

## Student Hand Book

### There's always someone to help you at MATHISI

Services and support can be provided in the areas of:

- Language, literacy and numeracy
- Learning support
- Disability support



### Access, Equity & Diversity

MATHISI promotes an environment which is fair and equitable, and free from discrimination and intolerance. Any form of discrimination on the grounds of sex, race, religion, sexual orientation, age, marital or parental status is illegal under the Queensland Anti Discrimination Act 1991. MATHISI will not tolerate discrimination, harassment, bullying of any kind and will take the appropriate action if circumstances warrant it. All MATHISI staff adhere and are bound by Access and Equity Policies. Apprentices and trainees must comply with these rules and are also bound by Laws of Parliament.

### Privacy Statement

Personal information collected as a result of your enrolment will be used by the Department of Education, Training and the Arts for general student administration, vocational education and training administration and regulation, as well as departmental planning, reporting, communication, research, evaluation, auditing and marketing. Only authorised officers have access to this information.

- Your personal information may be disclosed to Commonwealth and State Government authorities and agencies.
- If you are a school-based apprentice or trainee, your personal information, attendance details, progress and results will be disclosed to your school and the Queensland Studies Authority.
- Your results may be disclosed to the Queensland Tertiary Admissions Centre.
- If you are an apprentice/trainee, your personal information, attendance details, progress and results will be disclosed to your employer or host employer.
- If you are under the age of 18 years your personal information, attendance details, progress and results may be disclosed to your parent/guardian.

### Recognition Of Prior Learning

All students attending MATHISI programs may apply for recognition of prior learning anytime prior to and/or during the course. Students are required to prepare a portfolio of evidence to address the performance criteria of the competency standard for which they are seeking recognition.

### **Credit Transfer**

Credit transfer may be granted to students who are able to provide documentary evidence that equivalent units of competency have been achieved in another accredited course of study. Application of credit transfers must be made in writing and certified copies of your original grades/qualifications must be provided.



### **Induction**

All students are required to participate in an induction session prior to commencement of study. The induction will provide you with information critical to achieve a successful outcome from your study.

### **Attendance**

Students are expected to attend classes regularly. Absences should be discussed with teaching staff, as continued absences will result in students not participating in those stages of the learning processes or assessments. Parents may be contacted where students are under 18 years old. If you are an apprentice/trainee, your employer will be notified of all absences.

### **Change Of Personal Details**

Please advise MATHISI regarding changes to your personal details. This will ensure that MATHISI records your correct details when forwarding notifications, grades, awards etc. It is your responsibility to ensure that changes to personal details are communicated to MATHISI.

### **Withdrawal From A Traineeship**

Students must fill out a cancellation form to withdraw from traineeships. These must be returned to the Australian Apprenticeship Centre responsible for your traineeship.

### **Alcohol And Drugs**

Supply, possession and use of non-prescription drugs is strictly prohibited during any MATHISI sessions. Students found to be in contravention of this rule will face disciplinary action, which may include suspension, expulsion and/or police action.

### **Discipline**

Students may appeal against disciplinary actions in writing to MATHISI. This document should specify the grounds on which they are appealing. MATHISI will notify the student of the allegations against them and their rights.

### **Complaints**

If you have a concern regarding any aspect of your program, please discuss it with your teacher so that assistance can be provided as quickly as possible. Addressing an issue early generally allows for faster resolution. MATHISI has policies and procedures in place to deal with complaints. If you would like to lodge a complaint please do so in writing.

### **Student Feedback**

MATHISI has in place policies and procedures for continuous improvement. These include program evaluation, student and employer satisfaction surveys.

## Assessment

Assessment will be conducted in an open, accountable and transparent manner with particular emphasis on the aspects of fairness and equity for all. Assessment practices will enable the student to take full advantage of credit obtained from previous study. Assessment will incorporate alternative approaches to suit people who would otherwise be disadvantaged by cultural background, language ability or personal disabilities. All assessment work must be completed by due dates to be eligible for a qualification.



## Grades

Grades are mailed to students shortly after the end of program completion. Students are able to obtain a re-issue of grades for a small fee.

## Awards

To obtain an award you must have successfully completed all requirements of the qualification within the specific timeframe and have paid all fees. An award will be forwarded to your postal address or employer shortly after successful completion of study. If there are outstanding course fees, your assessment will not be marked. A lost or misplaced award can be re-issued for a small fee.

## Academic Appeals

Students who are dissatisfied with academic decisions, procedures or any issues that directly relate to the successful completion of their program, may take their complaint to their teacher within two weeks of receiving their grades.

## Property Damage

If you become aware of damage to MATHISI property, you are required to report it to your teacher. Persons wilfully damaging property will be held liable for costs and may be disciplined or expelled.

## Payment Of Fees

Userchoice options are available and may incur a student fee. This will be discussed on enrolment and a fee letter detailing the options will be provided.

## Refunds

A full refund will be given if MATHISI

- Cancels a program
- The student withdraws 10 working days prior to commencement of program.

If a student cancels within the 10 working days a refund will be provided on a pro-rata basis. Students are required to request a refund of course fees in writing. An administration fee of 10% may apply.

## Health & Safety

In the event of a fire, sound the alarm and evacuate the area immediately. In the event of an accident or illness, assess the situation for danger, call 000 and stay with the patient. Students are required to observe any lawful directions given by MATHISI staff in order to ensure the safety of individuals and the orderly conduct of learning programs in line with the Workplace health and Safety Legislation. Failure to do so can result in disciplinary action.