STUDENT HANDBOOK 2026

The student handbook outlines MIMT policy and procedures for prospective and current students.

Confidentiality Statement

The information contained in this document is confidential. It is distributed by MIMT to explain the policy and procedures the student must understand and follow whilst enrolled with MIMT The content of this document and any attachments shall not be disclosed to any other party/entity without the written permission of the recipient of this document and/or MIMT.

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MIMT WELCOME NOTE

The management and administration team would like to welcome you to MIMT (RTO ID: 21906). During your time here, we will endeavour to make your learning journey a rewarding and exciting experience and of course, we expect you to try your best to achieve the results and goals you aim for.

This information in this student handbook will enable you to familiarise yourself with the requirements for the course you are about to undertake and become aware of our terms, conditions and services here at MIMT. Please read the following information carefully and contact MIMT administration staff with any questions.

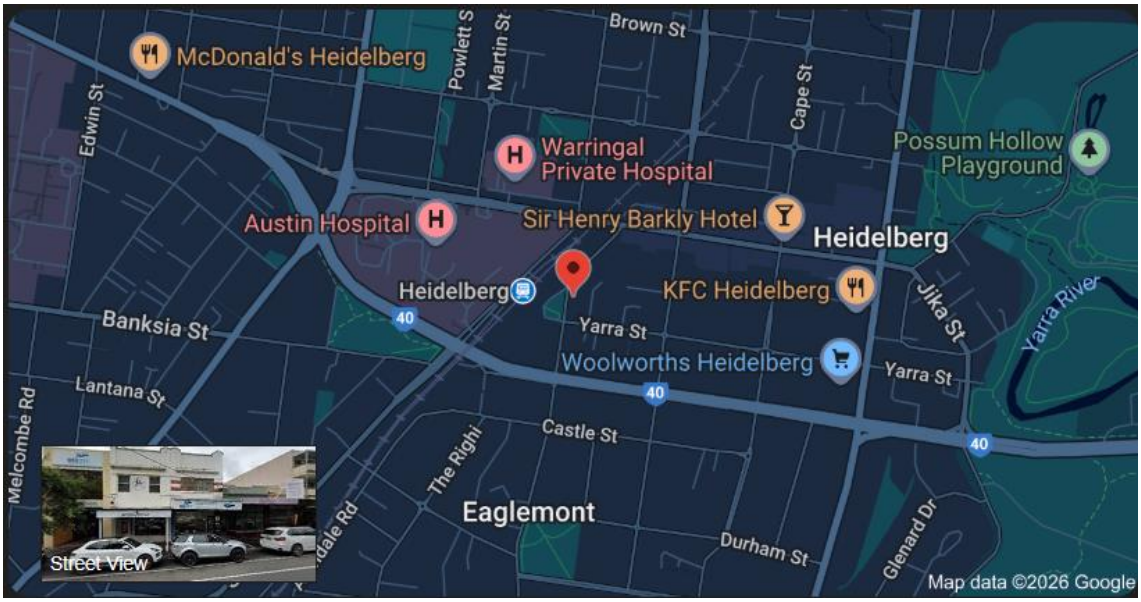
MIMT DETAILS

Address: 68 Mount Street Heidelberg VIC 3086

Phone: (03) 9455 1926

Email: enquiries@mimt.edu.au

Website: www.mimt.edu.au



MIMT RESPONSIBILITIES

CODE OF CONDUCT

MIMT is responsible for ensuring ongoing compliance with the Outcome Standards, including where services may be delivered on the MIMT's behalf. The Chief Executive Officer is responsible for ensuring that the operations, staff and students of MIMT comply with the requirements which include the following:

- Credential Policy
- Compliance Requirements

MIMT will ensure that compliance applies across all of its operations within MIMT's scope of registration, as listed on the National Register https://training.gov.au/organisation/details/21906/summary.

MIMT has policies and procedures in place for ensuring compliance with the Outcome Standards, which are distributed to Staff and Students as part of their induction process, these policies and procedures include how MIMT will comply with the following:

1. **Training and Assessment**

Outcome: Quality training and assessment engages VET students and enables them to attain nationally recognised, industry-relevant competencies.

2. **VET Student Support**

Outcome: VET students are treated fairly and are adequately informed, supported and protected.

3. **VET Workforce**

Outcome: VET students are trained, assessed and supported by people who are qualified, skilled and committed to professional development.

4. **Governance**

Outcome: Effective governance and commitment to continuous improvement supports the quality and integrity of VET delivery.

CREDENTIAL POLICY

Section 1: Credentials for the delivery of training and assessment

Section 2: Credential requirements for the delivery of training and assessment for training products from the TAE Training Package

Section 3: Credentials for validation of assessment

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COMPLIANCE REQUIREMENTS

- Information and transparency
- Marketing and Advertising
- Integrity of Nationally Recognised Training Products
- AQF Certification Documentation
- Student Identifiers
- Nationally Recognised Training Logo
- Transition of Training Products
- Accountability
- Annual Declaration on Compliance
- Notification of Material Changes
- Third-Party Arrangements
- Prepaid Fee Protection
- Public Liability Insurance
- Compliance with other requirements
- **Schedule 1** - Fit and Proper Person Requirements
- **Schedule 2** – Nationally Recognised Training Logo Conditions of Use Policy

WORKING WITH CHILDREN CHECK

All trainers and assessors must undertake a Working with Children Check before commencing training and assessment to determine if they will be delivering training and assessment to students under 18.

CONSUMER GUARANTEE

MIMT guarantees that the services provided by MIMT will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training).

  (What is 'reasonable'? Depending on the nature of the training and other relevant factors, such as the student's ability to complete the training and assessment.)

CHANGES TO AGREED SERVICES PROCESS

Where there are any changes to the agreed services that will affect the student, including in the event of MIMT closing down, MIMT will advise the learner in writing within **10 business days** of the event; this includes changes to any new third-party arrangements or a change of ownership or any changes to existing third-party arrangements.

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COURSE ENTRY REQUIREMENTS

HLT42021 – Certificate IV in Massage Therapy

There are no formal entry requirements for this qualification however all applicants will be required to complete a Language, Literacy and Numeracy Assessment as part of the application process.

HLT52021 – Diploma of Remedial Massage

There are no formal entry requirements for this qualification however all applicants will be required to complete a Language, Literacy and Numeracy Assessment as part of the application process.

22656VIC – Advanced Diploma of Myotherapy

The entry requirement for 22656VIC – Advanced Diploma of Myotherapy is either HLT52015 – Diploma of Remedial Massage or HLT52021 – Diploma of Remedial Massage. Applicants will also need to complete a Language, Literacy and Numeracy Assessment as part of the application process.

Unique Student Identifier (USI)

All students must have and supply a Unique Student Identifier (USI) number to enrol into any Nationally Recognised Qualification within Australia. MIMT will either be given this number by the student and/or help them create one before enrolment or course commencement.

All students who do not currently have a Unique Student Identifier (USI) in place and require the RTO to apply for a USI on their behalf, will be issued a USI Privacy Notice. The student must sign this form before MIMT applies for the student's USI. For specific details, refer to the USI website https://www.usi.gov.au/students

The following process is in place to ensure the security of a student's USI:

- Only authorised personnel will access a student's personal information, for both hard copy and electronic records.
- All student records, including evidence collected for verifying the student's identification, are stored in "locked" filing cabinets within the head office.
- Strong passwords on all network-connected computers are in place, only accessible by authorised personnel.
- Back-up copies of the database are automatic as the Database is cloud-based.
- LLN&D (Language, Literacy, Numeracy and Digital Literacy)

Before enrolment, you must complete an assessment to ascertain your LLN&D level. The assessment result will help MIMT to know if there are any areas you will require support in before or during the course.

All students undertaking training must undertake an LLN&D Assessment unless the student currently holds the Certificate level they are applying for (or above) or can demonstrate equivalent industry experience.

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SUPPORT SERVICES AND SPECIAL NEEDS ASSISTANCE

Please get in touch with us as soon as possible if you have any special needs that will assist you in participating in this study program. Below is a list of some of the ways we may be able to help you.

This information summarises some of the information provided in this student handbook. If your need is not identified/listed below, please get in touch with MIMT administration staff.

Language Support Services		
Service Providers	**What they offer**	**How to contact**
Adult Migrant English Program (AMEP)	Offers free English language tuition to eligible migrants and refugees. Managed by the Department of Home Affairs.	https://immi.homeaffairs.gov.au/settling-in-australia/amep/find-a-class/providers-and-locations
TAFE English Language Centres	Provide English language courses tailored to international students and migrants. Locations across Australia via TAFE institutes.	Search TAFE English Language Centres for relevant TAFE in your state.
Navitas English	Delivers AMEP and Skills for Education and Employment (SEE) programs. Offers tailored English learning support for both individuals and businesses.	Phone: 1300 798 111 info@navitas-skilled-futures.com.au https://navitas-skilled-futures.com.au/courses-and-programs/
AMES Australia	Provides English language programs for migrants, refugees, and asylum seekers. Focuses on settlement support alongside language development.	https://www.ames.net.au/ Phone:13 AMES

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Literacy and Numeracy Assistance		
The Reading Writing Hotline	A national referral service for adult literacy and numeracy. Offers free and confidential support, along with referrals to training programs.	https://readingwritinghotline.edu.au/ Phone: 1300 655 506
SEE Program (Skills for Education and Employment)	Provides eligible job seekers with up to 650 hours of free training in literacy and numeracy. Delivered by registered training organisations (RTOs) across Australia.	https://www.dewr.gov.au/skills-education-and-employment https://www.dewr.gov.au/skills-education-and-employment/see-providers
TAFE Adult Literacy Programs	Offers literacy and numeracy support to adults looking to improve their basic skills. Available through various state TAFE institutes.	Search TAFE Adult Literacy Programs for relevant TAFE in your state
Digital Literacy Support Services		
Service Providers	**What they offer**	**How to contact**
Be Connected	A government-funded initiative aimed at increasing the digital skills and confidence of older Australians, but also valuable for broader community use. Provides free online learning resources and support for digital skills, including workshops and in-person training through community partners.	https://beconnected.esafety.gov.au/ Phone: 1300 795 897
Tech Savvy Seniors	A program run in collaboration between state governments and Telstra, aimed at helping seniors develop the skills to use digital technology confidently. Offers free or low-cost training, with courses available in multiple languages and tailored to the needs of participants.	https://www.telstra.com.au/tech-savvy-seniors

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Digital Literacy Support Services (Cont.)		
Service Providers	**What they offer**	**How to contact**
Indigenous Digital Excellence (IDX) Initiative	Run by the National Centre of Indigenous Excellence (NCIE) and focused on fostering digital literacy, technology skills, and innovation among First Nations people. Offers workshops, programs, and partnerships to help Indigenous communities gain digital skills.	https://ncie.org.au/tag/indigenous-digital-excellence/
The Good Things Foundation Australia	Supports digital inclusion through various programs, including the Be Connected network, offering support for community organizations to teach digital skills. Focuses on empowering all Australians to thrive in a digital world through training and community support.	https://goodthingsaustralia.org/
Digital Springboard	An initiative by Infoxchange and Google, providing free courses that help people develop digital skills for everyday life and work. Offers online and in-person training sessions on topics like basic computer skills, job readiness, and online safety.	https://www.infoxchange.org/au
Australian Indigenous Mentoring Experience (AIME)	Offers programs that include digital learning components, providing mentoring and technology education to support Indigenous students' success in school and beyond.	https://www.aimementoring.com/
First Nations Media Australia	Provides media and digital literacy training through workshops and programs that empower Aboriginal and Torres Strait Islander communities to create, share, and engage with media content. Supports the development of technical and creative skills for engaging with digital tools.	https://firstnationsmedia.org.au/

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Personal Counselling Services		
Service Providers	**What they offer**	**How to contact**
Lifeline Australia	Provides 24/7 crisis support and suicide prevention services. Offers online chat and phone support.	https://www.lifeline.org.au/ Phone: 13 11 14
Beyond Blue	Focuses on mental health support, providing counseling and resources for anxiety, depression, and suicide prevention.	https://www.beyondblue.org.au/ Phone: 1300 22 4636
Headspace	Supports young people aged 12-25 with mental health, physical health, work, and study issues. Offers face-to-face and online counselling services.	https://headspace.org.au/ https://headspace.org.au/online-and-phone-support/
Relationships Australia	Offers personal counselling, mental health support, family relationship services, and dispute resolution. Available across Australia in various centres.	https://www.relationships.org.au/ Phone: 1300 364 277
Kids Helpline	Provides free online and phone counselling services for young people aged 5 to 25.	https://kidshelpline.com.au/ Phone: 1800 55 1800

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Drug and Alcohol Abuse Support Services		
Service Providers	**What they offer**	**How to contact**
Alcohol and Drug Foundation (ADF)	Provides information, support, and resources for individuals and families dealing with alcohol and drug issues. Offers programs to prevent and reduce alcohol and drug-related harm.	https://adf.org.au/ Phone: 1300 85 85 84
Counselling Online	A free and confidential online counseling service for people affected by alcohol and other drugs. Available 24/7, offering online chat, email support, and self-help resources.	https://www.counsellingonline.org.au/ Phone: 1800 888 236
Turning Point	Provides a range of addiction services, including treatment, counselling, and education. Offers online resources, phone support, and referral pathways to specialised services.	https://www.turningpoint.org.au/ Phone: 1800 888 236
Family Drug Support (FDS)	Focuses on supporting families affected by drug and alcohol dependency. Offers a 24/7 national support line, peer support programs, and online resources.	https://www.fds.org.au/ Phone: 1300 368 186
DirectLine (Victoria)	A 24/7 confidential alcohol and drug counselling service available to Victorians. Offers over-the-phone counselling, information, and referral to treatment services.	https://www.directline.org.au/ Phone:1800 888 236
DrugInfo	A service provided by the Alcohol and Drug Foundation that offers information on drug use, prevention, and treatment. Includes a free national hotline and comprehensive online resources.	https://adf.org.au/ Phone:1800 250 015

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Drug and Alcohol Abuse Support Services		
Service Providers	**What they offer**	**How to contact**
SMART Recovery Australia	Offers evidence-based group programs for people dealing with addictive behaviours, including alcohol and drugs. Focuses on self-management and peer support in group meetings, both in person and online.	https://smartrecoveryaustralia.com.au/ https://smartrecoveryaustralia.com.au/contact-us
The Salvation Army – Drug and Alcohol Rehabilitation Services	Provides residential rehabilitation, detox, and outpatient services for individuals struggling with drug and alcohol addiction. Support services are available throughout Australia.	https://www.salvationarmy.org.au/need-help/alcohol-and-other-drug-services/
Head to Health	A national mental health initiative that connects people to appropriate drug and alcohol support services, including treatment options.	https://www.headtohealth.gov.au/
ReachOut	Offers online mental health and well-being support for young people, including resources on drug and alcohol abuse. Provides advice and strategies to reduce harm and support individuals in making positive changes.	https://au.reachout.com/

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First Nations Support Services		
Service Providers	**What they offer**	**How to contact**
Aboriginal Drug and Alcohol Council (ADAC)	Provides culturally appropriate drug and alcohol prevention, education, and treatment programs for Aboriginal people in South Australia. Focuses on reducing harm caused by alcohol and other drug use within Aboriginal communities.	https://adac.org.au/ Phone: 08 8351 9031
The Healing Foundation	Supports healing for Aboriginal and Torres Strait Islander individuals affected by trauma, including the Stolen Generations. Provides culturally safe programs focused on mental health, well-being, and intergenerational healing.	https://healingfoundation.org.au/ Phone: (02) 6272 7500
Yarning SafeNStrong	A 24/7 phone crisis line specifically for Aboriginal and Torres Strait Islander people to discuss issues such as mental health, alcohol and drug abuse, and trauma. Provides culturally safe and confidential counselling support.	Phone: 1800 959 563
WellMob	A digital library of online resources to support the social, emotional, and cultural well-being of Aboriginal and Torres Strait Islander people. Offers resources on mental health, physical health, alcohol and drug issues, and family support.	https://wellmob.org.au/
Aboriginal Medical Services (AMS)	Located across Australia, AMS centres provide culturally safe healthcare, including drug and alcohol counselling, mental health services, and general medical support for First Nations individuals. Find a local AMS centre through the National Aboriginal Community Controlled Health Organisation (NACCHO)	https://www.naccho.org.au/acchos/

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First Nations Support Services (Cont.)		
Service Providers	**What they offer**	**How to contact**
Guddi for Life	Delivers mental health and well-being programs tailored to First Nations individuals, including support for alcohol and drug use. Focuses on social and emotional well-being through a combination of cultural practices and modern therapy	https://guddiforlife.com.au/

STUDENT RESPONSIBILITIES

As a student, you will be required to take responsibility for:

- Reading all relevant course and training information.
- Advise MIMT, Trainer/Course Coordinator/Employer if you have previous skills and knowledge and seek recognition of prior learning before enrolment.
- Monitor your understanding of the subject by self-assessing your skills and knowledge.
- Attend all training sessions as required.
- Behave reasonably and appropriately in the classroom and work experience settings. Disruptive or dangerous behaviour will be investigated.
- Meet with your Trainer/Course Coordinator to review progress.
- Hand in all assessment tasks as stipulated requirements unless discussed with the trainer.
- Complete course requirements within the designated time frame**.**
- Ensure all work is your own and not copied or plagiarised. (see **Cheating and Plagiarism** on page 23 for further details)
- Retain evidence of your working notes, assessments, and any other documents in your portfolio of evidence and present them for assessment.
- Discuss any concerns regarding the training course, session activities, and your ability to learn with your trainer, course coordinator, or employer.
- Advise the Trainer/Course Coordinator if you require any special adaptive equipment or support for the training course, if not identified at enrolment.
- Participate in course evaluation and provide feedback.
- Make full payment for the course (if applicable).
- Notify MIMT of any injury (especially back and neck) during class time or the industry work placement.
- Notify MIMT of any change in your details throughout your training.

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COURSE FEES, PAYMENTS, CONDITIONS AND REFUNDS

Please refer to specific course fees, payments and conditions, refunds and any required deposit, administration fees, materials fees, and other charges (if applicable). Refer to your specific course Statement of Fees and the MIMT website (www.mimt.edu.au) for more information.

In line with MIMT Fee Protection Policy, MIMT will not collect more than $1,500 before course commencement.

Certificates/ Diplomas and Statements of Attainment are only issued to students assessed as competent in the required units and who have paid all course fees. The cost of the certificates is included in the course fees however a re-issue fee does apply should you require any additional copies. Refer to your specific course Statement of Fees and the MIMT website (www.mimt.edu.au) for more information.

Refunds may be made in the following circumstances:

- **a)** Participants enrolled in training that has been terminated by MIMT
- **b)** Participant advised MIMT before course commencement that they are withdrawing from the course
- **c)** If the participant withdraws from a course or program, before course commencement, due to illness or extreme hardship as determined by MIMT
- **d)** If MIMT fails to provide the agreed services
- **e)** If the participant overpaid any fees.

A Reservation Fee is required for each course prior to commencement – this will not exceed $1,500.00. This deposit is to confirm a place in the course. Refer to the Statement of Fees for the specific relevant Reservation Fee amount required. This fee is not refundable.

No refunds will be issued once the student has commenced the course.

Students are responsible for safely storing their Certificate/Diploma and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, a **certificate re-issue fee of $85.00** will be charged.

MIMT is responsible for issuance of AQF certification documentation **within 30 calendar days** of a student being assessed as meeting the requirements of their training program—providing all agreed fees the student owes MIMT have been paid.

COOLING OFF PERIOD

MIMT protects the student's rights, including but not limited to the Statutory requirements for cooling-off periods. Students can cancel their enrolment by writing a formal notice of cancellation to the Managing Director (a letter or email is acceptable) **within 10 business days of enrolment**, unless the student has already commenced the training. Please refer to the **P 2.1 Marketing Policy & Procedure** for the process of acquiring a refund.

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PAYMENT PLAN

Payment Plans are available on all courses – refer to the Statement of Fees For fees for specific details about the payment plans options for your course.

A Reservation Fee is to be paid before course commencement of less than $1,500.00 this fee is non-refundable.

Payment Plans based on monthly payments and are calculated using the total tuition fee across the duration of your training program. Further details about payment plans are available in the Statement of Fees for your course.

FEE PROTECTION POLICY

Prepaid fees include all fees paid in advance from individual and prospective students. These requirements do not apply to employers engaging MIMT to provide training/assessment to their staff. Fees include all fees that the student is required to pay to complete the course, this includes:

- Enrolment/Administration Fees
- Tuition Fees
- Fees for materials, including textbooks
- Any other fee component that is a mandatory fee to complete the course

MIMT ensures that all fees are clear and transparent on in the Statement of Fees: https://mimt.edu.au/fees/

CERTIFICATION

Before the student is issued a Certificate/Diploma or Statement of Attainment, the student must be deemed competent against the requirements of each unit of competency, as per the qualification/diploma.

PAYMENT of FEES – Refer to the Statement of Fees relevant to each qualification.

It is noted that full payment for a study program will be required before receiving your credential Statement of Attainment and/or your Notice of Assessment.

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REFUND POLICY

STATUTORY COOLING-OFF PERIOD

The Standards for Registered Training Organisations require MIMT to inform persons considering enrolment of their right to a statutory cooling-off period. A statutory cooling-off period (**10 days**) is provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling-off period allows a consumer to withdraw from a sales agreement **within 10 days** of receiving a contract without penalty.

It must be noted that MIMT do not engage in unsolicited marketing or sales tactics. Therefore, a statutory cooling-off period does not apply to our students enrolled in a program. For refund option in other circumstances, students must refer to the refund policy.

REFUND AND CANCELLATION

All requests for refund of fees must be made in writing using the **F 49 Withdrawal and Deferral Request Form** which may be obtained from MIMT Reception or from the website. The student must sign the form. Details of the cancellation fee, refund, and how it is calculated are available in the Student Resources Section of the website.

Full Refund MIMT has a fee refund policy for situations where exceptional circumstances exist. We will make a full refund of course fees paid (less administration and enrolment fee charge) in the following circumstances:	
In the unlikely event that MIMT is unable to deliver the course in full	You will be offered a refund of all unused tuition fees you have paid. The refund will be paid to you within **four (4)** weeks of the day on which the course ceased to be provided. Alternatively, you may be offered enrolment in an alternative course by MIMT You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you have received the placement. If MIMT reserves the right to cancel or postpone any courses before their scheduled commencement dates, if necessary. If a student cannot enrol in a similar course at MIMT, all fees will be refunded within **four 4 weeks**.

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Partial Refund MIMT will make a partial refund of tuition fees in the following circumstances:	
28 days before commencement	If written notice of withdrawal is received from a student at least **28 days BEFORE** the commencement of the studies, the tuition fees are refundable, less the Reservation Fee.
No Fee Refund	
Withdraws from, cancels, or fails to attend	If a student withdraws from, cancels or fails to attend a program or course after the start of the program, MIMT will not refund any of the fees paid for that program or course semester. The student will be required to pay outstanding balances for the course.
Fee received by MIMT	Refunds for any fee received by MIMT on behalf of the student for services other than tuition fees must be requested from the company delivering the service. Students will be subject to the respective company's refund policies.
Transfer to another RTO (approved by MIMT)	If the student seeks and is granted approval by MIMT to transfer to another provider before completing six months of study of the principal course, no refund of any course fee paid in advance will be granted. Any outstanding payments for the course must be paid before release.
Student's enrolment is cancelled because of infringement of MIMT disciplinary Policy or breach.	Suppose the student's enrolment is cancelled because of MIMT disciplinary Policy infringement or breach of the student visa conditions. In that case, no course fee refund will be granted, and any outstanding payments for the course must be paid before release.

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VET Student Loan – Fee & Refund Information	
Student withdraws PRIOR to the applicable scheduled census date	**No Debt incurred**
Student withdraws AFTER the applicable scheduled census date	**Full debt incurred**
Provider Fee Limit (Important for VSL Students)	
The maximum amount the Australian Government will pay to MIMT under the VET Student Loan (VSL) scheme within a certain period (typically per calendar year) or for certain courses set by the Government based on: ▪ VSL (Course and Loan Cap **$19,290** *Subject to change) Determination 2025 ▪ Course enrolment projections ▪ MIMT's quality and outcomes Key points: ▪ It may be higher or lower than MIMT's tuition fee for a course ▪ MIMT must not ask students to pay any fees that have already been listed as 'VSL covered fees' in the official VSL Statement of Covered Fees. ▪ MIMT can allocate the total limit flexibly across approved courses unless specific limits are set for individual courses. This is different from fee periods, which break tuition fees into parts across the course for student billing.	

REQUIRED FEE NOTICES FOR VET STUDENT LOANS (VSL)

For students accessing VET Student Loans (VSL), MIMT will send the following information:

- **VSL Statement of Covered Fees**
  This statement lists the covered fees and is issued **BEFORE** the first census date.
- **VSL Fee Notice**

  A VSL Fee Notice is sent at least **14 days BEFORE** each census date.

  The Fee Notice breaks down the tuition fees, census dates, and expected VSL debt per unit.
- **Commonwealth Assistance Notice (CAN)**

  A CAN is sent **28 days AFTER** each census date.

  This notice confirms the actual fees charged, the amount that is covered by VSL and the debt accrued.

TRAINING AND ASSESSMENT INFORMATION

RULES OF EVIDENCE AND PRINCIPLES OF ASSESSMENT

Assessments are crucial in vocational education and training. They determine whether students have the necessary skills and knowledge to perform in the workplace according to industry standards.

Assessments must be designed and conducted according to the Rules of Evidence and Principles of Assessment to ensure they are fair, consistent, and meet industry standards.

Both frameworks provide clear guidelines for the assessors and students to ensure that the assessment process is transparent, reliable, and supports genuine competency outcomes. Understanding these rules and principles will help students confidently approach their assessments, knowing what is expected and how their performance will be evaluated.

The **Rules of Evidence** and **Principles of Assessment** are essential in ensuring fair, valid, and reliable assessment practices in vocational education. The **Rules of Evidence**—validity, sufficiency, authenticity, and currency—ensure that the assessor collects quality evidence demonstrating a student's competency.

- Evidence must be directly related to the unit (valid)
- Provide enough proof of skills and knowledge (sufficient)
- Be the student's own work (authentic)
- Be current and relevant to industry standards (currency).

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The **Principles of Assessment**—fairness, flexibility, validity, and reliability—guide assessments' design and conduct. Assessments must be:

- Unbiased and accommodate individual needs (fairness)
- Allow different methods or pathways to competency (flexibility)
- Measure what they claim to measure (validity)
- Produce consistent results across different assessors and contexts (reliability).

Understanding these concepts helps students prepare for assessments that meet regulatory and industry standards.

ASSESSMENT SUBMISSION

Students must submit completed assessments with an Assessment Cover Sheet to the relevant administrator during business hours as per the due dates provided by your trainer and assessor.

It is essential to include the Assessment Cover Sheet with your completed assessment to ensure fairness, transparency, and compliance with assessment requirements. Upon submission, the student must sign the assessment cover sheet. By signing the cover sheet, students declare that the work submitted is their own and that they understand plagiarism and academic integrity policies.

The cover sheet also allows assessors to record assessment decisions, provide feedback, and request additional evidence. It ensures that assessments are adequately documented for compliance and audit purposes. Completing the Assessment Cover Sheet accurately is essential, as it helps maintain the integrity of the assessment process while providing clear communication between students and assessors. It is your responsibility to keep copies of all assessments submitted.

ASSESSMENT EXTENSIONS

Students can request an extension for assessments of up to a maximum of **TWO (2)** weeks. Extensions will be granted based upon an emergency or extenuating circumstances. If you wish to request an extension, fill out and submit an **F 61_Assessment Extension Request Form PRIOR** to the due date by emailing: enquiries@mimt.edu.au

TRANSFERRING OR DEFERRING YOUR ENROLMENT

Students who wish to transfer from one program to another, a transfer fee applies. Transfer applications will be reviewed and approval dependent on availability of places in each course. All requests must be submitted in writing and sent to: enquiries@mimt.edu.au. Students wishing to defer their studies will need to submit a request in writing and complete **F 49 Student Withdrawal and Deferral Form** and email to: enquiries@mimt.edu.au.

ATTENDANCE AND PUNCTUALITY

MIMT has an expectation that students will have an 80% or over attendance rate to be able to complete the course and that students are punctual and adhere to class commencement times. Where attendance falls below 80%, you may be asked to re-enrol into the course/unit of competency. It is in your best interests to maintain attendance and arrive prior to the commencement of class to achieve the best results.

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RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning, often referred to as RPL, is a formal assessment process that acknowledges the skills, knowledge, and experience individuals have gained through various learning pathways—whether formal, informal, or non-formal. It is designed to provide credit for learning achieved outside traditional educational environments, such as through work experience, professional development programs, volunteering, self-study, or other life experiences. By evaluating and recognising these existing competencies, RPL helps individuals avoid unnecessary repetition of learning and can fast-track their progress toward qualifications or certifications.

What Types of Evidence Are Required?

Students will be required to gather evidence of their competencies—such as portfolios of work, references from employers, documented training, and skill demonstrations. Assessors will review the materials (combined with interviews or practical assessments) to determine whether the individual meets the criteria.

Alignment With Industry Standards and Qualifications

RPL is benchmarked against national qualifications frameworks to ensure the competencies align with the desired outcomes of a specific course or qualification.

Personal Learning Pathway

Because RPL recognises what learners already know and can do, it can significantly shorten the time required to obtain a qualification. It also allows individuals to focus on developing new skills and knowledge rather than relearning familiar content.

Competency-Based Assessment

Competency-based assessment is a systematic process used to evaluate an individual's ability to perform specific tasks and demonstrate required skills, knowledge, and attitudes to a defined standard. Rather than focusing solely on theoretical knowledge or time spent in formal education, competency-based assessment emphasises practical demonstration and real-world application. It is widely used in vocational education, professional training, and workplace settings where the main goal is to ensure learners can reliably perform particular tasks under workplace conditions or standards.

How Competency-Based Assessment Relates to RPL

Competency-based assessment is the mechanism for verifying an individual's existing skills and knowledge in the context of Recognition of Prior Learning (RPL). By mapping evidence of prior experience, training, and achievements to the requirements of specific competencies, the individual can be granted partial or full credit for a course or qualification. This can reduce the time and resources needed to achieve certification or transition into a higher level of learning.

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What Types of Evidence Will I Need to Submit to Be Assessed?

As part of the RPL application, suggestions on what evidence could be submitted will be made. This could include but is not limited to:

- Resume/CV
- Position Description
- Copies of qualifications and transcript of results
- Evidence of professional development
- Evidence of work history
- Current Association Membership

How Do I Apply For RPL?

Students must indicate their interest on the enrolment form. Once this declaration is made, an administration team member will provide them with an initial RPL application. This application helps determine their eligibility and outlines the next steps in the RPL process.

CREDIT TRANSFER

Credit Transfer is a process that allows students to receive recognition for units of competency they have previously completed with another registered training organisation (RTO). Suppose a student has already attained a nationally recognised unit equivalent to a unit in their current course. In that case, they may be eligible for credit, meaning they do not need to repeat the learning and assessment for that unit. To apply for Credit Transfer, students must provide a certified copy of their Statement of Attainment or Record of Results with their USI transcript.

MIMT will verify the authenticity of the documents before granting credit. This process helps students avoid unnecessary duplication of learning, reducing study time and costs while ensuring they continue progressing toward their qualification efficiently. Our **P 1.7 Credit Transfer Policy and Procedure** is available on our website: www.mimt.edu.au

How Do I Apply for Credit Transfer

You can apply for Credit Transfer by accessing our **F 3 Credit Transfer Application Form** on our website: www.mimt.edu.au**.** Once you have completed the form and gathered the required evidence to support your application, you can email the form and documents to: enquiries@mimt.edu.au. Once received, you will be notified within **14 calendar days** of the outcome.

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CHEATING AND PLAGIARISM

Cheating in assessments means acting dishonestly to gain an unfair advantage. This includes copying someone else's work, using unauthorised materials during an assessment, sharing answers with others, or having someone else complete your work.

Cheating also includes using artificial intelligence or other tools to generate responses without authorisation. It is a serious breach of academic integrity and can result in consequences such as needing to resubmit work, failing an assessment, or facing disciplinary action.

To maintain fairness and ensure that your qualification truly reflects your skills and knowledge, always complete assessments honestly and follow the guidelines provided by your trainer.

Plagiarism is when you present someone else's work, ideas, or words as your own without proper acknowledgment. This includes copying text from books, websites, or other students without referencing the source, submitting someone else's work as your own, or using artificial intelligence to generate answers without permission.

Plagiarism is a serious academic offence that can lead to consequences such as resubmitting work, failing an assessment, or facing disciplinary action. To avoid plagiarism, always use your own words, properly reference any sources you use, and follow the guidelines provided by your trainer.

Demonstrating integrity in your work ensures that your qualification accurately reflects your skills and knowledge. Cheating and Plagiarism policy and procedure available on our website: www.mimt.edu.au.

USING ARTIFICIAL INTELLIGENCE RESPONSIBLY

Artificial Intelligence (AI) refers to technology that can generate text, analyse data, and assist with tasks based on patterns and algorithms. Many students use AI tools like ChatGPT, Grammarly, and AI research assistants to support their learning by checking grammar, summarising information, or explaining complex topics.

While AI can be a valuable resource, it must be used responsibly. Students should not rely on AI to generate entire assessment responses or copy AI-generated content without proper acknowledgment, which can lead to plagiarism or cheating.

Instead, AI should enhance understanding, improve writing, and support research while ensuring that all work submitted reflects the student's knowledge and skills. Always follow assessment guidelines and check with your trainer if you are unsure about using AI for a specific task. Students' Using AI Responsibly Policy and Procedure available on our website: www.mimt.edu.au.

ASSESSMENTS

You will be advised of the conditions and methods of assessing your course before enrolment and throughout your study. The specifics of the assessment will be provided to you in the form of an assessment booklet for each unit(s) and/or module within your course.

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If you undertake an assessment and are found to be (NYC) 'not yet competent, you will be counselled on the additional requirements and provided with a further opportunity to practice and apply for re-assessment.

There are **FOUR (4)** assessment decisions that your assessor can make, these are as follows:

- **Satisfactory** – This refers to the successful completion of individual activities within a unit
- **Not Yet Satisfactory** - This refers to the unsuccessful completion of individual activities within a unit
- **Not Yet Competent** –This refers to the unsuccessful completion of a full unit
- **Competent** - This refers to the successful completion of a full unit.

COURSE COMPLETION

You must complete all relevant learning components and required assessments satisfactorily and be deemed competent by your trainer/assessor to complete your enrolled course.

Each unit/module is designed for completion within a specific time frame. Should you find yourself in a position where you are not ready to undertake a scheduled assessment, you must inform your Assessor immediately. You will be given every opportunity to complete assessment requirements at a later date. Please be aware that a few may be connected to reschedule your assessment.

NOT COMPETENT

If a student is deemed not yet competent on completion of training, they will be offered an opportunity to be reassessed. If a student is deemed not yet competent a second time, they will be given another chance for reassessment. If a student is required to be reassessed, their trainer will provide further guidance before the reassessment. The reassessment fee is $150.00 per unit of competency, unless otherwise stipulated in the Statement of Fees.

If a student is deemed not yet competent by the third attempt, they will be required to re-enrol or withdraw from the course. Fees will apply – refer to the Statement of Fees.

If a student is deemed competent in some but not all the required units of competencies, a Statement of Attainment will be issued for all completed units of competency.

PROGRAM WITHDRAWAL

If you decide you cannot attend your scheduled course, you must contact MIMT immediately to allow us to backfill your place in the course. Fees may apply for cancelling and/or transferring to another course (refer to the Statement of Fees). You will need to advise MIMT in writing by completing the **F 49 Student Withdrawal and Deferral Form** and email to: enquiries@mimt.edu.au. MIMT understand that things happen, please contact us as soon as possible to see how we can help.

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CERTIFICATION

Under the Standards for RTOs 2025, Registered Training Organisations (RTOs) must promptly issue certification documents—such as a Testamur, Record of Results, or Statement of Attainment—to students who have successfully completed and have been deemed competent nationally recognised qualifications or units of competency. These documents must be issued within **30 business days** of the student being assessed as competent and meeting all course requirements, provided they have fulfilled any outstanding obligations, such as payment of fees.

OPPORTUNITIES FOR IMPROVEMENT

Surveys are essential for gathering student feedback, helping our RTO improve the quality of its education and support services. Feedback allows us to identify strengths, address areas for improvement, and ensure that courses meet student needs and industry standards. Students can share their experiences, suggest improvements, and contribute to a better learning environment by participating in surveys. Honest and constructive feedback helps trainers refine their delivery methods, enhance learning materials, and improve student satisfaction. Engaging in surveys is a valuable way for students to have their voices heard and play an active role in shaping their education.

Surveys are essential for gathering student feedback, helping MIMT improve the quality of education and support services. We need your feedback for several reasons, including evaluating our enrolment process, the experience and effectiveness of our trainers and assessors, the quality of learning materials, and overall student satisfaction. Your input helps us identify strengths, address areas for improvement, and ensure that our courses meet your needs and industry standards. By taking the time to provide feedback, you contribute to creating a better learning environment for yourself and future students. We appreciate your time and effort in completing surveys, as it allows us to continue improving our services and delivering a high-quality training experience.

COMPLAINTS AND APPEALS

MIMT, is committed to providing a fair and transparent process for handling complaints and appeals. If students have concerns about any aspect of their training, including assessment outcomes, trainer support, or administrative processes, they can complain. We encourage you to first speak with your trainer/assessor, training manager or administration manager. If a student disagrees with an assessment decision, they may submit an appeal for a review of the outcome.

Our Complaints and Appeals Policy and Procedure outlines the steps to raise concerns, how they will be investigated, and the resolution process. This ensures that all matters are handled fairly, confidentially, and promptly. Students can access the policy and procedure on our RTO's website for full details on submitting a complaint or appeal. We encourage students to speak up if they have concerns, as their feedback helps us improve our services and maintain a high standard of education and support.

Complaints and appeals Policy and Procedure available on our website: www.mimt.edu.au.

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TRAINING PROVIDERS RIGHTS AND RESPONSIBILITIES

As a Nationally Registered Training Provider, we have the right to and responsibility for the following:

- **We have the right to**:
  - Ask for, expect and receive compliance with all legislation, including Health and Safety and Equal Opportunity policies and procedures from the students
  - Ask for access to your information for purposes associated with assessing and recording results and attendance, ensuring confidentiality is maintained.
  - Ask you to leave a course if you do not adhere to MIMT's policy and procedures
  - Inform the appropriate authorities if and when the issue arises

- **We have the responsibility to**:
  - Provide a safe training environment
  - Provide a quality training product
  - Adhere to all legislative requirements throughout our business operations
  - Provide access to support services
  - Provide prompt and equitable resolution to any raised complaint and/or appeal

INSURANCE

MIMT maintains public liability insurance for its registration, ensuring adequate coverage appropriate to its size and scope, set at $20,000,000.

Our CEO is responsible for ensuring that MIMT has sufficient insurance to cover the risks associated with its operations, including training and assessment activities.

Additionally, MIMT may hold other relevant insurance policies, such as professional indemnity insurance, workers' compensation (as required), and building and contents insurance (where applicable), to further safeguard its business and stakeholders.

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ACCESS, EQUITY AND CLIENT SERVICES

All participants in our courses/services deserve the best tuition and support, irrespective of their circumstances. MIMT have processes in place to support each individual, whereby access to programs is guaranteed, and equity in the delivery/assessment of your study course will provide you with every opportunity for a successful outcome.

If you require additional support to complete your course, such as individual tuition or reasonable adjustments for assessments, please speak directly with your facilitator. They will endeavour to accommodate your needs.

Everyone has access to the same resources and information to undertake their studies. Everyone will be treated equitably in all aspects and will treat others with courtesy and respect.

All staff at MIMT are responsible for ensuring the working and learning environment is free from discrimination and harassment.

HARASSMENT AND BULLYING

MIMT has no tolerance for harassment and bullying. If you believe that you are being or have been harassed, there are several essential steps you should take:

- Tell the person that their behaviour is unacceptable and must stop. It is important to say these things to the harasser calmly but sternly.
- Make a written note of the nature of the harassment including the identity of the person harassing you and/or another.
- If the harassment continues, report the behaviour and/or incident to your facilitator or MIMT staff and/or management.

MIMT has a legal responsibility, and we take this responsibility very seriously, for this reason, MIMT has taken reasonable steps to prevent harassment from happening in and/or around MIMT. This involves educating employees and facilitators about harassment, implementing complaint procedures, and ensuring compliance by all within the learning environment.

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HEALTH AND SAFETY

MIMT is responsible under the WHS Act and the WHS Regulations, both supported by Approved Codes of Practice, that align with the Commonwealth WHS Act 2011.

The Work Health and Safety Regulations identify the control measures that must be applied to specific work activities and hazards. For the health and comfort of all students and staff, you are asked to maintain an acceptable standard of personal hygiene and use all facilities provided correctly and safely.

Things to be mindful of are:

- Put all rubbish in the appropriate bin
- Leave the facilities in a clean and orderly state
- If you do smoke, please ensure you are only smoking within the designated area and you dispose of your cigarette butts in the appropriate manner

While engaged in any of MIMT activities (Courses), you must not be adversely affected by alcohol and/or other drugs. **Under no circumstances** are you to offer or administer prescription drugs to any other person unless you have had the appropriate education to do so and/or it is done so accordingly with the law.

You are expected to always ensure your safety and the safety of others. You should refrain from any conduct, including alcohol and other drug use, that could affect your own performance and/or the safety and well-being of others.

Identifying and Reporting Hazards - The WHS Act outlines the responsibility of all persons in and/or around a workplace. It is your responsibility to report any hazard that may cause injury and/or damage as soon as possible. Please report any identified hazard/s to your facilitator and/or other MIMT staff as quickly as possible.

Incidents and Accidents - Safety is paramount to MIMT, and it is essential to have you understand that all incidents and/or accidents need to be reported immediately to a MIMT staff person; this is so that the appropriate action can take place as soon as possible. If it is an accident (and where possible), provide comfort and assistance to the injured person(s), send someone to notify a MIMT staff member and stay with the injured person until help arrives.

Please remember to adhere to the First Aid protocols at all times. These are:

- **D** – Danger to yourself, the bystander and the casualty
- **R** – Response - is the injured casualty/ies conscious/alert
- **S** – Send for help (Call the emergency services 000 or 112)
- **A** – Check the casualty's airway, clear if needed
- **B** – Breathing, is the casual breathing (check chest and/or listen), and is it regular
- **C** – Start compressions (CPR) 30 compressions to 2 breaths
- **D** – Defibrillation, if a defib is available, use it if needed, follow the pictures and prompts

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Remember, the life you save may one day save your life and/or the life of your loved one!

Evacuation Plan – Please make yourself aware of the access and egress areas of MIMT, your facilitator will also take you through this at the beginning of each course. An evacuation plan will be available in each training venue.

STUDENT RESOURCES

Throughout the program, you will be provided with various resources and references. The materials that are provided to you are for your learning purposes. Study guides/workbooks are for your use and are aimed to assist you in your learning and for future reference. The intellectual material contained within all materials provided to you remains the property of MIMT and is subject to copyright. Any use thereof for purposes other than those given to you requires our approval in writing.

MIMT'S PRIVACY STATEMENT

Your privacy is vital to MIMT, and we will always act in your best interest to protect your personal information. MIMT is cautious about how and when your information is collected, used and shared to protect your privacy and adhere to the **Australian Privacy Act and the 13 Privacy Principles**.

MIMT collects your personal information to help facilitate your learning and to adhere to Australian government legislation. We must collect certain personal information, enabling us to create your file and be aware of any special needs you may have.

When you undertake nationally accredited training, we must provide your details to the National Reporting System (NCVER). If you have any questions about how your personal information is collected and/or managed by MIMT, please see our administration team, /or ask to speak to MIMT management.

Further policy and procedures are available on our website: www.mimt.edu.au

- **P 2.3** Student Support Policy & Procedure
- **P 2.5** Learning Environment Policy & Procedure
- **P 2.6** Student Wellbeing Policy & Procedure
- **P 2.9** Student Engagement and Progression Policy & Procedure
- **P 4.5** Inclusive and Culturally Safe Learning Environment Policy & Procedure
- **P 4.6** Wellbeing Support Policy & Procedure
- **P 4.7** Communication Protocol Policy for Supporting Students with Disabilities

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