



MY FLEX TRAINING

Student Handbook

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Welcome

Thank you for considering My Flex Training!

About My Flex Training

My Flex Training is a company forming part of the My Flex Health International group. MyFlex Health International is one of the largest privately owned healthcare providers in Western Australia. In operation for more than 25 years, My Flex Health International is a leading provider of comprehensive healthcare, staffing and education solutions. Paul Rowell is our Executive Director and Cheryl Branch the Operations Director.

My Flex Training (RTO Code 51589) is a registered training organisation (RTO) delivering nationally recognised qualifications and individual units of competency plus a large range of non-accredited short courses.

This handbook contains all the information you require to make an informed choice when assessing My Flex Training (MFT) to be your Registered Training Organisation.

It is important that you read everything in this document prior to completing your enrolment.

Location



97 Edward Street, Perth 6000



(08) 9427 7518



trainingadmin@myflexhealth.com.au

www.myflexhealth.com.au

Mission, Vision and Values

OUR MISSION

Improve our client experience through quality and affordable services

OUR VISION

To strive to be the best in client engagement for staffing solutions, home care and training.



OUR VALUES

Professionalism

To act in a professional manner

Respect

For the individual, beliefs and culture

Positivity

To display a positive and enthusiastic manner

Integrity

To act honestly and with integrity

Adaptability

To recognise needs and seek opportunities

Nationally Recognised Training

Qualifications

The following qualifications are currently delivered by My Flex Training

- **CHC33015 Certificate III in Individual Support (Ageing)**
- **CHC33015 Certificate III in Individual Support (Disability)**
- **CHC33015 Certificate III in Individual Support (Ageing, Home and Community)**
- **HLT33115 Certificate III in Health Services Assistance (Assistant in Nursing in Acute Care)**

Our current scope of registration is listed on the Australian Government's training.gov.au website at <https://training.gov.au/Organisation/Details/51589>

Further information about our Nationally Recognised Training and non-accredited courses can be found here: <https://www.myflexhealth.com.au/training/>

Individual Units of Competency

The following Units of Competency are delivered by My Flex Training

- **HLTAID011 Provide first aid**
- **HLTAID009 Provide cardiopulmonary resuscitation**
- **HLTWHS005 Conduct manual task safely**

If you wish to enrol in other units of competency listed on our scope of registration, please contact our Admin Team.

Course delivery

Our courses are delivered (taught) via a learning model which includes, but is not limited to:

- Face-to-face classroom training sessions
- Virtual classroom via apps such as Zoom or Microsoft Teams
- Workplace learning / observation
- Self-directed study
- Guidance by trainers as needed

Resources such as the Learner Guides, will be provided via email.

How can this work for you?

We understand that everyone comes to training at different levels because of their life histories, but so long as you have a reasonable grasp of written and spoken English, our program provides for individualised support within the training room, in regard to self-directed learning, through the assessment process and also while on work experience and provided by our highly experienced people.

If you have prior experience in the sector or have skills and knowledge developed elsewhere, there are opportunities for Credit Transfer, Recognition of Prior Learning or other methods of demonstrating competence.

Assessment Information

So what is assessment? Assessment occurs during and after the learning process and is the judgment on whether a Student's skills and knowledge are satisfactory or not yet satisfactory. The standard to which a student is assessed is based on a specific training package or VET accredited course. To achieve a qualification a student must satisfactorily complete all the Units of Competency involved in the qualification.

Students are required to participate in assessment via a variety of methods, which may include:

- Practical/ simulated demonstrations/role play
- Written assessments (must be completed prior to work placement)
- Workplace observations
- Third party reports
- Oral assessments
- Portfolios

My Flex Training collects and evaluates all assessment evidence in a systematic way that ensures our trainers and assessors will make objective, informed judgements based on the principles of assessment; that the assessment is:

Reliable, Fair, Flexible and Valid

My Flex Training trainers and assessors' decisions are also guided by the rules of evidence being that the evidence submitted by the student must be:

Valid, Current, Sufficient and Authentic

Assessments will be deemed Satisfactory (S), meaning that the evidence required to complete the assessment has been met, or, Not Yet Satisfactory (NYS). A NYS result means that the student needs to provide more information to demonstrate the skills and knowledge required of the particular unit.

In the event of a NYS result, the student is entitled to a second submission. The assessor will provide them with feedback specific to the questions that require more information. Students are encouraged to seek clarification if they are unsure what is required to satisfactorily answer the question.

After three attempts of any assessment requirement and the student does not manage to reach the competent level that is expected, they will be recorded as “not yet competent”.

RTO Administration will keep a record of the evidence presented by the student that enables the assessment decision to be made. MFT will provide the student with feedback, which includes the assessment outcome and recommendations for further training, appeals, and reassessment options where applicable.

In the event a student is deemed Not Yet Competent they will be provided access to the appeals process. If the student does not appeal, or if after their appeal, the Not Yet Competent decision is upheld, they will be required to re-enrol in the Unit of Competency.

The information students require to be assessed will mostly be provided to them via their learner guides, their trainer during classes and in the workplace. In some instances students will be required to research the answers, for example via the Internet. Students are encouraged to ask questions at any time!

Course Progression

Your progression through your chosen course will be monitored at all times. If you fall behind the benchmarked progress targets, your VET Teacher will contact you to discuss any difficulties you are having and what support we can provide to assist you maintain your progress towards completing your training.

You will be considered to be making unsatisfactory course progression if you:

- have not engaged in any learning or assessment activities for three consecutive months, and/or
- fail to achieve competency in the same unit three times; or
- do not complete your program of learning within the maximum course duration as specified in the course information provided in the relevant course outline, and on the website; or
- are deemed to be an unsafe practitioner at any point during, or following work placement/work experience.

If you are at risk of not making satisfactory course progression, you may be offered extra support through the implementation of an intervention strategy. The extra support may include one of more of the following:

- Learning support / Academic skilling
- Strategies identified by the LLN instrument completed by the student for the qualification they are enrolled in
- Counselling
- Disability support
- IT support
- Academic program support

If you are having trouble, please don't wait to be identified as at risk of not progressing. Talk to your trainer about additional support that may be suitable for you, or speak to the campus support team.

Instructions for completions and assessments

For all nationally accredited courses the assessments must be completed prior to attending work experience.

When submitting an assessment the student must complete the information, including their name, date the assessment is submitted, and the claim of authenticity. Written assessments **must** be legible.

Assessments are required to be submitted to the Student Admin Team. Students will then be sent an e-mail receipt acknowledging receipt of the submission of their assessment.

Students are informed if they receive a NYS result by e-mail. Your NYS assessment can then be obtained from our Student Admin Team, with the relative written feedback. Should you require any further clarification, please book a time to speak to a trainer, who will then be able to provide further information.

Corrections must be completed on site or re-submitted verbally depending on the Trainer/Assessor's decision.

Assessment Feedback

Feedback will be provided regularly throughout your course both in written and verbal format. Assessments will be marked within 2 weeks of submission. When completing a practical assessment students will receive feedback at the completion of the task.

Students may also request a meeting with an assessor to receive verbal feedback to clarify queries.

Attendance

MFT expects students to attend all scheduled training sessions or visits. Non-attendance will impact on your ability to complete assessments and/or the course successfully. Student attendance is recorded and monitored for all courses. Students missing more than 25% of in-class delivery, will be required to re-attend the unit at a later date.

Students are obliged to notify their Trainer if they know that they are going to be absent from any session or visit, or to call MFT to advise course administration staff on 9427 7518.

In the unlikely event that MFT is compelled to postpone a course/training session then our administration staff will contact the students/course participants/clients as soon as practicable, either by phone or text message and by email (if available), to advise of any change and the circumstances requiring it.

Considerations and Reasonable Adjustments

My Flex Training students have 12 months to complete their studies. If you have any personal difficulties that impede your ability to complete assessments (e.g. illness), alternative arrangements may be available to assist you in finishing your course. Please contact the My Flex Training team to discuss if required.

Reasonable adjustments can be made to ensure equity in assessment for people who for example have a disability, language or numeracy difficulties, or a diagnosed medical condition. Reasonable adjustments made can vary, and can include changes to the assessment process or context that meet your individual needs but do not change the overall unit of competency outcomes.

Plagiarism and Cheating

My Flex Training considers plagiarism a serious offence and in some cases may be subject to legal action. Students are required to sign a statement that all assessments submitted are their own work and/or appropriately acknowledge the work of others.

Plagiarism is copying work without acknowledging the source (i.e. who wrote it) and is considered a form of cheating.

My Flex Training will not tolerate cheating (including plagiarism). It is cheating to:

- Hand in somebody else's work and claim it as your own (with or without that person's permission)
- Use any part of someone else's work without the proper acknowledgement
- Allow someone else to hand in your work as their own

If a trainer suspects a student is cheating, they will investigate further to establish evidence. If there is evidence to support the suspicion, the trainer will notify the My Flex Training RTO Manager. The RTO Manager will review the student's assessment and request a meeting to discuss the matter in more detail. Once this meeting has occurred, and all relevant information has been considered, one of the following will happen:

- The student will provide sufficient evidence to support the work as their own
- If it is a minor or completely unintentional offence the student will be required to undertake another assessment.
- If it is a serious or deliberate offence the student will be deemed to have participated in serious misconduct and will be withdrawn from the course and barred from enrolling in any future accredited courses at My Flex Training.

Students are entitled to appeal against a decision related to cheating in line with the Complaints, Grievances & Appeals process outlined in this Handbook.

If a student believes that their work has been plagiarised or copied in any way, they must report the matter to a member of My Flex Training staff immediately.

WORK EXPERIENCE PLACEMENT INFORMATION

Work Experience placement is a compulsory component of the courses and 100% attendance is mandatory. Students must complete the training room assessments prior to placement after which they will be required to participate in work experience as per the following table:

Qualification	Practical Placement Hours
CHC33015 Certificate III in Individual Support (Ageing)	120
CHC33015 Certificate III in Individual Support (Ageing, Home and Community)	120
CHC33015 Certificate III in Individual Support (Disability)	120
HLT33115 Certificate III in Health Services Assistance (Assisting in Nursing Work in Acute Care)	120

Shift times are generally 8 hours in duration, Monday to Friday, between the hours of 7am and 4pm but this may vary depending on the arrangements with the work placement facility. Students must attend as per schedule.

My Flex Training has contract with a wide range of aged care facilities. We do our best to facilitate students' needs and keep the travel time to a minimum, however organising placements is a complex process and there are many influences beyond location when assigning placements. Hence, all students should expect to travel up to 45 minutes each way to/from placement and in some circumstances, students may need to travel further. This is non-negotiable.

Workplace Assessments

Workplace Assessments are a key component of the assessment process. These will normally be in the form of observations, where your trainer/assessor will observe you working with a resident/client/individual and assess how you apply the knowledge and skills you have learned in your classes to the real work place.

Your Work Placement Assessment Book must be signed by your work experience supervisor prior to submission.

Work Placement Documents

Students will need to obtain the following mandatory documents prior to attending the work placement:-

1. Immunisation Record

All students are required to provide evidence of their immunisation status for the diseases listed in the table prior to their work experience placement. Students will be provided with an Immunisation Record Form to be completed by a Registered Medical Practitioner (e.g. a doctor).

All information provided to My Flex Training in relation to immunisation status is confidential and will only be shared with work experience facilities when required and with permission of the student.

Student is to get a flu shot of the most recent flu vaccine available and provide proof of administration of the vaccine, from a General Practitioner or Pharmacist.

Name of disease	Requirements
Influenza	Date of vaccination (annual requirement – in autumn)
COVID-19 Vaccinations	A COVID-19 Digital Certificate – updated for each dose of vaccine, including a booster dose. An Immunisation History Statement – which displays all vaccinations or medical contraindications and authorised exemptions, including COVID-19, that have been reported to the Australian Immunisation Register.

2. National Police Clearance/ Australian Federal Police Clearance/National Criminal History Record Check (NCHRC)

Students need to obtain a National Police Certificate, please ensure that it should not be less than 6 months old on submission

3. Working with Children Check (WWC)

A working with children check may be required. You will get the form on the orientation day. Please complete the form and get it sign from our Admin Team. If you have WWC already, please make sure it is valid/current.

4. NDIS Worker Screening Check

The NDIS Worker Screening Check is an assessment of whether a person who works, or seeks to work, with people with disability poses a risk to them. The assessment determines whether a person is cleared or excluded from working in certain roles with people with disability. This will be required by those wishing to train in the Disability sector.

Enrolment Process

There are no pre-requisites or any other training package entry requirements for this course.

We understand that everyone comes to training at different levels because of their life histories, but so long as you have a reasonable grasp of written and spoken English, our program provides for individualised support within the training room, in regard to self-directed learning, through the assessment process and also while on work experience and provided by our highly experienced people.

If you have prior experience in the sector or have skills and knowledge developed elsewhere, there are opportunities for Credit Transfer, Recognition of Prior Learning or other methods of demonstrating competence.

Recognition of Prior Learning and Credit Transfers

You may already have developed skills and knowledge through work, study and life experience that may help you gain exemption or credit for units of competency in your course. This may reduce the time required to gain a qualification.

We recognise relevant prior knowledge and experience through:

- Recognition of Prior Learning (RPL)
- Credit Transfer (CT)

If you believe you have previous skills, knowledge or life experience which are relevant and would like to apply for RPL or a CT, please let our Admin Team know.

Recognition of Prior Learning (RPL)

In order to grant RPL, the assessor must be confident that you are competent against the unit requirements.

RPL is an assessment process that evaluates the competency of an individual that has been acquired through formal and informal learning to determine the extent to which that individual meets the requirements specified in the unit of competency or accredited course.

My Flex Training offers RPL to all of our students. The evidence required for your application may include current certification, work history (eg. resume) references from current and/or past employers, testimonials from clients, work samples, questioning and demonstration.

Credit Transfer (CT)

Credit Transfer Credit transfer (CT) is the process of awarding credit for a unit/or units of competency, previously attained from another Registered Training Organisation (RTO) which are the same as the unit/s of competency in a current course, or deemed as equivalent on the National Training Register. This may be where your qualifications, based on prior studies gained through this, or other Registered Training Organisations, are recognised. For example, you may have completed the same unit of competency at another institution while undertaking another course and this will be recognised if the unit has the same title and unit code. If a course title or code are not an exact match, a mapping process will be conducted to identify whether the unit requirements have been met. This also applies to units and qualifications from previous training packages.

Where a Credit Transfer is applied for, you must provide all the original documents, including any qualifications and related statements of attainment to a My Flex Training staff member who will assess your eligibility.

Enrolment Process continued.

The granting of a credit transfer may shorten the course duration or your required attendance on the course for particular units of competencies. You will be advised whether this is the case upon finalisation of the credit transfer process. Assessing your eligibility for Credit Transfer is free of charge.

Our Application for Credit Transfer Form is available [here](#)

Admission criteria

MFT's selection criteria will take into account various factors when deciding upon which clients will be offered places in the program.

Various courses at MFT may include additional selection criteria, however, the common selection criteria adopted

by us are;

- The ability and commitment of the students to complete the course,
- National Training Package requirements;
- Contractor or client requirements; and
- Language, Literacy and Numeracy requirements

Pre-enrolment

- Provide photo identification (Australian Driver's License / Proof of Age Card or Passport)
- Provide Visa / Citizenship information
- Complete a Language, Literacy and Numeracy (LLN) test
- Ask any questions
- Apply for or hold a recent clear National Police check
- Complete a Working With Children check application

On enrolment

- Provide your Unique Student Identifier (USI) or agree to apply for one
- Complete the MFT Enrolment form that contains all relevant AVETMISS data we require and privacy notices signed
- Make an initial payment
- Read this document
- Receive your learning guide via email.
- We will take photo to prepare an ID badge to be given to you at Orientation

The learner selection process is conducted in a fair and equitable manner, complies with the principles of Access and Equity and ensures that the requirements of the relevant National Training Package are met.

For more on the enrolment policy please read our [Enrolment Policy](#)

Unique Student Identifier

The USI is your reference number that:

- Creates a secure online record of your recognised training and qualifications gained in Australia, from all recognised training providers with which you undertake training
- Gives you access to your training records and transcripts
- Can be accessed online, anytime and anywhere
- Is free and easy to create
- Stays with you for life

A USI is made up of ten numbers and letters and will look something like this: 7GF85JL3D4

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI, Registration Training Organisations (RTOs) are not permitted to issue your qualification or statement of attainment until you have obtained it.

Your USI will give you access to an online record of the accredited training you have completed since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

The USI is available online and at no cost to you. For more information, go to the following link: www.usi.gov.au/students

Alternatively, we can help you apply or apply on your behalf. This process will be completed on enrolment.

Orientation

All students will be invited to attend orientation prior to the commencement of your course. An e-mail will be sent to the student at least one week prior to your commencement date, to confirm the orientation date. Generally they are held fortnightly on a Monday.

The purpose of orientation is to get you acquainted with where things are on site, what the workplace safety and health procedures are, location of your training room, support available, toilets and general information on the details relating to your time with us.

You will receive a Student ID card after your Orientation.

Payments, Withdrawals and Refunds

Course fees are payable on or before the start of a course. Course fees include payment for online access to Learner Guides and Assessments and other consumables required. Students need to pay for My Flex T-shirts, which is required at the time of work placement. A payment plan may be approved for applicants if applicants have difficulty in paying the full amount for course fees before the start of the course.

We accept payment via:

- Cash
- Credit Card
- Electronic Funds Transfer
- Direct Deposit

Payments must be made as per enrolment agreement. Failure to make these payments by the given dates may incur exclusion from your scheduled classes until rectified.

Government funded courses will be charged as per the VET Fees and Charges Policy of the appropriate year for more information please see <https://www.dtwd.wa.gov.au/vet-jswa>

Students may withdraw from the course at any time, please see our [Deferment, Withdrawal and Cancellation Policy](#).

Enrolled students thinking of withdrawing from units or a course, are encouraged to consider the options available to them and seek additional support first. Withdrawal is not granted by absenteeism and without formal written notice.

Please consult our [Fees, Charges, Refunds, Deferred Payment and Waiver Policy](#)

Deferrals and Extensions

You are able to request to defer or extend your studies, if you find you are experiencing personal difficulties with completing your course (maximum limits apply). Please see our [Deferment, Cancellation and Withdrawal Policy](#)

Student Support Services

My Flex Training provides support to students throughout the learning journey. We are also committed to providing timely and appropriate information, feedback, advice and support services which assist students to identify and achieve their desired outcomes.

Please notify us prior to commencement if you have any special needs that will affect your ability to learn, including but not limited to:

- Language, literacy and numeracy needs
- Disability
- Diagnosed medical condition.

When My Flex Training is advised of your support needs we will strive to meet your needs prior to commencing the course. As with any private information, any you provide us in relation to your needs will remain confidential and will only be used to support you.

We currently offer support in:

- Recognition of Prior Learning (RPL) and
- Recognition of Current Competency (RCC)
- Flexible Learning Options;
- One on one tutoring;
- Alternative assessment strategies;
- Training premises accessible for people with disabilities;
- Web-site information and
- Other support as required.

WELFARE AND GUIDANCE SERVICES

We will endeavour to provide welfare and guidance to all students/course participants wherever possible. This may include:

- Workplace Health and Safety;
- Review of payment schedules when requested;
- Learning pathways and possible RPL & RCC opportunities;
- Provision for special learning needs;
- Provision for special cultural and religious needs;
- Other welfare needs such as counselling services, health services etc

For urgent matters please contact the RTO Manager or refer to our [Student Support Services Guide](#).

RTO Guarantee

The My Flex Training RTO guarantees to complete the training and/or assessment once the student has commenced study in their chosen qualification or units of competency.

If the RTO closes or ceases to deliver any part of the training product which the student is enrolled in, they will be advised about:

- Alternative options such as transferring to another RTO;
- Their right to credit for the units of competency they have already completed; and
- What they could potentially claim as recognition for prior learning (RPL) with another RTO.

If the RTO closes, all learners' records will be sent to the RTO registering body which is currently the Training Accreditation Council Western Australia.

Our commitment to you

My Flex Training commits to:

- Being respectful and treating all of our students with dignity and respect
- Being clear and transparent with all assessment decisions

To meet the requirements of Clause 7.1 of the Standards of RTO's 2015, the Director of My Flex Training maintains RTO compliance through a systematic approach and ongoing continuous improvement.

- Supporting each student as an individual during their learning
- Seeking regular feedback from students
- Employing qualified and experienced Trainers and Assessors
- Identifying students who may require additional support
- Encouraging feedback from students and workplace facilities

Your Commitment

Students undertake training with My Flex Training on the basis that they assume a reasonable level of responsibility for their own results and general progress.

Obligations

- Attend all training sessions on time.
- Be prepared for training with all necessary supplies.
- Complete all assessments and any other requirements as instructed by the Trainers.
- Meet the payment requirements of your course
- Exercise good time management.
- Respect for others.
- Keep up with any reading as instructed by the Trainers & Assessors team.
- Ensure that any issues are brought to the attention of the Trainers.
- Take proper care of My Flex Training property.

My Flex Training Student Behaviour Policy

Students of My Flex Training must abide by this Code of Conduct. This applies to students of accredited and non-accredited courses.

My Flex Training Students agree to:

- Treat all people you engage with for the duration of your course with dignity and respect and without discrimination, regardless of educational background, gender, marital status, sexual preference, race, colour, national origin, ethical or socio-economic background, physical or intellectual differences or religious and political affiliation (This includes, but is not limited to, fellow students, My Flex Training employees and everyone at their work experience placement)
- Communicate in a polite and courteous manner
- Refrain from using any form of language or behaviour that could be interpreted as intimidating, aggressive or abusive
- Approach your learning in a positive manner and contribute to a supportive learning environment where everyone feels safe to share ideas freely and ask questions openly
- Behave in a manner which does not impede the learning of fellow students
- Comply with all reasonable instructions
- Do not remove any materials including My Flex Training notes and books from the training rooms
- Conduct yourself in a manner that maintains the safety and health of yourself and others at all times
- Attend all training sessions and work placements
- Arrive on time for every session
- Notify My Flex Training of any absence prior to the commencement of a class
- Notify My Flex Training and the work experience facility of any absence prior to the commencement of a shift
- Ensure your phone is either turned off or put on silent mode during ALL course activities
- Proactively manage your learning journey and complete all requirements of your course in a timely manner
- Submit completed assessments that are entirely your own work without any plagiarism or cheating
- Do not breach anyone's privacy or confidentiality as per the Privacy Act 1988, during or after the course
- No use of alcohol or illegal drugs when attending a class at My Flex Training or while on work experience
- Do not cause any damage to My Flex Training property or engage in any criminal behaviour
- Do not behave or speak in a manner that will bring My Flex Training into disrepute or slander anyone with whom you have associated.

Breaches of this code

This code of conduct has been drawn up to provide a source of guidance to My Flex Training students. Breaches of this code will be taken seriously and if considered misconduct, could result in disciplinary action in the form of written warnings up to exclusion from the course the person is enrolled in where no fees will be refunded.

Workplace Health and Safety

It is essential that you familiarise yourself with and follow all instructions/rules of the training location.

During your orientation, the orientation host will take you through such things as:

- emergency exits,
- site evacuation procedures,
- location of the First Aid kit
- all other operational matters including student support procedures

If you see something that you think is unsafe please inform any member of My Flex Training immediately.

My Flex Training takes this matter very seriously and your involvement in this represents a good adjunct to your training.

Access and Equity

My Flex Training is committed to the principles of Access and Equity according to the revised Standards for RTOs 2015.

We are inclusive of all students regardless of:

- age,
- gender,
- cultural or ethnic background,
- disability,
- sexuality,
- language skills,
- unemployment.

Legislation

My Flex Training RTO is bound by a wide range of regulatory requirements, including but not limited to:

- Standards for RTOs 2015
- National Vocational Education and Training Regulator Act 2011
- Aged Care Legislation (Residential Care/Home Care)
- Workplace Gender Equality Act 2012
- Freedom of Information Act 1992
- Privacy Act 1988
- Fair Work (Registered Organisations) Act 2009
- Racial Discrimination Act 1975
- Student Identifiers Bill 2014
- Occupational Safety and Health Act 1984 (WA)
- Equal Opportunity Act 1984 (WA)

Complaints, Grievances & Appeals

My Flex Training considers all Student feedback important. It is recognised that feedback is an important part of the continuous improvement cycle and helps to improve the service we provide. My Flex Training is committed to establishing a satisfactory resolution for any complaints or appeals received.

Should a student have a concern about any issue related to My Flex Training, its employees, processes or environment they are asked to report the issue as soon as possible after the event has occurred?

Students may:

- Complete a written feedback form at the completion of their class
- Talk to their trainer / assessor
- Talk to a member of the Student Administration Team or RTO Management Team

If you are not satisfied that the issue has been resolved, you may wish to write a letter to the RTO Manager, setting out in detail your concerns. An experienced industry-training representative may be invited to act as an objective party to negotiate a satisfactory resolution for all parties. If the matter is unresolved, you may request your matter be mediated by an independent consultant.

For further information please see our [Complaints Grievances and Concerns Policy](#)

Privacy

As a Registered Training Organisation, My Flex Training is required to maintain effective administrative and records management systems.

My Flex Training uses student information only for the purposes for which it was gathered.

Students have access to their own training records on request. Should it be necessary, information about student records will only be passed on to a third party with the written consent of the student.

On enrolment you will be asked to sign a declaration that the information you have provided on the enrolment form is true and correct to the best of your knowledge. You will also be asked to sign that you give consent to the collection, use and disclosure of your personal information in accordance with the Privacy Notice on the next page.

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

Student enrolments will only be processed when the enrolment form is completed in its entirety.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy

If you would like to seek access to or correct your information, in the first instance, please contact MFT using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>

If you cannot access the above link, please let us know and we will provide you with a paper copy.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Australian Qualifications Framework

Certification documentation (your certificate or statement of attainment/s) is defined in the Australian Qualifications Framework (AQF).

All qualifications and statements of attainment issued by My Flex Training will be in accordance with our scope of registration.

Qualifications - Certificates and Statements of Attainment Certificate and Record of Results

My Flex Training will issue a Certificate and Record of Results within 30 calendar days of all units of competency in the qualification being assessed as meeting the requirements of the training package, when all fees have been paid and work experience has been completed.

The Record of Results will list all the Units of Competency that form the qualification on the reverse side of the certificate.

Statement of Attainment

If a student does not meet the full requirements to achieve a Qualification Certificate, My Flex Training will issue a Statement of Attainment within 30 calendar days of the completion of a unit of competency that a Student has enrolled in, if it has been assessed as meeting the requirements of the Training Package and when all fees have been paid.

Reissuing AQF Documents

Records of qualifications and Statements of Attainment are stored by My Flex Training for a period of 30 years. Re-prints of Qualification Certificates (which includes a Record of Results) or Statements of Attainments are available for a cost of \$50 per document.

Please Note All Policies And Forms Referenced In This Student Handbook Can Be Made Available As A Printed Copy On Request From Our Admin Team. Alternatively, For Your Convenience, they are available on

<https://www.myflexhealth.com.au/trainingdocuments/>