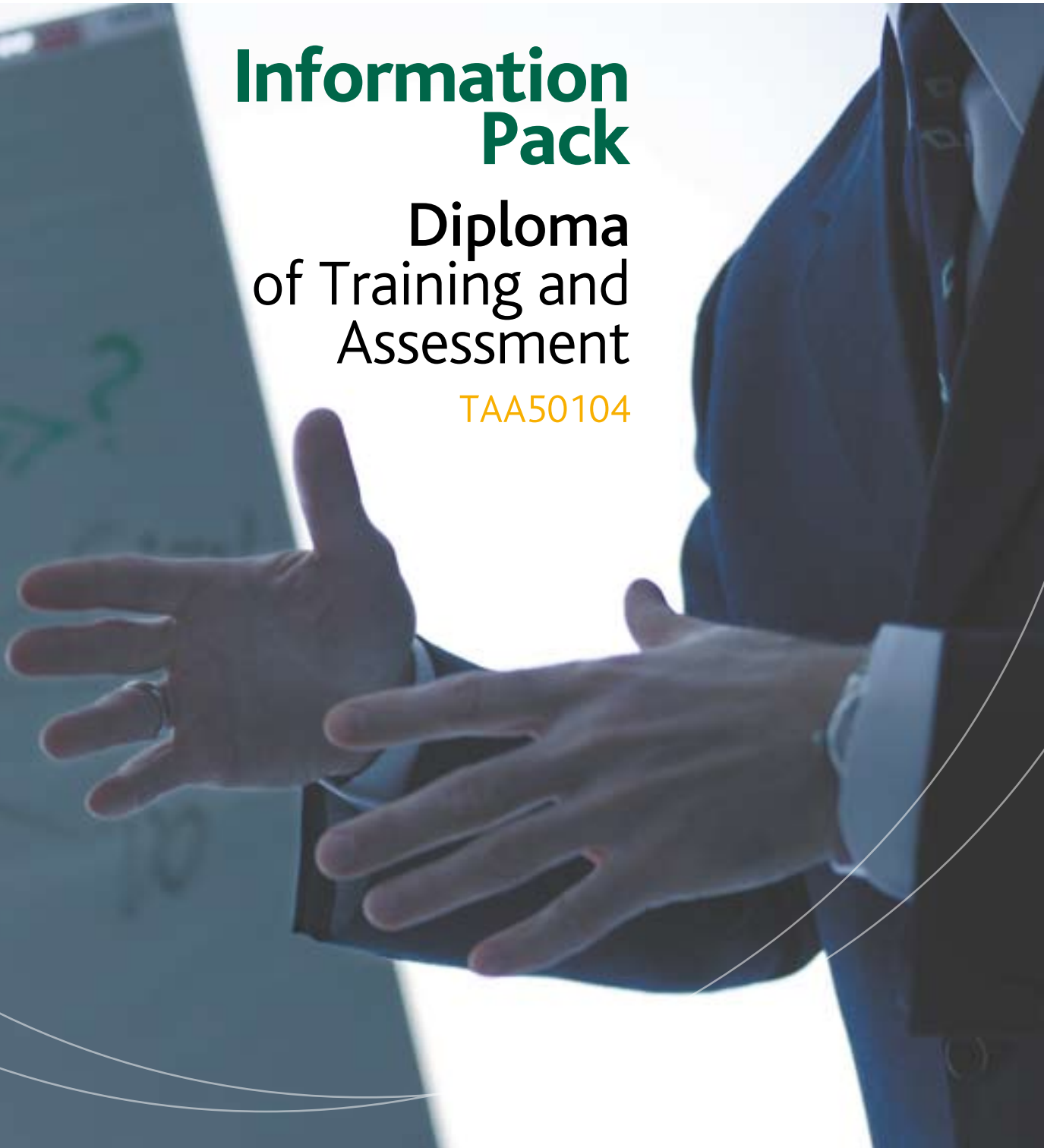




Information Pack

Diploma of Training and Assessment

TAA50104



MRWED
Training and Assessment


NATIONALLY RECOGNISED
TRAINING



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“The Training and Assessment Training Package (TAA04) represents part of the continuing cycle of quality improvement in Training Packages”

Marc Ratcliffe, Caboolture



INFORMATION PACK

DIPLOMA

OF TRAINING AND ASSESSMENT

TAA50104

Overview

The Training and Assessment Training Package (TAA04) represents part of the continuing cycle of quality improvement in Training Packages.

The impact of this Training Package is wide ranging, and affects:

- individuals seeking to undertake training and assessment qualifications;
- individuals undertaking professional or staff development;
- individuals seeking to extend, enhance and complement existing qualifications;
- all RTOs and other organisations providing training and assessment to internal staff and/or external clients; and
- organisational quality management systems for training and assessment services.

Who developed the Training and Assessment Training Package (TAA04)?

Innovation and Business Skills Australia maintains the Training and Assessment Training Package to meet the competency development needs of individuals and organisations providing training and assessment services within the vocational education and training sector.

The vocational education and training sector is responsible for developing the competence of individuals in areas of work required by industry, enterprises and organisations, as well as providing general education for the community. The vocational education and training sector encompasses both recognised training leading to a qualification or Statement/s of Attainment, as well as non-recognised training, such as in house, product based training.

" We chose MRWED to provide training in the Cert IV on the recommendation of colleagues. What we got from MRWED exceeded our expectations - practical skills, demonstration of a wide variety of training techniques, excellent documentation, and a great deal of laughter."

Deborah Martin, Sydney

What does the Diploma of Training and Assessment cover?

The Diploma of Training and Assessment (TAA50104) involves the competencies required to engage in advanced training and assessment practice which includes the development of training products, provision of training advisory and consultancy services and leadership and co-ordination of training and assessment services. The MRWED Diploma Program is designed to provide extended learning for those who currently hold the Certificate IV in Training and Assessment.

There are 12 units of competency that comprise the Diploma of Training and Assessment:

- TAAENV501B - Maintain and enhance professional practice
- TAADES501B - Design and develop learning strategies
- TAADEL503B - Provide advanced facilitation to support learning
- TAAASS501B - Lead and coordinate assessment systems and services
- TAACMQ503B - Lead and conduct training and/or assessment evaluations
- TAATAS501B - Undertake organisational training needs analysis
- TAATAS504B - Facilitate group processes
- TAADEL502B - Facilitate action learning projects
- TAADEL504B - Lead and coordinate training services
- TAADES502B - Design and develop learning resources
- BSBWOR502A - Ensure team effectiveness
- BSBHRM402A - Recruit, select and induct staff

Completion of the Certificate IV in Training and Assessment (TAA40104) is a prerequisite for entry into the Diploma of Training and Assessment.

Key Outcomes:

- Develop advanced facilitation techniques
- Develop effective management and coordination of training and assessment systems
- Contribute to the development of learning and assessment strategies
- Conduct training needs analyses
- Analyse learning requirements and develop programs and learning strategies to meet organisational requirements
- Lead the evaluation of assessments and assessment tools
- Understand the importance of training and assessment policies and procedures from an organisational and RTO perspective

"Thank you for sharing your time with us...
Great training and revitalizing experience."

Mohd Zailani, Singapore



What Employability Skills are developed through this qualification?

As a Registered Training Organisation delivering this qualification, MRWED Training and Assessment has an obligation to report to you the Employability Skills that you will demonstrate through your course completion. A summary of the current employability skills developed through this qualification can be downloaded from <http://employabilityskills.training.com.au> or MRWED can provide this information to you.

How will the course content be covered?

The MRWED Diploma of Training and Assessment has three primary pathways of development; a “fully-formal” pathway; a “recognition” pathway and, an “assessment only” pathway. In addition to this, candidates will have the option to take advantage of a “blended pathway” which combines your choice of pathways.

Fully-Formal Training (Face to Face, Correspondence)

Where the focus of the Diploma candidate is on gaining new competencies, a learning and assessment pathway will be the most common and relevant pathway to be accessed. The training can be completed by face-to-face classroom training or correspondence study.

Course candidates who are unable to attend face-to-face training can select a correspondence course option. This enables candidates to complete their course independently without needing to attend a training location. The course is entirely self-paced and help is available from a tutor who is assigned to each candidate. The tutor is contactable through email and MRWED’s Freecall phone number anytime during business hours.

Recognition

This pathway has many names – Skills Recognition, Recognition of Current Competence (RCC) and Recognition of Prior Learning (RPL). Where the focus of the candidate is on gaining recognition for existing competencies, the recognition pathway will be the most relevant. Candidates with prior training and/or assessment experience and/or other training and educational qualifications will be best placed to use this pathway.

Assessment-Only

Where the candidate feels that they have the requisite competencies, but cannot easily prove these through recognition, the assessment-only pathway is likely to be the best option. This enables candidates to prove competency by completing the assessment component of the course only, without any training materials or trainer support.

Blended

This option is best for candidates who want flexibility in their study options. As such, they can complete the course using any range of MRWED study modes (i.e. by combining face-to-face, correspondence, recognition and assessment-only options).

“The trainer’s easy presentation style and ability to develop a very good rapport with the students was outstanding.”

Chris Lee, Canberra

What is the Face-to-Face Course Schedule?

Code	Title	Core/Elective
Core Stream		
TAAENV501B	Maintain and enhance professional practice	Core
TAATAS510B	Undertake organisational training needs analysis	Elective
TAADES501B	Design and develop learning strategies	Core
TAADEL503B	Provide advanced facilitation to support learning	Core
TAAASS501B	Lead and coordinate assessment systems and services	Core
TAACMQ503B	Lead and conduct training and/or assessment evaluations	Core
Elective Stream		
TAATAS504B	Facilitate group processes	Elective
TAADEL502B	Facilitate action learning projects	Elective
TAADEL504B	Lead and coordinate training services	Elective
TAADES502B	Design and develop learning resources	Elective
BSBWOR502A	Ensure team effectiveness	Elective
BSBHRM402A	Recruit, select and induct staff	Elective

How is the Face-to-Face Full Course organised?

The full course in the Diploma of Training and Assessment has been organised into ten days of training, comprised of two blocks of five days. Students have the option to complete the two blocks of five days in any order they prefer.

The core stream and the elective stream will usually be between 4 and 8 weeks apart. Alternatively, students may prefer to study one week at a time and spread their course over any number of months they prefer (subject to timetable availability).

"Your energy level pragmatic approach to the subject was effective and has stimulated my mind. The power of positive energy is infectious."

Bharat Gor, Mumbai



What are the Upgrade Course Options?

MRWED offers special Upgrade Course options for candidates who already possess both the Diploma in of Training and Assessment System (BSZ50198) and the Certificate IV in Training and Assessment (TAA40104) and want to upgrade to the Diploma in Training and Assessment (TAA50104). This course consists of seven full Units of Competency (TAAENV501B, TAADEL503B, TAATAS504B, TAADEL502B, TAADES502B, BSBWOR502A and BSBHRM403A). Flexible options for completing the course include:

Face to Face Training supplemented by Self-Paced Study

Upgrade Course candidates can complete the bulk of their course requirements by participating in face-to-face training on the days that relate to the seven additional units required. Upgrade Course students choose their dates and locations for this training from the same timetable as the Full Course students.

Correspondence

For Upgrade Course candidates who are unable to attend face-to-face training MRWED has an upgrade correspondence course option. This enables candidates to complete their course independently without needing to attend a training location.

Alternatively, the Upgrade Course can be completed through Recognition, Assessment Only, or a blended approach using any of these options.



"I never in my wildest dream believed, I would have a trainer as warm, as intelligent and encouraging... The trainer enabled me to understand and gain confidence to complete the course. Their ability to provide a relaxed and fun training environment is to be commended.

Tracey Moore, Sydney

How are the students assessed?

Students will be assessed in a variety of ways during the course. The matrix below outlines the key means of assessing each unit of competency for our face-to-face and correspondence students. In face-to-face courses, students will have a combination of in-class activities and post-course assessment. Assessment activities are combined with course materials for correspondence students.

Unit of Competency	A	B	C	D	E	F	G	H
Maintain and enhance professional practice	✓	✓		✓	✓		✓	✓
Design and develop learning strategies		✓		✓			✓	✓
Provide advanced facilitation to support learning	✓	✓	✓	✓	✓			✓
Lead and coordinate assessment systems and services	✓	✓		✓	✓	✓	✓	✓
Lead and conduct training and/or assessment evaluations	✓	✓	✓				✓	
Undertake organisational training needs analysis		✓	✓	✓		✓	✓	
Facilitate group processes	✓			✓	✓			✓
Facilitate action learning projects	✓	✓	✓	✓	✓			✓
Lead and coordinate training services	✓	✓				✓	✓	
Design and develop learning resources	✓	✓					✓	✓
Ensure team effectiveness	✓		✓	✓	✓		✓	
Recruit, select and induct staff		✓	✓	✓	✓	✓	✓	

KEY

A – Demonstration

B - Questioning

C - Interview

D – Scenario (problem solving)

E – Role Play

F – Case Study (Fault finding)

G – Written Test/Workbook

H – Report/Portfolio

“Thanks to your course, I have secured myself a position in Brisbane teaching aircraft maintenance. The manager who offered the position to me said that it was a direct result of finishing your course that secured my position with them.
Once again thanks for all your help.”

Jayson Rowe, Brisbane



Why MRWED Training and Assessment?

Since September 2000 more than 12,000 people have participated in MRWED courses in training and assessment. MRWED's popularity is premised simply upon providing workplace training programs that are high quality, flexible in delivery, and competitive in price. There are many things that contribute to the MRWED difference, including:

Experienced and Enthusiastic Trainers

MRWED uses a team of highly qualified and experienced trainers and assessors to ensure that course participants are exposed to a variety of training styles and have the benefit of the trainers' wealth of experience. Each MRWED trainer is professional, enthusiastic, and personally committed to delivering high quality training.

No Enrolment Cancellations (because of low enrolments)

MRWED never cancels student enrolments because of a lack of enrolments in a course. Since MRWED commenced operations in 2000, no student enrolment has been cancelled because of a lack of enrolments. Each year some students enrol with MRWED after having had a course cancellation with other training providers. Enrol with MRWED and you won't risk being forced to endure the inconvenience of needing to re-enrol in a course, changing your leave dates, re-arranging childcare etc.

Flexible Training Options

Each program is designed with your specific requirements in mind. Therefore, we strive to develop participants' skills, knowledge and attitudes in the key areas of best practice in becoming workplace trainers, assessors and verifiers. Subject to availability, anyone can enrol in MRWED's public training venues, which are now delivered in five Australian states and territories. For corporations, non-profit groups, and other organisations MRWED can provide you with your own course at the location and time of your preference, customising the program to suit your unique organisational needs.

MRWED has always been highly regarded for our user-friendly recognition services that allow students the option to obtain their qualifications through Assessment Only, Skills Recognition, Recognition of Current Competence (RCC) and/or Recognition of Prior Learning (RPL).

Superior Facilities and Resources

In an intensive course it is important for participants to be comfortable and relaxed. Consequently, MRWED only selects venues and training rooms that provide an effective learning environment. These are a combination of modern MRWED TAA centres in CBD locations in Australian capitals and purposeful training spaces in other key locations around the country. All of MRWED's trainers use state-of-the-art data projectors and laptop computers in teaching and demonstrating the course material. A variety of relevant and topical study materials stimulate the learning process. These include student work booklets, study guides, books of readings and a Virtual RTO environment. Further to this, all MRWED course participants are given CDs containing a variety of electronic templates that can be easily customised for use in any workplace.

"I've really enjoyed being in your class and I've already learnt so much from it that has been really helpful in my work, so thank you.
Keep up the awesome work!"

Susan Gribble, Melbourne


User-Friendly Procedures

MRWED offers progressive Recognition processes to ensure that you only have to do training in areas where you don't already possess current competencies. This can save you time and money in workplace training. All enrolled students receive a letter confirming acceptance into their chosen course detailing the dates and times for their training.

Once MRWED accepts your enrolment you can be confident that there won't be any unexpected surprises. MRWED payment options include Cheque, Money Order, BPay, Post Billpay available at all Australia Post locations, Credit Card Payments (by Visa, MasterCard and American Express), and invoicing to employers, Job Network providers, and other organisations.

Competitive Pricing

All MRWED prices are quoted in Australian dollars and because we offer nationally recognised training our prices are exempt from GST. Prior to enrolment, prices are subject to change without notice, but there are no surprises in terms of extra course fees for assessment or diploma issuance. MRWED participants who successfully apply for Recognition benefit from even lower course costs.



"Many of our supervisors and managers across our national sites have attended your training sessions with rave reviews."

John Wood, Brisbane



Post Course Support

In a commitment to ensuring our students' success, MRWED appointed a Manager of Learning Support in 2005. Their primary role is to support students post-course in the compiling and completion of their assessments. In addition to this, Principal Marc Ratcliffe, always welcomes questions and queries from students who are seeking information on selection criteria for training jobs, ideas for training games or just want an independent person to look over their session plans!

How much does it cost?*

Full Course (Face to Face)	\$2495
Full Course (Blended ½ Face to Face and ½ Correspondence)	\$2245
Full Course (Correspondence)	\$1995
Full Course (RPL)	\$1495
Full Course (Assessment Only)	\$1495
Upgrade Course (Face to Face)	\$1495
Upgrade Course (Correspondence)	\$1395
Upgrade Course (RPL)	\$1295
Upgrade Course (Assessment Only)	\$1295
Per Unit (Face-to-Face)	\$250
Per Unit (Correspondence)	\$200
Per Unit (RPL)	\$175
Per Unit (Assessment Only)	\$175

* Prices subject to change without notice. Refer to www.mrwed.com.au for current prices

These costs can potentially be reduced if you organise a "Custom Course" for your organisation or group. A complimentary custom course quote can be organised by phoning **FREECALL 1800 2 TRAIN (1800 2 87246)**.

"I am so happy to pass on inquiries to you about TAA training as I think you are the best training in the country, I really do!"

Jennifer Taylor, Sydney

Frequently Asked Questions

Are you registered?

Yes, we are a Registered Training Organisation (RTO) based in Queensland with mutual recognition in all other Australian States and Territories. If you are ever unsure about an organisation's registration status, a good place to visit is the National Training Information Service (NTIS) at www.ntis.gov.au. MRWED's NTIS National Provider Number is 30146.

What experience do your trainers have?

We employ trainers with high levels of skill, experience and qualifications in general adult learning/vocational areas and also in the specific delivery of Training and Assessment. All our trainers have at least 15 years training experience and higher qualifications in relevant fields.

Our Core Training Team for the Diploma of Training and Assessment includes:

Marc Ratcliffe *M.Ed, B.Ed, AD(Bus), Cert IVTAA*

Marc is the founder of the organisation and has been involved in Vocational Education for almost 18 years. His commitment to innovative teaching practice and a genuine love for engaging learning has enabled him to transform MRWED into one of Australia's largest providers of trainer training. He has been delivering Certificate IV courses since 1997, (which includes the Certificate IV in Training and Assessment and its predecessors). Further to this, he has delivered training to more than 5000 students in areas as diverse as business management, health and safety, marketing, team building and training and development. This experience includes conducting over 250 Certificate IV courses in the last 10 years. He is a Registered Teacher and has completed a Master in Education specialising in Adult and Workplace Education.

Ray Hodby *B.Ed (Ad.Voc), Dip TAA, Cert IVTAA*

Ray has over 15 years of public speaking experience. He has combined an extensive background in technical and skill-based training in both the public and private sectors with more people-oriented subject matter such as personal development, goal-setting and advanced presentation skills. He has also conducted numerous corporate and career development workshops as well as staff development in the area of Human Resources. Ray possesses a Bachelor of Adult and Vocational Teaching including workplace training qualifications. He was a qualified Workplace Health and Safety Officer and internal systems auditor for a number of years. In addition to this, Ray has gained experience with one-to-one training through coaching and mentoring programs. Since 2003, Ray has delivered over 100 courses in the Cert IV for MRWED in addition to numerous Workplace Assessor courses.

"A quick thank you for what proved to be a magnificent week of training. Your trainer gave energy, enthusiasm, and very obvious skill to us. They created an atmosphere of vibrant fun, and an environment that turned a potentially dry subject into something highly enjoyable to learn!"

Matthew Brooks, Newcastle



Earl Brown *BSc, Adv Dip (Aviation), Dip man, Dip Bus, Dip PM, Dip TAA, Cert IV TAA, Cert IV Business Coaching*

Earl is an engaging and motivated trainer with more 15 years of training experience. He has spent the majority of his training life with the Royal Australian Air Force (RAAF) which included work as a test-pilot, flying instructor and aviation physiology instructor. His specific experience has involved planning, administration and management of crews of instructors and students on deployment nationally and internationally. In addition to this, he spent 4 years in Saudi Arabia as a senior instructor and Director of Operations and Scheduling which included the ongoing improvement and development of the Saudi Air Force training system, syllabus and methodology. Earl is a proven leader with outstanding ability to deliver results in challenging environments. He has had direct experience in the delivery and development of training systems for world-class service providers in both the public and private sectors.

Tim Dufton *M.Ed (AE&T), BA (Econ), Cert IV TAA*

Tim's extensive training experiences are complemented by his Bachelor of Arts degree and Masters Degree in Adult Education and Training. As the owner of The Business College of Australia, Tim acquired an intimate knowledge of business processes and the quality systems employed by Australia's VET industry. In his role as the MRWED Manager of Learning Support, Tim coordinates MRWED's popular correspondence programs and one-on-one coaching support to MRWED students.

Andrew Inglis *Grad Cert (A&T), B.Ed (AE&T), AD(Bus), Cert IV TAA*

For over 20 years, Andrew has had a proven track record for designing innovative workplace training and assessment programs, facilitating workshops, conducting corporate coaching and creating dynamic learning experiences focused on achieving results. He is an enthusiastic, down-to-earth facilitator with a depth of practical experiences (and stories) in workplace training that assists in gaining rapport with students. He has worked as an Apprentice Training Coordinator, Training Manager, and Advanced Skill Lecturer in TAFE, as well as a training consultant, RTO director, coach and international training facilitator in the private sector. His facilitation experience includes working with diverse groups from corporate organisations, government agencies, and indigenous communities nationally and overseas.

What experience does your organisation have in delivering Training and Assessment

We ran our first course in November 2000 and since then we have delivered more than 800 public courses in 26 locations throughout Queensland, New South Wales, ACT, Victoria, Tasmania, South Australia and Western Australia. This has included the delivery of dozens of custom programs for government agencies such as the ATO, Department of Family Services, Department of Defence and Centrelink, private enterprises such as Ergon Energy and Rio Tinto, Community-based organisations such as Mission Australia and St Vincent de Paul and community groups such as GECKO and Noosa Community Radio. In addition to this, we have delivered courses internationally in Asia, Africa and North America.

Since 2000 we have had more than 12,000 students participate in our "trainer training" courses.

"In contrast to the others, your team were organised, knowledgeable, friendly and very helpful throughout the whole process."

Marc Savage, Melbourne

I have BSZ50198, do I have to upgrade to the new TAA qualification?

No, the Diploma of Training and Assessment Systems (BSZ50198) is still regarded as a relevant and credible qualification for persons engaging in training and assessment management. This is outlined in the Human Resource Requirements of the AQTF standards, which govern the compliance of Registered Training Organisations in Australia. However, the MRWED upgrade course may be a worthwhile option to consider as a professional development activity to refresh skills and knowledge in training and assessment.

How is your price so competitive?

We are able to keep the price competitive because we specialise in this qualification and offer so many courses that economies of scale provide us with cost savings. As such, we pass these savings onto our students. Further to this, we have a commitment to providing accessible training – in terms of both geography and price.

Should I attend a face-to-face class or study by Correspondence?

The answer to this question depends upon your individual situation and preferences. The following comments are designed to help you make the best decision for you.

Face-to-Face: One of MRWED's core philosophies is that training should be fun because students learn more effectively when they are enjoying their studies. MRWED's application of this philosophy enables students attending MRWED's face-to-face classes to enjoy their learning without feeling they are "stuck" in a training program. By participating in a face-to-face class students benefit from having dedicated time set-aside to moving through the training content and assessments. Face-to-face students also benefit from interactively sharing ideas with the MRWED trainer and the other students.

Correspondence: It is not practical for some people to attend MRWED classes due to geographical or time constraints. MRWED's popular Correspondence course has helped people access MRWED's training from all parts of Australia. MRWED's Correspondence course allows students to progress through the training at their own speed. The course materials are very easy-to-read and you will be able to access help whenever you need it from your assigned tutor via email or FREECALL 1800 2 TRAIN, which operates Monday-Friday between 9:00am – 4:00pm (AEST).

Can I enrol online?

Absolutely! You can complete all your enrolment details online and submit them instantly at <http://www.mrwed.com.au/enrolDiploma.htm>.

"Very helpful, thank you for all your kind attention for us from Makassar."

Iqbal Suhaeb, Makassar, Indonesia



AWARDS AND RECOGNITION

2007

- Added to the prestigious Q400 list of high performing privately owned businesses.
- Top 10 Training Provider for 2007 (#9) according to Queensland Business Review

2008

- Nominee in Queensland Smart Awards
- Nominee in Queensland Export Awards
- Retained membership of the Q400
- Top 10 Training Provider for 2008 (#5) according to Queensland Business Review
- Finalist in Business Excellence Awards – Caboolture Region
- State Finalist for Private Training Provider of the Year

2009

- Top 10 place to work in Australia (#8) – Great Places to Work Institute and BRW Magazine
- Principal Marc Ratcliffe named a top 10 young trainer in the world by US Training Magazine
- Finalist in the Courier Mail, Career One Awards for Excellence in Human Resources
- Finalist in the Courier Mail, Career One Awards for Excellence in Education and Training
- Winner of an Australian Business Award for Enterprise for outstanding commercial success and sustained growth

Awards



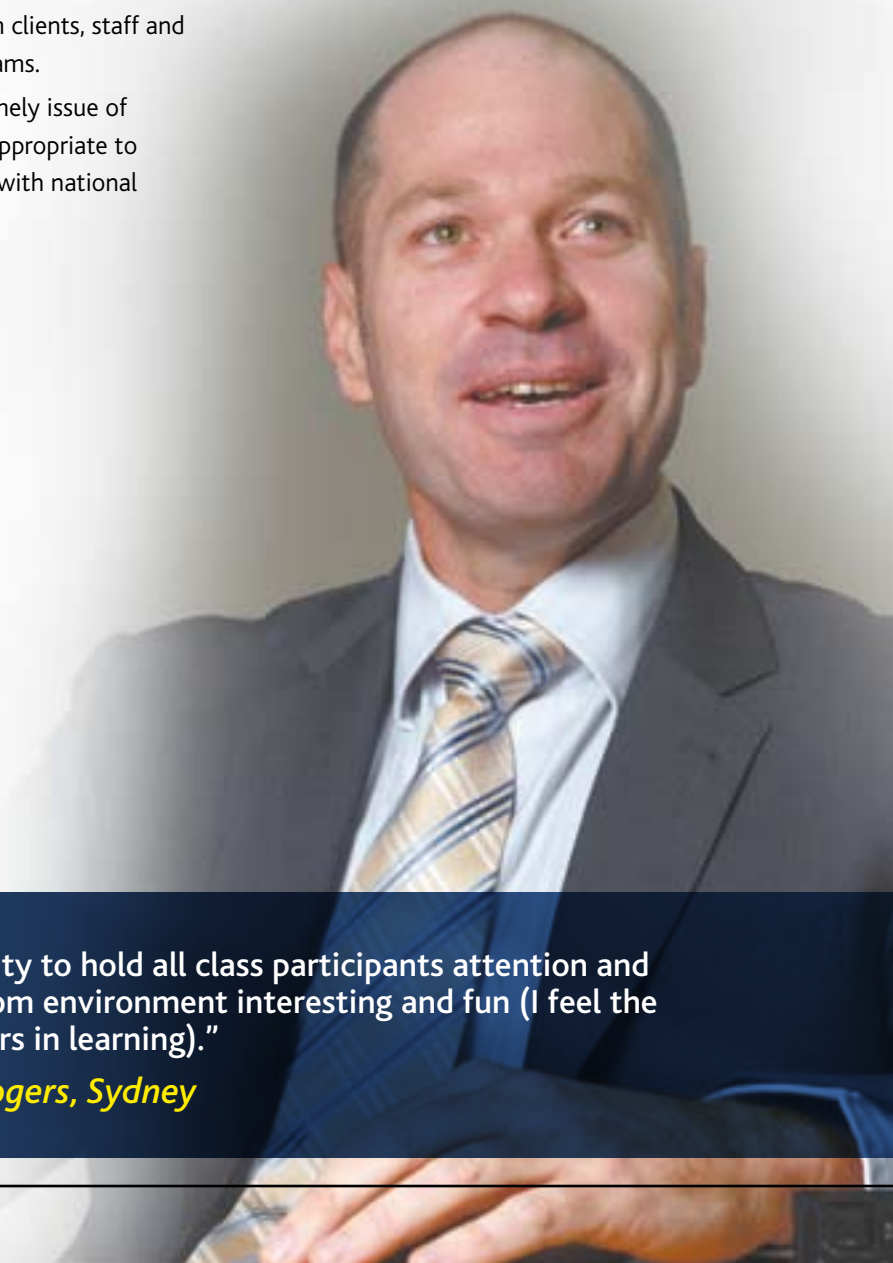
"The encouragement, wealth of knowledge shared and demonstrated training techniques were invaluable to me at the course and during my own training experiences."

Margaret Kennedy, Sunshine Coast

What does the MRWED Code of Practice mean to me?

As a Registered Training Organisation, MRWED operates in accordance with the Australian Quality Training Framework Standards for RTOs. This includes a commitment to principles whereby MRWED will:

- Adhere to all relevant legislative requirements from Federal, State and Territory governments. In particular, Workplace Health and Safety and Anti-Discrimination requirements are met at all times.
- Enrol participants in an ethical and responsible manner.
- Rely upon an Access and Equity Policy which ensures that our enrolment criteria and provision of training and assessment services comply with Equal Opportunity legislation and the spirit of a 'fair go for all'.
- Recognise the training qualifications issued by other RTOs.
- Apply sound financial practices which protect student fees paid in advance.
- Strive for excellence in our human resource standards and seek experienced and talented trainers, assessors and administration staff.
- Be committed to providing quality service and a focus on continuous improvement. MRWED also values feedback from clients, staff and organisations for incorporation into future programs.
- Utilise sound management practices to ensure timely issue of assessment results and qualifications, which are appropriate to competencies achieved and issued in accordance with national guidelines.



"Standout trainers... they have the ability to hold all class participants attention and seem to make learning within a classroom environment interesting and fun (I feel the key factors in learning)."

Mick Rogers, Sydney



What legislation and regulations do MRWED observe?

As an RTO, MRWED must observe Australian, state and territory laws governing:

- occupational health and safety
- workplace harassment, victimisation and bullying
- anti-discrimination, including equal opportunity and racial vilification
- privacy
- disability discrimination
- vocational education and training

What specific Acts does this include?

From a State perspective, MRWED must observe the relevant safety laws where it operates. This includes the following Occupational Health and Safety acts:

- The Workplace Health and Safety Act 1995 (Queensland)
- Occupational Health and Safety Act 2000 (New South Wales)
- Occupational Health and Safety Act 2004 (Victoria)
- Occupational Health, Safety and Welfare (SafeWork SA) Amendment Act 2005 (South Australia)

From a Federal perspective, MRWED observes the following specific Acts to ensure the safety, well-being and privacy of staff and students:

- Workplace Relations Act 1996 and Workplace Relations Amendment Act 2005 (Work Choices)
- Anti-discrimination Act 1991
- Equal Opportunity Act 1995
- Racial Vilification Act 1996
- Privacy Act 1988
- Disability Discrimination Act 1992
- Vocational Education and Training Act 2005

“The Trainer was very helpful, knowledgeable and applied the theory to the students’ practical experiences, which was great. The trainer who gave me some assistance post course, was also very helpful and really quick to respond.”

Tracey Bland, Melbourne

What does this mean for staff and students?

It means, MRWED will meet all legislative requirements of State and Federal Governments and seek to protect the rights of staff and students to:

- Work and learn in a safe environment;
- Use safe plant and equipment;
- Work and learn in a supportive atmosphere free from bullying, harassment and discrimination;
- Have personal information and other details of a sensitive nature remain confidential; and
- Work for or be trained by an organisation which complies with relevant standards of registration and seeks continuous improvement in all aspects of training and assessment.



Thankyou to MRWED for all the assistance and co-operation I received while doing the course, I will be recommending anyone who asks to contact MRWED for their Cert IV in training.

Peter Ferri, Brisbane



Fees and Refunds

(Version 2.1 Last revised 29 July 2009)

Mrwed Training and Assessment is committed to delivering the highest quality training and assessment services at competitive pricing. We have adopted the following policies so that we can maintain competitive pricing for all MRWED students.

No Enrolment Fee

All listed prices are the only price that MRWED students need to pay in order to enrol in and complete a MRWED course. MRWED does not charge any enrolment fees, administration fees, or student services fees.

Invoicing

MRWED recognises that for some students their course fees are paid by government departments and agencies, businesses and other organisations that require invoices for payment. However, some fees may apply for additional services.

Payment Plan

For the Certificate IV in Training & Assessment, MRWED provides a payment plan option by enabling students to separately enrol in and pay for individual competency fields. By enrolling in each of the four competency fields separately and completing them one at a time, MRWED students have the option of spreading out their payments for the Certificate IV in Training & Assessment. However, students who elect to simultaneously enrol in all four competency fields of the Certificate IV in Training & Assessment in order to secure a discounted course price do not have the option of paying for each competency field separately.

Course Change

MRWED understands that because of changing work obligations, health problems, and other reasons our students sometimes need to make changes to their planned course of study. Such changes might include changing enrolment from correspondence study to a face-to-face course or changing the date they will attend a face-to-face course. If a student wishes to change their course delivery method or their course date then they need to submit a Course Change Form. If required, this form can be mailed, emailed or faxed to the student, or alternatively it is available from the MRWED website.

Submission of a Course Change Form incurs a Course Change service fee of \$50.00, but it enables the student to change their chosen course delivery method or course date for as many courses as they like, provided they are all included on the same form. In addition to the Course Change Fee, if a student is changing their enrolment to a course with a higher price than the price they originally paid then they will also need to pay the price difference.

No fee is charged if a student changes only their contact details using the Course Change Form.

We have been so impressed by the standard of your organisation in delivery, administration and prompt replies to emails. Many thanks again.

Mary Williams, Thurgoona

Non-Payment Cancellation Option

For MRWED face-to-face courses, payment should be finalised more than five working days before the course commencement date. MRWED reserves the option to cancel an enrolment for non-payment if the course has not been paid five working days before the course commencement date, although this requirement is routinely waived if the training course fees are being paid by government departments and agencies, businesses and other organisations that require invoices for payment.

Students responsible for paying their training course fees should contact MRWED if they will be unable to finalise payment at least five working days before their course commencement date. Students should be aware that the existence of MRWED's option to cancel an enrolment because of non-payment does not in any way reduce the student's obligation to pay a Cancellation Fee or the Course Price in the event of them cancelling their enrolment or failing to attend their scheduled training.

Cancellations and Refunds for Face-to-Face Courses

If a student cancels their enrolment in a face-to-face course then they are entitled to the following refunds:

If a student cancels their enrolment in a **face-to-face course more than 5 days** before the scheduled course start date there is a Cancellation Fee equal to 20% of the course price and the student is entitled to a refund of 80% of the course price; If at the time of cancellation the student submits a Course Change Form then only the Course Change Fee will be payable and the Cancellation Fee will be waived.

If a student cancels their enrolment in a **face-to-face course during the last 5 days before the scheduled course start date** there is a Cancellation Fee equal to 50% of the course price and the student is entitled to a refund of 50% of the course price; If at the time of cancellation the student submits a Course Change Form then the Course Change Fee will be payable and 50% of the Cancellation Fee will be waived.

If a student does not cancel their enrolment prior to the commencement of the course they are not entitled to any refund and the full course price will be payable. The student is also welcome to submit a new course enrolment but will be required to pay the full course price for the new enrolment.

Cancellations and Refunds for Correspondence, Online, and Assessment Only Enrolments

MRWED students who enrol to complete a course through Correspondence, Online or Assessment Only are required to make payment in full before they will be provided with access to their study and/or assessment materials. Before their payment has been made students are able to withdraw their enrolment without being obligated to pay any fees.

If a student cancels their enrolment in writing **within 30 days after making their course payment** then there is a cancellation fee equal to 20% of the course fee and the student is entitled to a refund of 80% of their fees. Alternatively, students can change their enrolment to another delivery and assessment method upon paying the Course Change Fee and any increase in price between their original price and the price of the course in which they now want to enrol, in which case the cancellation fee will be waived.

I would also like to take this opportunity to thank MRWED for the professionalism in running the course. I don't know if you keep stats of participants who get work as a result of completing the course but I am pleased to say I am one of them. I am looking forward to a career change and owe this course for making this possible.

Dianne McDonald, Nelson Bay



If a student cancels their enrolment in writing **between 91 and 180 days (both inclusive) after making their course payment** no refund is payable. However, students have the opportunity to change their enrolment to another delivery and assessment method upon paying the Course Change Fee and any increase in price between their original price and the price of the course in which they now want to enrol.

If a student cancels their enrolment in writing **more than 180 days after making their course payment** no refund is payable. The student is welcome to submit a new course enrolment but will be required to pay full price.

Late Payments

There is a penalty fee equal to 5% of the invoiced amount that is applied to all invoices that remain unpaid 30 days after the student has commenced their MRWED course. An amended invoice will be issued on that date.

Issuance of Diplomas, Statements of Results, and Statements of Attainment

A student will not be issued with a Diploma, statement of results and/or statement of attainment (whichever is applicable) until full payment (including any penalty fee for late payment) has been received.

The previous policies notwithstanding, under no circumstances can fees be refunded after a student has been issued with a Diploma, Statement of Results, and/or Statement of Attainment.



I can tell you MRWED is one of the best training provider's I've experienced in many many years. I would definitely refer anyone interested in doing training courses to you. Keep up the hard and professional work

Solomon Kebede, Melbourne

Language, Literacy and Numeracy Needs Policy

Rationale

MRWED recognises that a portion of the community may have Language, Literacy and Numeracy (LLN) difficulties. In response to this community issue, MRWED offers to provide enrolling students who indicate they need further support in this area, information on available LLN courses and referral to counselling services.

We have established a network of professional providers who can assist students in developing and improving learner skills.

Aim

To provide people engaged in vocational training with additional language, literacy or numeracy training they need in order to succeed in their vocational training.

LANGUAGE, LITERACY AND NUMERACY COURSES

Institution	Contact Number
Centrelink	13 10 21
TAFE Queensland	(07) 3259 4111
ETAS (WA) PTY LTD	(08) 9409 7799
WELL	(02) 6240 7333

COUNSELLING SERVICES

Institution	Contact Number
Queensland Council for Adult Literacy	(07) 3878 9944
Reading Writing Hotline	1300 6555 06

Welfare and Guidance Services

MRWED's welfare and guidance services will offer non-judgmental, confidential support to students. Specialised counselling will be provided by qualified counsellors as necessary.

Thanks for last week, I had a great time at training (that doesn't happen too often) and I feel a lot more confident doing my training sessions now.

Diana Bowyer, Brisbane



The Welfare Services we provide aim to meet our commitment to students by:

- supporting students through their learning experience;
- promoting health and well-being;
- enabling students to support themselves and others; and
- empowering students to fulfil their own potential.

We are always happy to assist any student with issues relating to their academic progress. For issues relating to personal welfare we will assist students to source an appropriate service and a suitable time for counselling. A large range of government and private welfare services can be sourced by our staff to assist students in a variety of matters.

Access and Equity

MRWED is committed to equality for everyone. We will ensure you have easy access to information on programs, services available and enrolment procedures. Your trainers will support you in participating and completing your studies. Support services such as counseling, impairment support and learning support are also available to help you succeed. We will adhere to all policies, procedures and practices that contribute to improving the outcomes for the diversity of our clients.

Counseling

A free and confidential professional counseling service can be arranged for students studying at MRWED. Both program/career counseling and personal counseling are available via this professional service.

Impairment support

Do you have an impairment which may affect your ability to navigate the course material, communicate with other students and trainers or participate in student activities? If so, please inform MRWED of how we can support your success, through minimising the affects of any impairments. This can be done at the time of enrolment or at any other time during the training. We can provide a range of support options and all information will be treated confidentially.

Learning Support

Learning support is provided within each MRWED TAA Centre to assist students in areas such as:

- Language, Literacy and Numeracy;
- Study skills;
- Writing skills; and
- Confidence in front of a group.

Further to this, post course learning support is available via phone and email through our learning support team, Monday to Friday from 9:00am to 4:00pm AEST.

I appreciate the promptness from MRWED... will certainly be recommending you to others. Trainers and support staff have been excellent and top notch!

Darren Hedley, Adelaide

Appeals and complaints

If at any time during your study at MRWED you are dissatisfied with any academic decisions, procedures or any issues that directly relate to the successful completion of your program, you can access the organisation's complaints and appeals processes by contacting our Administration on Freecall 1800 2 87246.

Any student who feels that they have been disadvantaged in their studies by such a decision, procedure or issue, shall be entitled to have these reviewed by the Principal.

The characteristics of the MRWED appeal system include simplicity, speed and fairness, and incorporate a three stage process involving the assessor initially, then the Principal, and finally an independent person or panel where necessary.

Students shall have 21 days to lodge an appeal after a decision is given.

The matters which may give rise to an appeal being placed before review include:

Academic Matters

The grounds for appeal fall into one of two possible areas:

- The judgement has been made incorrectly; or
- The judgement was not made in accordance with the assessment plan.

Appeals are centred on the judgment as to whether competence has been achieved and demonstrated.

General Matters

- Any disciplinary action
- Delivery of training, quality of instruction

Disciplinary procedures

MRWED has systems and processes in place to manage and deal with any disciplinary matters relating to instances of misconduct whilst studying with us. A certain standard of behaviour is requested of all staff and participants and the trainer reserves the right to ask any participant to leave a program or session if their behaviour puts others at risk or adversely impacts on the learning of others.

This policy applies when other avenues have been exhausted. These avenues include but are not limited to: mentoring, informal feedback and counselling.

I would like to say that thus far I have found dealing with MRWED
a refreshingly positive and highly professional experience.

Veronica Spasaro, Sydney



Recognition (Recognition of Prior Learning)

This pathway has many names – Skills Recognition, Recognition of Current Competence (RCC) and Recognition of Prior Learning (RPL).

Under competency based training, the focus is with learners demonstrating competency in the specified areas. Competency can be demonstrated by the physical 'doing' and/or by evidence and documentation that documents the 'doing'.

Evidence is anything that supports a claim by the candidate that they are competent or a demonstration of competence based on a recognised standard, learning outcome and/or performance under certain conditions.

If you are looking for recognition, you should submit an application at least ten (10) working days prior to the commencement of a scheduled course and provide all necessary documentary evidence to support this application.

When submitting your Recognition application, be aware that your submission and any inclusions cannot be returned to you or copied for you. Consequently, please send verified copies of originals rather than any original documents.

Recognition is available for all Units of Competency in the Diploma of Training and Assessment. The elements of competency of each unit provide the RPL benchmarks. Candidates may receive full recognition or high standing for the competencies required for a qualification or unit of competency. High standing recognises attainment of some but not all competencies for the course or unit of competency. Upon receiving a submission a MRWED assessor will assess the submitted evidence against the elements and performance criteria of relevant units of competencies. If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. If further assessment is required, it may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, flexibility and fairness. The form of assessment may be negotiated with the client and may consist of interview, written assignment, workplace assessment, exam, or other method, and will be conducted by a qualified assessor or assessment panel.

I really enjoyed your course last week. Although I've done a lot of teaching and public speaking, I still learnt a lot and will be a much better trainer as a result of your course.

Gordon Robertson, Brisbane

MRWED has adopted streamlined user-friendly Recognition procedures. In summary:

- There is no fee payable for submitting a Recognition application to MRWED and applicants who are unsuccessful with their Recognition application will not incur any fee. Applicants who receive partial recognition towards one of the Competency Fields will benefit from reduced training and/or assessment requirements. Applicants who succeed with their MRWED Recognition application for one or more of the Competency Fields will benefit from reduced training and/or assessment requirements and discounted pricing. The only cost for applicants who receive full recognition for the Diploma of Training and Assessment and then request their Diploma is \$1495 for a full course and \$1295 for the upgrade course.
- To make a Recognition Application, applicants need to complete the MRWED RPL Kit (available from MRWED upon request) and submit this with the relevant support evidence and a completed MRWED Enrolment Form. If further evidence is required, then this will be negotiated with the candidate. The process may include a further interview, written assignment, workplace assessment, or collection of other material.
- Successful candidates are notified promptly of the Recognition outcome. A MRWED staff member will advise unsuccessful candidates of the reasons for non-recognition and steps they can take, including remedial training and appeal mechanisms.
- Please note: Applications for RPL submitted after a candidate has enrolled and commenced their Diploma of Training and Assessment through another pathway, will attract additional fees.

Thank you for the help and support you gave me while I was completing the course
Joy Lockett, Adelaide

ENROLMENT FORM

Personal Details:

Referred By:

Surname:

Given Names:

Date of Birth:

Home Address:

Town

State

Post Code

Postal Address: (if different)

Town

State

Post Code

Home Phone:

Mobile Phone:

Work Phone:

Fax:

Email:

Emergency Contact Name:

Emergency Contact Phone



COURSE ENROLMENT DETAILS

You are enrolling in TAA50104 Diploma of Training and Assessment. Indicate your enrolment choice/s by completing either **Option 1** or **Option 2** or **Option 3**.

Option 1: Full Course Enrolment (All 12 Units of Competency)

<input type="checkbox"/> Face-to-face \$2495	<input type="checkbox"/> Correspondence \$1995	<input type="checkbox"/> RPL \$1495
<input type="checkbox"/> Assessment Only \$1495	<input type="checkbox"/> Blended Course 1 week Face-to-face, 1 week correspondence \$2245 (Please identify course selections in Option 2)	

Option 2: Blended Course

Week 1: Core Units

<input type="checkbox"/> Face-To-Face \$1250	<input type="checkbox"/> Correspondence \$1000	<input type="checkbox"/> Recognition \$750	<input type="checkbox"/> Assessment Only \$750
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Week 2: Elective Units

<input type="checkbox"/> Face-To-Face \$1250	<input type="checkbox"/> Correspondence \$1000	<input type="checkbox"/> Recognition \$750	<input type="checkbox"/> Assessment Only \$750
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Option 3: Upgrade Course Enrolment (for holders of both BS250198 & TAA40104)

<input type="checkbox"/> Face-To-Face \$1495	<input type="checkbox"/> Correspondence \$1395	<input type="checkbox"/> Recognition \$1295	<input type="checkbox"/> Assessment Only \$1295
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Location & Date Selections (Face-to-Face Courses Only)

If you are completing some or all of your training through face-to-face courses then please indicate below which course locations and dates you wish to attend.

	Course Location	Your Start Date
Core stream	_____	_____
Elective stream	_____	_____
Custom Course	_____	_____



PAYMENT DETAILS

Cheque (made payable to MRWED) to be sent to: **MRWED, P.O. Box 325
Caboolture QLD 4510**

Money Order BPAY Postbillpay

EFT (Ring FREECALL 1800 2 TRAIN for bank details)

Credit Card (Visa, MasterCard and American Express only)

Credit Card Details

Card Holder's Name: _____

Card Number:

Expiry Date: /

Authorised Amount: \$ _____

Card Holder's Signature: _____

My Enrolment Fees are to be invoiced to the following organisation

Company Name	
Mailing Address	
Phone No	
Contact Name	Purchase Order No
Contact Email:	



STUDENT DECLARATION

I understand that course payment is required prior to course commencement. Unless other contractual arrangements exist in writing, payment should be submitted at least five working days prior to course commencement. I also recognise that my position on a course is not guaranteed until payment is received and MRWED reserves the option to cancel an enrolment due to non-payment.

I have read and accept MRWED's Fees and Refunds Policy and Code of Practice and understand my rights and obligations.

I agree I disagree

Student Signature

Parent/Guardian Signature
(For students under 18 years of age)

You can submit this form to:

Freefax **1800 333 082** or contactus@mrwed.com.au





*I am proud to be
a member of the
following..."*



MRWED
Training and Assessment



P.O. Box 325
Caboolture QLD 4510
Australia
phone 1800 2 TRAIN (1800 287 246)
Fax 1800 333 082
www.mrwed.com.au

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