accessed by completing the online 'send a message' request, available on METS' website under 'Contact us' or by calling our office on (02) 9838 0567. If you wish to discuss the matter over the phone, please call our RTO Manager on (02) 9838 0567.
- When the RTO Manager receives your completed Complaints and Appeals Form you will be sent a written statement acknowledging receipt of the complaint. This will be sent to you within twenty-four (24) hours of the complaint being received.

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- The RTO Manager will investigate and assess the complaint, determine the outcome and advise both parties, in writing, of the decision and outcomes within ten (10) working days.
- Where a matter is involved, requires additional research and/or investigation and METS considers more than 60 calendar days are required to process and finalise the complaint, the RTO Manager will inform the Complainant in writing, including reasons why more than 60 calendar days are required and will regularly update the relevant parties on the progress of the matter.
- Should the matter still remain unresolved, the Complainant has 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.education.gov.au/NTCH>
  - 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 METS Complaint and Appeals 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)

## Appeals

### 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. An appeal must be made in writing using the Complaints and 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.

This form can be accessed by completing the online 'send a message' request, available on METS' website under 'Contact us' or by calling our office on (02) 9838 0567. If you wish to discuss the matter over the phone, please call our RTO Manager on (02) 9838 0567.

The Learner will be informed of the progress of their appeal within seven (7) days of the lodging the

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Complaints and Appeals Form being received.

Where the work of the Learner needs to be reassessed, the Training Manager will ensure that the reassessment is undertaken by an alternate assessor. Learner s 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 Complaints and 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 person
- METS 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
- Learner s 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).

## Privacy

Through the processes of providing training and assessment services, METS 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 may also provide information to the participant's employer, where applicable, for training purposes only. METS 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

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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 and can contact you to request feedback.
- Enrolment details and records of your achievements will be retained by METS for thirty years.

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

**Macquarie Employment Training Service Ltd t/a METS Training Services**  
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