



MASTER PAINTERS TRAINING

Pathways for Industry

MPGTC Pty Ltd (RTO)

Student Information Handbook

As a Registered Training Organisation (RTO), Master Painters Group Training Company Pty Ltd (MPGTC Pty Ltd) operates in accordance with the National Vocational Education and Training Regulator Act 2011 and the Standards for Registered Training Organisations (RTOs) 2025. This handbook outlines our commitment to training and our policies for providing training and assessment services.

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1. INTRODUCTION

Master Painters Group Training Company Pty Ltd (MPGTC) is a registered training organisation (RTO Code: 90464) regulated by the Australian Skills Quality Authority (ASQA). This ensures we comply with the Standards for Registered Training Organisations (RTOs) 2025 at all times. MPGTC holds public liability insurance that covers our operations.

The principles of natural justice and procedural fairness are incorporated at all levels of our operation. Our policies and procedures meet the requirements of all relevant Commonwealth, State and Territory legislation. MPGTC will advise you if any changes to legislative and regulatory requirements affect our services.

MPGTC is committed to fair, reasonable and ethical dealings in all of its undertakings, including:

- Client information.
- Confidentiality and privacy.
- Complaints and appeals.
- Training standards.
- Access and equity.

1.1 Terms and Conditions of Registration

This document outlines important information regarding your course, the terms and conditions of your enrolment, your rights and responsibilities, and our obligations to you. It is a condition of enrolment that you have read, understood and accepted this information.

By enrolling with us, you:

Accept the terms and conditions in this handbook; and

Confirm that the information you provide to MPGTC Pty Ltd is true and correct.

Student requirements

As a student of MPGTC Pty Ltd, you agree that you have:

- Any pre-requisite units and entry requirements applicable to your qualification.
- Identified any barriers to study, including impairments, disability or foundation skills (language, literacy, numeracy and digital skills) issues that may hinder your studies.
- An appropriate level of computer literacy (word processing, email, internet). MPGTC does not provide IT technical support.
- Appropriate computer software: Microsoft Word (or Open Office equivalent) and a PDF reader.
- Our recommended browser (Google Chrome).
- PC requirements: Windows 7, 8, 10, or 11; or Mac OS X 10.6 or later.
- Regular time available over the length of your enrolment to complete your course.

- An active email address and internet connection.
- A mobile phone with voicemail capability.
- A Unique Student Identifier (USI), or willingness to work with us to obtain one.
- Willingness to receive correspondence by mail, email, phone and/or text message.
- Willingness to respond to communication in a timely manner.
- Capacity to meet course payments where you have opted to pay upfront or via instalments.
- Capacity to engage with coaching sessions and foundation skills support if needed.
- Willingness to receive information on future courses or training products with MPGTC Pty Ltd.

1.2 Unique Student Identifier (USI)

All students undertaking nationally recognised training in Australia must have a Unique Student Identifier (USI). AQF certification documentation will only be issued to individuals who have a USI.

The USI is a lifelong reference number that allows you to access your VET training records and a transcript of results. This transcript can support job applications, credit transfer and further training.

If you don't already have a USI, you can create one at:

<http://www.usi.gov.au>

You will be prompted to enter your USI when you log into MPGTC's online learning. You are required to provide your USI before you can be issued with an AQF qualification or statement of attainment.

MPGTC will ensure the security of Student Identifiers and related documentation under our control, including information stored in our student management systems.

1.3 USI Exemption

If you are exempted from obtaining a USI under the Student Identifiers Act 2014, MPGTC will advise you prior to enrolment or completion that:

Your training results will not be accessible through the USI system; and
They will not appear on any authenticated VET transcript prepared by the Registrar.

1.4 Additional Eligibility Requirements for Funded Traineeship Students

Additional criteria may apply for traineeships. For current information on eligibility and employer obligations, contact your relevant State or Territory training authority:

ACT: <https://www.act.gov.au/skills/home>

NSW: <https://smartandskilled.nsw.gov.au/>

NT: <https://nt.gov.au/employ/apprenticeships-and-traineeships>

QLD: <http://apprenticeshipsinfo.qld.gov.au/apprentices/index.html>

SA: <http://www.skills.sa.gov.au/apprenticeships-traineeships>

TAS: <http://www.skills.tas.gov.au/apprenticeshipstraineeships/whatis>

VIC: <http://www.education.vic.gov.au/training/learners/apprentices/Pages/default.aspx>

WA: <http://www.dtwd.wa.gov.au/apprenticeship-office>

2. AQF QUALIFICATION LEVELS

The Australian Qualifications Framework (AQF) is the national system of qualifications across schools, TAFEs, universities, VET providers, RTOs and private training providers.

Further information:

<https://www.aqf.edu.au>



3.

AQF Level 1, Certificate I

A Certificate I is an entry-level qualification for people developing very basic, functional skills and knowledge. It prepares learners to carry out simple tasks, participate in further study and engage in community or work activities at a foundational level. Certificate I sits at Level 1 of the Australian Qualifications Framework and programs at this level are designed so graduates can demonstrate learning outcomes consistent with AQF Level 1.

AQF Level 2, Certificate II

A Certificate II recognises that a person is able to perform mainly routine tasks and has the skills and knowledge to work under guidance, as well as progress to further training. It is positioned at Level 2 of the Australian Qualifications Framework. Qualifications at this level are structured so that graduates can show the knowledge, skills and application expected of AQF Level 2.

AQF Level 3, Certificate III

A Certificate III reflects that an individual can use a broader range of skills and knowledge in different, and sometimes more complex, work situations. It prepares graduates for skilled work and also provides a platform for higher-level study. Certificate III is aligned with Level 3 of the Australian Qualifications Framework, and qualifications at this level enable graduates to demonstrate the learning outcomes specified for AQF Level 3.

3. TRAINING COURSES

MPGTC provides quality training courses which comply with the Standards for RTOs 2025. Only registered training organisations can deliver nationally recognised qualifications and accredited courses.

Our training courses:

Are developed in line with training package and accredited course requirements.

Meet all unit of competency or module requirements.

Are validated in accordance with the Standards for RTOs 2025.

Course details (duration, delivery mode, location, trainer names, work placement where applicable) are provided in course and enrolment materials. The code, title and qualification level of your course are clearly identified.

Our VET accredited courses are designed to deliver genuine vocational outcomes and support further study.

We also offer non-accredited training for personal and professional development. These courses are clearly identified as non-accredited. Participants receive a Certificate of Attendance or Completion.

3.1 Smart and Skilled training courses offered by MPGTC

CPC30620 Certificate III in Painting and Decorating

This qualification provides a trade outcome in painting and decorating for residential and commercial construction work. It is suitable for an Australian Apprenticeship pathway.

There are no formal entry requirements for the qualification. To achieve the qualification, 29 units of competency must be completed (26 core and 3 electives), consistent with packaging rules.

Completion of the general construction induction training program (White Card) specified in the Safe Work Australia Code of Practice: Construction Work is required for anyone carrying out construction work. Achievement of **CPCCWHS1001 Prepare to work safely in the construction industry (White card)** meets this requirement.

CPC30620 Certificate III in Painting and Decorating 29 units of competency - 26 core units and 3 elective units Duration of course 36 to 48 months			
An asterisk (*) against a unit code below indicates that there is a prerequisite requirement that must be met. Prerequisite unit/s must be assessed before assessment of any unit of competency with an asterisk. All prerequisite requirements are packaged in the qualification.			
Duration	Unit Code	Title	
40 hours	CPCCCM2008*	Erect and dismantle restricted height scaffolding	Core
8 hours	CPCCCM2012*	Work safely at heights	Core
32 hours	CPCCCM3001	Operate elevated work platforms up to 11 meters	Core
20 hours	CPCCCM3005	Calculate costs of construction work	Core
20 hours	CPCCOM1012	Work effectively and sustainably in the construction industry	Core
20 hours	CPCCOM1013	Plan and organise work	Core
20 hours	CPCCOM1014	Conduct workplace communication.	Core
20 hours	CPCCOM1015	Carry out measurements and calculations	Core

36 hours	CPCCOM2001*	Read and interpret plans and specifications	Core
40 hours	CPCCPB3026*	Erect and maintain trestle and plank systems	Core
16 hours	CPCCPD2011*	Handle and store painting and decorating materials	Core
80 hours	CPCCPD2012*	Use painting and decorating tools and equipment	Core
4 hours	CPCCPD2013*	Remove and replace doors and door and window components	Core
30 hours	CPCCPD3021*	Prepare existing coated surface for painting	Core
100 hours	CPCCPD3022*	Apply paint by brush and roller	Core
40 hours	CPCCPD3023*	Apply texture coat paint finishes by brush, roller and spray	Core
80 hours	CPCCPD3024*	Apply paint by spray	Core
50 hours	CPCCPD3025*	Match specific paint colours	Core
40 hours	CPCCPD3026*	Apply stains and clear timber finishes	Core
50 hours	CPCCPD3027*	Remove and apply wallpaper	Core
114 hours	CPCCPD3028*	Apply decorative paint finishes	Core
30 hours	CPCCPD3030*	Apply protective paint coating systems	Core
20 hours	CPCCPD3031*	Work safely with lead-painted surfaces in the painting industry	Core
30 hours	CPCCPD3035*	Prepare uncoated surfaces for painting	Core
20 hours	CPCCPD3036*	Work safely to encapsulate non-friable asbestos in the painting industry	Core
20 hours	CPCCWHS2001	Apply WHS requirements, policies and procedures in the construction industry.	Core
ELECTIVE UNITS			
25 hours	BSBESB301	Investigate business opportunities	Elective
50 hours	BSBESB303	Organise finances for new business ventures	Elective
30 hours	CPCCPD3029*	Remove graffiti and apply anti-graffiti coatings	Elective
30 hours	CPCCPD3032*	Apply advanced wall coverings	Elective
50 hours	CPCCPD3033*	Apply intumescent coatings	Elective
40 hours	CPCCPD3034*	Apply advanced decorative paint finishes	Elective
80 hours	CPCCSP3003*	Apply trowelled texture coat finishes	Elective
80 hours	MSFID4016	Design colour schemes for interior and exterior spaces	Elective

3.2 Training and Assessment Strategy – Full Qualifications

Full Qualifications Nationally Recognised Training		Duration	Delivery Mode
CPC30620	Certificate III in Painting and Decorating	36 to 48 months	Face to Face and online

3.3 Training and Assessment Strategy – Single Units

Single Units – Nationally Recognised Training			
An asterisk (*) against a unit code below indicates that there is a prerequisite requirement that must be met. Pre-requisite: CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry, applies to all units with an asterisk (*).			
Unit Code	Title	Duration	Delivery Mode
CPCCOM1012	Work effectively and sustainably in the construction industry	20 hours	Face to Face and online
CPCCOM1013	Plan and organise work	20 hours	Face to Face and online
CPCCOM1014	Conduct workplace communication	20 hours	Face to Face and online
CPCCOM1015	Carry out measurements and calculations	20 hours	Face to Face and online
CPCCCM3005	Calculate and cost construction work	20 hours	Face to Face and online
CPCCWHS2001	Apply WHS requirements, policies and procedures in the construction industry	20 hours	Face to Face and online
CPCCOM2001*	Read and interpret plans and specifications	36 hours	Face to Face and online

CPCCCM2012*	Work safely at heights	8 hours	Face to Face and online
CPCCCM3001	Operate elevated work platforms up to 11 meters	32 hours	Face to Face and online
CPCCPB3026*	Erect and maintain trestle and plank systems	10 hours	Face to Face and online
CPCCCM2008*	Erect and dismantle restricted height scaffolding	40 hours	Face to Face and online
CPCCPD2011*	Handle painting and decorating materials	16 hours	Face to Face and online
CPCCPD2012*	Use painting and decorating tools and equipment	80 hours	Face to Face and online
CPCCPD2013*	Remove and replace doors and door and window components	4 hours	Face to Face and online
CPCCPD3035*	Prepare uncoated surfaces for painting	40 hours	Face to Face and online
CPCCPD3021*	Prepare existing coated surface for painting	30 hours	Face to Face and online
CPCCPD3022*	Apply paint by brush and roller	100 hours	Face to Face and online
CPCCPD3023*	Apply texture coat paint finishes by brush, roller and spray	40 hours	Face to Face and online
CPCCPD3024*	Apply paint by spray	80 hours	Face to Face and online
CPCCPD3025*	Match specified paint colour	50 hours	Face to Face and online
CPCCPD3026*	Apply stains and clear timber finishes	40 hours	Face to Face and online

CPCCPD3027*	Remove and apply wallpaper	50 hours	Face to Face and online
CPCCPD3028*	Apply decorative paint finishes.	114 hours	Face to Face and online
CPCCPD3031*	Work safely with lead-painted surfaces in the painting industry	50 hours	Face to Face and online
CPCCPD3036*	Work safely to encapsulate non-friable asbestos in the painting industry	20 hours	Face to Face and online
CPCCPD3030*	Apply protective paint coating systems	30 hours	Face to Face and online
CPCCPD3029*	Remove graffiti and apply anti-graffiti coatings	30 hours	Face to Face and online
CPCCPD3033*	Apply intumescent coatings	50 hours	Face to Face and online
BSBESB301	Investigate business opportunities	25 hours	Face to Face and online
CPCCPD3032*	Apply advanced wall coverings	30 hours	Face to Face and online
MSFID4016	Design colour schemes for interior and exterior spaces	80 hours	Face to Face and online
BSBESB303	Organise finances for new business ventures	50 hours	Face to Face and online
CPCCSP3003*	Apply trowelled texture coat finishes	40 hours	Face to Face and online
CPCCPD3034*	Apply advanced decorative paint finishes	114 hours	Face to Face and online

3.4 Recognition of Prior Learning (RPL) and Credit Transfer Policy

Recognition of Prior Learning (RPL) and Credit Transfer are offered across all MPGTC courses.

RPL: a process where you provide evidence of existing skills and experience to demonstrate that you already meet the requirements of one or more units.

Credit Transfer: applied where you have previously completed the same unit (or an equivalent unit) with another RTO or AQF-authorised issuing organisation.

An MPGTC trainer/assessor will review your evidence. If successful, you may be exempt from specific training and/or assessment tasks. If you disagree with an RPL decision, you may appeal in line with our Complaints and Appeals Procedure.

Evidence may include (but is not limited to):

- (i) AQF certified documents issued by another RTO or AQF authorised issuing organisation
- (ii) Authenticated VET transcripts issued by the Registrar

Other evidence or documents that you could submit for evaluation are:

- (i) At least one formal qualification or where there is no formal qualification,
- (ii) Two different pieces of evidence to demonstrate your competence.

Evidence must be:

- **Current:** Does the evidence reflect your current skills?
- **Relevant:** Is your evidence relevant to the unit for which you are applying?
- **Authentic/Valid:** Does your evidence prove/demonstrate that you have the skills/knowledge/attributes/competency for the unit for which you are applying?
- **Sufficient:** Is your evidence sufficient to demonstrate that you are competent in the skills relevant to the unit for which you are applying?

RPL and Credit Transfer may affect fees and any government subsidies (e.g. Smart and Skilled). Once enrolled and you express interest, we will provide an RPL application kit.

4. QUALITY IN COURSE TRAINING & ASSESSMENT

4.1 Foundation Skills (Language, Literacy, Numeracy and Digital Skills)

MPGTC must ensure that potential students have the foundation skills required to undertake their chosen course. Foundation skills include language, literacy, numeracy and basic digital skills.

During enrolment you will be asked self-assessment questions to help us determine:

Your existing skills, knowledge and experience; and

Whether the training product is appropriate for your needs.

If you indicate foundation skills support needs, further assessment may be conducted and support strategies identified.

Where possible, MPGTC will support foundation skills needs within the course. Where we reasonably determine that a learner is unlikely to be able to complete training due to foundation skills, we will offer referral to external support services, such as:

Local TAFE NSW foundation skills support

Literacy Line: info@literacyline.edu.au

Reading Writing Hotline: 1300 655 506 / enquiries@readingwritinghotline.edu.au

It is then the learner's responsibility to pursue these options. MPGTC also has internal strategies for trainers and assessors regarding special needs, learner welfare and reasonable adjustment.

4.2 Successful Course Completion

Our courses are designed to be inclusive regardless of age, gender, cultural background, disability, sexuality, foundation skills level (language, literacy, numeracy and digital skills), employment status or location.

To help ensure you can complete your course, you should have:

- Access to a computer and the internet.
- An active email address.
- A phone contact for support.
- Basic computer literacy.
- For certificate courses: approximately Year 10 level reading, writing and comprehension.
- For diploma courses (if offered): approximately Year 12 level reading, writing and comprehension.
- Access to required resources (e.g. video camera) where applicable.

- Time to complete assessments.
- Financial capacity to meet course fees.
- Access to a suitable workplace where required by the course.
- Attendance at all required face-to-face sessions online and at MPGTC Training centre, Unit 2-1 Holbeche Road Arndell Park NSW 2148.

If you need help or information to meet the above requirements, please contact us **before you enrol**. It is your responsibility to advise us of any potential barriers at enrolment (or during your course) so we can plan appropriate support. Where you identify support needs, we will work with you to provide reasonable assistance to help you complete your chosen course.

By enrolling without declaring any barriers, you confirm that you can fully commit to your studies. MPGTC does not guarantee successful completion, a particular employment outcome, or completion of courses delivered outside our approved training and assessment strategies.

4.3. Course Transfers

MPGTC encourages students to engage in study that best suits their expected outcomes and expect that students have chosen the correct course as aligned to their desired goals.

Depending on your circumstances, if you wish to change from one course to another, all course transfer requests must be submitted in writing at training@masterpainters.com.au

You will receive a decision in regard to your course transfer request in writing from us within ten business days. Please note that the terms of your contract, including tuition fees payable, will not be affected by your course transfer request.

4.4. Course Transfers Specific to Face to Face on Training Centre Deliveries

Once enrolled in a Face-to-Face Training Centre course, you may transfer to the next intake at the same location on only one (1) occasion. No additional fee is applied for a transfer to a later intake at the same Training Centre location.

If a student does not complete their Entry Requirement units for a second time after the transfer, as per the required timeframes, the student will be liable to pay \$500.00 to transfer to another intake.

If a student has already commenced units of competency in their qualification but wishes to transfer to another Training location, there is a \$500.00 fee payable 48hrs prior to the transfer. You must notify us in writing at least 48hrs prior to the start of the practical component.

A student may not transfer their enrolment and course to any other person.

If you do not attend the practical component of your course and fail to notify MPGTC, you will be given the option of transferring to a Mentoring course. No refunds will be given for the difference between the Face-to-Face Training Centre Delivery and Mentoring modes of delivery.

4.5. Course Transfers Specific to MPGTC Selected Mentor Deliveries

Once enrolled in an MPGTC Mentor course, you may transfer to another Mentor free of charge any time prior to the second practical session with your original Mentor.

An administrative fee of \$50 will be payable on any Mentor transfers after the second session. It is the student's responsibility to contact/email MPGTC at

training@masterpainters.com.au

to facilitate this transfer - advising only your Mentor of the desire to transfer is not sufficient.

4.6. Smart and Skilled Extensions/Deferrals

Any enrolled student accessing Smart and Skilled subsidised training is entitled to defer their studies totalling no more than 12 months. If you require additional time to continue your study beyond the end date of your course, an application for course extension must be made prior to your expiry date.

All requests must be lodged in writing to our Training team for assessment and consideration.

4.7 Assessment and Completion of Course

Your training and assessment will be conducted in accordance with the Standards for Registered Training Organisations (RTOs) 2025.

AQF certification (qualification or statement of attainment) will be issued:

- Only to students who have a valid USI;
- Who have been assessed as meeting all unit/qualification requirements; and
- Who have paid all agreed fees.
- Certification will be issued within 30 calendar days of completion, subject to fees being fully paid. Certification records are retained for 30 years. You may request access to your records.

If you disagree with an assessment decision, you may lodge an assessment appeal by:

- by completing an Assessment Appeal form which is available by contacting MPGTC on 02 97588877 or email MPGTC at training@masterpainters.com.au
- Forward the completed form to the MPGTC CEO within 7 days of form receipt

5. FEE POLICY

5.1 Course Fees

Your course fee includes delivery and assessment of your qualification, access to required learning and assessment resources, and support from our Training Team. Before, or at the time of enrolment, you will receive written information summarising your course fees and the associated payment terms and conditions.

If you are unable to pay your course fees in full upfront, you may be offered a payment plan. You will be required to pay a deposit to secure your place and commence the enrolment process. Your payment plan details, including duration and weekly/fortnightly instalments (as discussed with your careers advisor), will be confirmed in writing by our Accounts department once your enrolment is processed.

All fees must be paid in full by the time you complete your course. AQF certification (qualification or statement of attainment) will not be issued until all agreed fees have been paid. You will not be charged additional fees for a repeat attempt of any unit of competency in which you were originally enrolled.

For information about Australian Government assistance for financing tertiary study, visit: <https://www.studyassist.gov.au>

5.2 Smart and Skilled

An invoice and application for admission form will be sent to you prior to enrolment. MPGTC cannot finalise your enrolment until we have received your completed form and the required payment in accordance with the agreed terms. Any delay in payment may also delay the registration of your training contract with the relevant State Training Authority.

MPGTC is an approved provider under Smart and Skilled. This training is subsidised by the NSW Government for eligible students. To enrol in a Smart and Skilled course:

Check your eligibility for government-subsidised training at: <https://smartandskilled.nsw.gov.au/are-you-eligible>

Use the Course Finder to obtain an estimate of fees (search “Painting and Decorating”): <https://smartandskilled.nsw.gov.au/sands/find-a-course>

Contact MPGTC on (02) 9758 8877 or email training@masterpainters.com.au to proceed with enrolment.

5.3 Incidental Fees

- If you misplace any AQF certification documentation issued by us (e.g. qualification or statement of attainment), you may request a replacement. A replacement fee of \$30 plus postage applies.
- If you require an alternative form of access to your learning resources (for example, printed/hard-copy materials instead of, or in addition to, electronic access), you may contact us to arrange this. Any hard-copy resources purchased become your personal property; however, you must not reproduce, sell or otherwise commercialise the content, in accordance with copyright and intellectual property laws.

5.4 Incidental Fees: Face-to-Face On-Campus Delivery

If you are deemed Not Yet Competent against the entry requirements within the required timeframes, and you have demonstrated reasonable progression, you will be given **one opportunity** to:

- Transfer to another intake at the same training facility; or
- Transfer to a mentoring delivery mode.

at **no additional cost**.

- Students with **no progression or limited/no attendance** during the entry requirement timeframes (as defined in the Student Program Schedule) may be transferred to another training intake at the same location.
- If you are again deemed Not Yet Competent against the entry requirements after this transfer, you will be liable for all associated costs. This includes a **\$495.00 fee** for students wishing to undertake another training intake.

5.5 Cooling-off Period

A cooling-off period applies to allow you to:

- Confirm that the qualification or course suits your needs; and
- Review these terms and conditions and identify any potential barriers to your learning.

It is your responsibility to advise us of any barriers during this period so we can discuss support options.

Our standard **ten (10) business day cooling-off period** begins once you confirm your enrolment and accept the terms and conditions in this Student Information Handbook, even if you choose to delay your actual course start date. After the cooling-off period expires, you are required to honour your contractual arrangements in full.

5.6 Refund of Course Fees

1. Within the Cooling-off Period

If you cancel your enrolment within the ten (10) business day cooling-off period, no course fees will be deducted, and you will not be liable for any fees associated with that course.

All requests for withdrawal during the cooling-off period must:

- Be made in writing, and
- Be received by MPGTC before the cooling-off period expires.

Written requests should be emailed to: training@masterpainters.com.au.

Where the email is received before the end of the cooling-off period, the request will be honoured.

2. Outside the Cooling-off Period

After the cooling-off period has expired, students are required to honour their contractual agreements. No refunds or termination of ongoing fee obligations will be granted except:

- Where MPGTC (or a third party delivering on our behalf) defaults on delivery; or
- Where a formal out-of-policy arrangement has been approved in writing by the CEO or their delegate (e.g. in cases of documented permanent incapacity or extreme hardship).

The following are not accepted as legitimate reasons for a refund:

- Change of mind regarding your chosen qualification or course
- Preference for a different delivery mode (e.g. online vs face-to-face)
- Preference for another training provider
- Change of career path
- Change in employment status
- Personal financial circumstances affecting your ability to pay
- Reduced time available to study
- Change of location or housing situation
- Lack of progression through the course
- Not achieving competence against entry requirements within the allocated timeframe

Medical and hardship considerations

Where a student is experiencing a medical condition and can provide adequate supporting documentation, MPGTC may, on written application, extend the enrolment for up to six (6) months. No refund applies, and all agreed payments remain due under the existing payment plan.

Where a student has a pre-existing condition, impairment, disability or situation at the time of enrolment, no refund will be available after the cooling-off period on the basis of that pre-existing circumstance. Confirmation of enrolment is taken as acknowledgement that this will not prevent course completion.

If a pre-existing medical condition, impairment, disability or situation significantly worsens after enrolment, and the student can supply evidence that this has resulted in their permanent inability to complete the course, a refund (full or partial) may be considered at the discretion of the CEO or delegate.

Where genuine and extenuating hardship can be evidenced, and this has resulted in the permanent inability of the student to complete their course, a refund (full or partial) may likewise be considered at the discretion of the CEO or delegate.

Evidence requirements

No refund request will be approved without adequate and legitimate documentation to support the circumstances claimed. It is the student's responsibility to:

- Obtain and provide all required documentation; and
- Ensure that the documentation meets the requested requirements.
- Due to privacy obligations, MPGTC will not contact third parties (e.g. medical practitioners, employers) to obtain evidence on your behalf.

All evidence supplied will be handled in accordance with the Privacy Act 1988 and relevant State/Territory privacy legislation and will be used only for the purpose of assessing the refund request.

5.7 Funded Traineeship Refunds

Where a funded traineeship is cancelled, and a refund has been approved in accordance with this policy and any applicable State/Territory funding requirements:

Any refund payable to the student will be made as a **lump sum**; and
Will be processed **within 28 days** of MPGTC receiving the completed and signed cancellation paperwork from the relevant State Training Authority, the student and the employer; and

Is contingent on the relevant **student contribution fee having been paid in full**.

5.8 Modifying Payment of Fees

During your enrolment, you may request an adjustment to your payment plan if your circumstances change.

- All requests must be **submitted in writing** and include evidence of **genuine financial hardship** (e.g. supporting documentation).
- Requests will be assessed in line with MPGTC policies, and any variation to standard payment arrangements must be **approved by the CEO** or their delegate.
- It is the student's responsibility to ensure they have the financial capacity to meet scheduled payments **before** confirming enrolment.
- Approval of a modified payment plan does not remove the obligation to pay course fees in full; students remain required to honour their contractual commitments.

5.9 Extensions Policy

Students are required to complete their course within the enrolment timeframe set for their course.

- If you need additional time, you must **apply for a course extension before your enrolment end date**.
- MPGTC is not obliged to extend an enrolment where a student has not made reasonable course progression or has not requested an extension prior to expiry.
- If an extension is not approved or purchased (where applicable), MPGTC may withdraw the student from the course.
- Students are normally eligible to **purchase one extension**. Any further extension requests will be considered on a case-by-case basis and must be approved by the CEO or their delegate.
- To request or purchase an extension, please email: training@masterpainters.com.au.

Please note: **There is no general deferment option available** outside the Smart and Skilled deferral provisions outlined in Section 5.10 (where applicable).

5.10 Smart and Skilled Deferral Policy

For students enrolled in **Smart and Skilled** subsidised training:

- MPGTC may approve a **deferment of subsidised training for a total period of up to 12 months** from the date we receive your written request.
- Deferral is subject to the Smart and Skilled Contract and NSW Government rules current at the time of the request.

- MPGTC will advise you **in writing** of any **fee or funding implications** arising from a deferral, in line with the NSW Smart and **Skilled Fee Administration Policy** and Program Guidelines:

- <https://smartandskilled.nsw.gov.au/for-training-providers/contract-management>

All deferral requests must be submitted in writing to training@masterpainters.com.au.

5.11 Traineeship Extensions

Any extension to your **training contract** must be arranged between:

- You (the trainee),
- Your employer, and
- The relevant **State/Territory Training Authority**.

An application form and specific evidence may be required, depending on local requirements.

Once MPGTC receives formal notification of an approved change to your training contract (e.g. extension or suspension), we will:

- Update and issue a revised Training Plan, and
- Adjust your RTO enrolment end date to align with the new contract dates.

Trainees who experience illness or injury may be able to temporarily suspend their obligations under the training contract for a period of up to 12 months, subject to:

- Employer agreement; and
- Approval by the relevant State/Territory Training Authority.

For further details, contact your Australian Apprenticeship Support Network (AASN) provider listed on your training contract, or email: training@masterpainters.com.au.

5.12 Payment Defaults

Students may elect to pay course fees via an approved payment plan. To be eligible, you must:

- Agree to fixed weekly or fortnightly instalments; and
- Agree to pay the full course fee within the agreed timeframe.

A signed enrolment form or online application approved by MPGTC is taken as your consent to all terms and conditions of that payment arrangement.

If you default on a payment, commit a material breach of these terms and conditions, or an insolvency event arises:

- **Your account will be placed in arrears**, and you will be required to bring payments up to date. This may include payment of any third-party fees where applicable.
- **Assessment marking may be paused** until your account is up to date.
- You may be **unable to participate in assessment days, practical assessments or related support** until payments are current.
- **Course fees must be paid** in full before any AQF certification (qualification or statement of attainment) is issued.

During face-to-face Training Centre programs:

- Student payments are checked regularly. If you default on a payment, you may be excluded from further sessions until your account is brought up to date.
- It is your responsibility to make scheduled payments; free catch-up sessions are not provided.

If your account remains unpaid:

- Access to resources via the online learning platform may be suspended until payments are up to date.
- Course extensions will not be granted to students who have not paid their account in line with the original agreement.

If you enrol under an upfront payment arrangement and later default on the remaining fees:

- You may be transferred to a payment plan, which may incur additional administration costs compared to the upfront payment option.

5.13 Credit Card Payments

If you pay any part of your course fees by credit or debit card, you are confirming that:

- The card is in your name, or you have the **express permission** of the cardholder to use it.

Where a third party (e.g. family member, friend, employer) pays fees on your behalf, it is your responsibility to:

- Obtain the cardholder's permission; and
- Ensure their details are correctly recorded for the transaction.

All card payments are processed in accordance with MPGTC's privacy and data-security obligations.

5.14 Debt Recovery

If you default on payment of your course fees and do not rectify the arrears after reasonable notice, MPGTC may refer the outstanding balance to our solicitors or a licensed debt collection agency for recovery.

You may be liable for **all reasonable costs** associated with the recovery of your debt, including (where applicable) collection fees, commissions and legal costs, in accordance with relevant legislation.

6. STUDENT / COURSE SUPPORT

By enrolling with Master Painters Group Training Company Pty Ltd (MPGTC), you become part of an RTO that specialises in Painting and Decorating.

MPGTC is committed to supporting you throughout both the theory and practical components of your course. During your studies you can access support via:

- Email.
- Phone.
- Online (learning platform and virtual contact).

We may contact you by text, email and phone to monitor your progress and offer assistance. However, it is your responsibility to let us know if you need support at any stage.

To arrange a training assistance call or discuss any concerns, please email: training@masterpainters.com.au and we will schedule a suitable time.

6.1 Your Support Team / Officers

MPGTC has a dedicated support team to:

- Assist you with your learning needs.
- Help you access and use the MPGTC learning platform.
- Maintain regular contact to monitor your progress.

We may send assessment reminders and other communications to help you stay on track. If you need assistance or are concerned about an upcoming deadline, please contact us as soon as possible.

You will receive a **welcome email** with your course details once your enrolment is processed. If you do not receive this email, we may have incorrect contact details. Please contact us on **(02) 9758 8877** or email training@masterpainters.com.au so we can update your records.

6.2 Your Specialists, Trainers and Assessors

Our training is delivered and assessed by trainers and assessors who:

- Hold **current vocational competencies** at least to the level of the qualification or unit they deliver/assess.
- Have **current industry skills and knowledge** relevant to Painting and Decorating.

- Hold appropriate **training and assessment credentials** in line with the Standards for Registered Training Organisations (RTOs) 2025.

This specialised team can assist you with both technical skills and learning support. We also offer one-on-one coaching sessions (e.g. by phone or online) where appropriate.

If there are any changes to our agreed services or to any third-party providers involved in your training or assessment, we will advise you as soon as practicable.

6.3 Your Learning Platform

You will access the theory component of your course through MPGTC's online **Learning Management System (LMS)**. You will receive a unique login, so your work is secure and accessible only to you and authorised staff.

Within the LMS you can:

- View course and support materials.
- Complete and submit assessment tasks.
- Track your progress.

The LMS allows MPGTC to monitor participation and results so we can identify where you are progressing well and where you may need additional support. Interactive resources are used where possible to make your learning engaging and practical.

6.4 Access and Equity Policy

MPGTC is committed to providing equitable access to all training and assessment programs within our scope of registration.

We do not tolerate discrimination, harassment or victimisation of any kind. No student, staff member or applicant will be treated less favourably on the basis of (including but not limited to):

- Race, colour, nationality or ethnic origin.
- Sex, gender identity or sexual orientation.
- Marital or family status.
- Age.
- Religion or political belief.
- Physical, intellectual, psychiatric or sensory disability.
- Any other characteristic protected by Commonwealth or State/Territory anti-discrimination laws.

Where reasonably practicable, MPGTC will make reasonable adjustments to training and assessment to support learners with additional needs, while maintaining the integrity of the qualification and assessment requirements.

6.5 Intellectual Property

During your course, you may download or print copies of learning and assessment materials provided by MPGTC to support your studies and skills development.

All such materials (including assessment tools, workbooks, guides and online content) are the **intellectual property** of MPGTC and/or our licensors. You are **not authorised** to:

- Reproduce, distribute or share them beyond your personal study use.
- On-sell, publish or otherwise commercialise any part of these materials.

Any unauthorised use, copying or commercialisation of MPGTC intellectual property may result in disciplinary action and, where appropriate, MPGTC may seek to enforce its rights under relevant copyright and intellectual property laws.

7. STUDENT RIGHTS AND OBLIGATIONS

As a student enrolled with MPGTC, it is important that you understand the services, support and information available to you, as well as your responsibilities while studying.

In line with the Standards for Registered Training Organisations (RTOs) 2025 and relevant legislation, all students have specific **rights** (for example, to fair treatment, safe learning environments and access to information and support) and obligations (for example, to follow MPGTC policies, meet assessment requirements and behave respectfully).

The following sections outline these rights and **obligations** in more detail.

7.1 Student Rights

As an MPGTC student, you have the right to:

- **Fair and equitable treatment** at all times, including access to any program within our scope of registration for which you meet the entry and foundation skills requirements.
- **Access to appropriate support, training and assessment** to enable you to meet the requirements of your course, regardless of your location or mode of delivery.
- **Access to your records** held by MPGTC, including personal details, enrolment and course progress information, and payment history, in accordance with privacy legislation.

- **A refund or other remedy** where MPGTC, or a third-party delivering training/assessment on our behalf, has not provided agreed services or where a course is cancelled or terminated early, in line with our Fees and Refunds Policy.

7.2 Student Obligations

As an MPGTC student, you are expected to:

- Advise us as soon as you become aware of any issues that may affect your study, including any foundation skills or other support needs.
- Comply with the terms and conditions in this handbook and the **Student Code of Conduct** in all dealings with MPGTC.
- Meet your assessment requirements, including any entry/entry-level units. If this is not possible, you must inform MPGTC as early as you can.
- Keep your contact details (email, phone, postal address) up to date by notifying us promptly of any changes.
- Make all course payments by the agreed due dates.
- Provide any personal materials and equipment required to complete training, as specified for your course.
- Ensure that all work you submit is **your own** and that sources are properly acknowledged.

Plagiarism

Plagiarism means using another person's work, ideas or expressions and presenting them as your own, without proper acknowledgement. It may be intentional (deliberate) or unintentional (e.g. misunderstanding how to reference).

Plagiarism includes (but is not limited to):

- Failing to adequately reference the work or ideas of others.
- Copying part or all of another person's work.
- Submitting work that is wholly or partly copied from written or electronic material (including the internet) without proper citation.
- Paying or otherwise arranging for a third party to complete your work on your behalf.

Plagiarism is **not acceptable**. If plagiarism is suspected:

1. MPGTC will consider the nature and extent of the issue.
2. You will be informed in writing of the concern, the relevant policy (including the Code of Conduct) and the possible actions.
3. You will be given an opportunity to respond in writing before a decision is made.

Outcomes may range from a warning and resubmission of work through to disciplinary action, depending on the severity and whether it is a repeat offence.

7.3 Student Code of Conduct

The Student Code of Conduct sets out MPGTC's expectations for student behaviour and the processes and consequences that may apply where behaviour is inappropriate.

The Code is designed to:

- Uphold the dignity and safety of all students, staff and visitors.
- Support a positive, secure and orderly learning environment.
- Ensure that all members of the MPGTC community show care, courtesy and respect for the rights of others at all times.

It outlines:

- Acceptable behaviour standards for students.
- Unacceptable behaviour and potential breaches.
- Disciplinary and investigative procedures, including how concerns are managed in line with natural justice and procedural fairness under the Standards for Registered Training Organisations (RTOs) 2025.

7.4 Behaviour

MPGTC expects all students to behave in a manner that supports a safe, respectful and effective learning environment.

Acceptable behaviour includes:

- Being courteous, respectful and well-mannered at all times.
- Making responsible and thoughtful choices.
- Being truthful, fair, caring and considerate in actions and behaviour.
- Being professional in all dealings with staff, other students and host employers.
- Participating actively and positively in learning activities.
- Respecting the rights of others to learn in a non-threatening environment.
- Completing all assigned assessment tasks to the best of your ability.
- Being punctual and prepared for sessions.

Unacceptable behaviour includes (but is not limited to):

- Swearing or using offensive language.
- Plagiarism or academic dishonesty.
- Fraud or any breach of the law.
- Racial, religious, gender-based or sexual slurs towards staff or other students.
- Threatening, bullying or harassing behaviour.

- Verbal, physical or online abuse.
- Misuse, damage or unauthorised use of equipment or facilities.
- Any actions that place yourself, staff, students or others at risk of harm.

Managing breaches of the Code of Conduct

If a student is alleged to have breached the Student Code of Conduct:

1. The matter will be **investigated** in a fair and impartial manner.
2. The student will be informed of the nature of the concern and invited to provide a **written response** (and/or meet with an appropriate staff member) before a decision is made.
3. Outcomes may include a warning, conditions on continued enrolment, temporary suspension, or, where warranted, termination of enrolment.

In serious or repeated cases, a student may be terminated from the course, and no refund of fees will apply, consistent with MPGTC's Fees and Refunds Policy. The CEO (or delegate) will make the final decision on any action resulting in termination, in line with the principles of natural justice and procedural fairness required under the Standards for Registered Training Organisations (RTOs) 2025.

8. MPGTC RIGHTS AND OBLIGATIONS

8.1 MPGTC Obligations

MPGTC is committed to meeting its obligations under the **Standards for Registered Training Organisations (RTOs) 2025** and all relevant legislation.

We will:

- **Not tolerate discrimination** towards any group or individual on any grounds, including (but not limited to) race, colour, sex, gender identity, sexual orientation, age, marital status, religion, political belief, culture, or physical/intellectual disability.

Inform you of key policies and procedures, including:

- How we protect your privacy and manage personal information.
- How we handle complaints and appeals.
- How and when refunds may be administered.

Provide support, training and assessment services in your chosen training program, in compliance with the Standards for RTOs 2025 and as described in your enrolment and course documentation.

This commitment continues for the duration of your enrolment so that, subject to your participation and progression, you have the opportunity to complete your training.

Advise you if any part of the agreed services (including training and assessment) is to be delivered:

- By a third party on behalf of MPGTC; or
- On behalf of another RTO.
- **Advise you if a third party is enrolling students** on our behalf.

Issue AQF certification documentation (qualification or statement of attainment) on request and at the end of your enrolment (whether completed or terminated), provided:

- You have been assessed as meeting the requirements of the qualification or unit/s of competency; and
- All agreed fees have been paid.
- **Abide by our published policies** and the information contained in this handbook and implement any changes in line with current regulatory requirements.

Provide information about government funding entitlements and subsidy arrangements (e.g. Smart and Skilled, traineeships) and explain any implications these may have for future training you wish to undertake. For details on State/Territory traineeship requirements, see **Section 1.4, Additional Eligibility Requirements for Funded Traineeship Students.**

8.2 MPGTC Default

“MPGTC default” refers to situations where MPGTC, or a third-party delivering services on our behalf, **cancels, postpones or ceases to provide** a course or part of a course **for reasons within our control** (and not due to your actions or request).

If MPGTC (or its agent) cancels or significantly delays your course:

We will first offer you a **transfer** to:

- A later intake of the same course; or
- An equivalent course (same or similar qualification, suitable location and mode of delivery).
- at **no additional cost**.
- If no suitable transfer or equivalent option is available, or if we cannot agree on an alternative, you will be entitled to a **refund** of the fees you have paid for services **not yet provided**.
- If you have **commenced** your course and some units/sessions have already been delivered:

You may be eligible for a **pro-rata refund** that reflects:

- The number of units or sessions you have accessed; and
- The proportion of the course that has not been delivered due to MPGTC default.
- The same pro-rata approach applies whether you have paid upfront or via a payment plan. In a provider default situation, you will **not** be required to pay for training and assessment services that have not been provided.

8.3 MPGTC Reserves the Right

MPGTC reserves the right to:

- **Cancel an enrolment at or after the enrolment end date** where a student has not achieved all course requirements and has not been granted an extension or deferral.
- If some units have been successfully completed, a **Statement of Attainment** will be issued for those units, provided all agreed fees have been paid.
- No refund of fees will apply in this circumstance, in line with the Fees and Refunds Policy.
- **Cancel an enrolment** where a student has:
 - Seriously or repeatedly breached the **Student Code of Conduct** (including cases of plagiarism or academic misconduct); and/or
 - Failed to meet **fee payment requirements**, after reasonable notice has been given.
- **Collect fees** in accordance with the agreed terms and conditions accepted at enrolment and the policies outlined in this handbook, consistent with relevant consumer and VET legislation.

8.4 Withdrawal Policy

If you decide to cancel your enrolment, you must submit a **written request** for withdrawal.

Please contact us on **(02) 9758 8877** or email training@masterpainters.com.au to request a **Withdrawal / Refund Application** form (if applicable).

All withdrawal requests must be **received in writing** (email is acceptable).

MPGTC will:

- Acknowledge receipt of your withdrawal request **within one (1) business day**; and
- Provide a written response (including any fee or refund implications) **within ten (10) business days**. Requests that fall outside standard policy may require additional investigation.

Once your withdrawal is confirmed:

- If you have **successfully completed any units**, a **Statement of Attainment** will be issued for those units within **21 calendar days**, provided all agreed fees have been paid in full.

8.5 Consent to Image Release

From time to time, MPGTC may take photographs, record videos or collect other media (e.g. audio, written testimonials) during training or related activities for use in:

- Promotional and marketing materials.
- Social media and website content.
- Reports, newsletters and other publications.

These images and recordings remain the property of MPGTC and will not be sold to any third party.

By enrolling in a course with MPGTC, you **may be invited** to participate in such activities.

Where reasonably practicable, MPGTC will:

- Inform you when images or recordings are being taken; and
- Provide you with an opportunity to **decline participation** or withdraw consent where this is operationally feasible.

If you do not wish your image, voice or work to be used for promotional purposes, please advise us in writing at training@masterpainters.com.au so we can record your preference and take reasonable steps to respect it, in accordance with our Privacy Policy.

8.6 Privacy Policy

MPGTC is committed to protecting your privacy and handling your personal information in accordance with relevant privacy laws and the Standards for RTOs 2025.

We ensure that your **USI** and all course-related records under our control (including those stored in our LMS and student management systems) are kept secure.

Our website explains how we manage personal information:

<https://masterpainters.com.au/privacy-policy>

(or current privacy page linked from <https://masterpainters.com.au>)

MPGTC complies with:

- Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs)
- Any applicable State/Territory privacy laws (including the **NSW Privacy and Personal Information Protection Act 1998**)

This means that:

1. We will collect, use, store and disclose your personal information **only as permitted by law** and as required to deliver training, assessment and related services.
2. We will inform you of the **purpose** for which your information is collected and how it may be used or disclosed (e.g. reporting to government agencies and NCVER as required for VET).
3. We will take reasonable steps to ensure your personal information is **accurate, up to date, secure and confidential**.
4. We will not disclose your personal information or results to another person or organisation unless:
 - You have given us **written consent**, or
 - We are required or authorised by law (e.g. to a regulator, funding body, NCVER or law enforcement), or

- We reasonably believe disclosure is necessary to prevent or lessen a **serious threat** to your life or health or that of another person, or
- The disclosure is reasonably necessary for enforcement of criminal law, a law imposing a pecuniary penalty, or the protection of public revenue.

You may request access to, or correction of, your personal information by contacting MPGTC at training@masterpainters.com.au.

9. COMPLAINTS AND APPEALS PROCEDURE

MPGTC, including any third-party providers acting on our behalf, is committed to providing an effective, efficient, timely, fair and confidential process for managing **complaints** and **appeals**, in line with the Standards for Registered Training Organisations (RTOs) 2025.

This procedure applies to:

- Students.
- Trainers, assessors and other MPGTC staff.
- Third-party providers delivering services on our behalf.

MPGTC treats all complaints and appeals seriously and uses them as opportunities for corrective action and **continuous improvement**. Complaints will be handled professionally, and we will ensure that **principles of natural justice** and **procedural fairness** are applied.

All complaints and appeal requests will be:

- **Acknowledged in writing**, and
- **Finalised as soon as practicable**.

If a student is not satisfied with a decision, they have the right to lodge an **appeal** as outlined in Sections 9.2 and 9.3.

Principles

The following principles apply at all stages of MPGTC's complaints and appeals process:

- An appropriate **inquiry** into matters in dispute will be undertaken.
- A **hearing or review** will be conducted that is appropriate to the circumstances.
- The person will be informed of the **nature of the issue** (the "case to be met") and given a reasonable opportunity to respond **before** a decision is made.
- The person has the right to receive all **relevant information** needed to prepare their response.
- The person concerned has the right to respond in a way appropriate to the circumstances, and that response will be **considered before** a decision is finalised.
- The student and any other involved parties will have an opportunity to **present their case** at each relevant stage of the procedure.

- The student and any involved parties may be **accompanied or assisted by a support person** (e.g. family member, friend, counsellor) if they wish.
- No party will be **discriminated against or victimised** for lodging or being involved in a complaint or appeal. MPGTC will act without bias.
- At all stages, discussions and actions relating to complaints and appeals will be **documented in writing**. On request, MPGTC can provide a written explanation of decisions and actions taken.
- **Records of all complaints, appeals and outcomes** will be kept securely for at least **five (5) years**, kept confidential and stored electronically. Access to these records can be requested by emailing: training@masterpainters.com.au.
- Students may access the **internal complaints and appeals process at no cost**.
- Decisions will be based on **evidence** that can be provided and reviewed.
- If external **mediation** is used, the costs will normally be **shared equally** between MPGTC and the student (see Section 9.4).

Students are entitled to make a complaint about any party involved in the delivery of their course, including the conduct of:

- MPGTC trainers, assessors or other staff.
- A third-party providing services on behalf of MPGTC.
- A fellow MPGTC learner.

9.1 Grievance Procedures

Students may access MPGTC's complaints and appeals (grievance) procedures **regardless of**:

- The training location,
- Their place of residence, or
- Their mode of study (face-to-face, online, workplace-based, etc.).

This policy does **not** replace or limit any rights or obligations that arise under other MPGTC policies, the **Standards for RTOs 2025**, State/Territory or Commonwealth legislation. The procedures in this handbook do not prevent any person from pursuing other legal or external remedies.

Where a student chooses to access MPGTC's complaints and appeals process, their **enrolment will be maintained** (i.e. they will remain enrolled) while the internal grievance and appeals process is underway, unless their behaviour poses an unacceptable risk to the safety of others.

9.2 Making a Complaint

If you have a concern or complaint, we encourage you to raise it as soon as possible so it can be addressed quickly and fairly.

1. First step, informal resolution (recommended for minor matters)

- Email training@masterpainters.com.au outlining your concern.
- Where possible, issues will be addressed informally and resolved at this stage.

2. Formal complaint

If the matter cannot be resolved informally, or if it is more serious, you should lodge a formal complaint **in writing** to the CEO:

- **Post:** CEO, MPGTC Pty Ltd, PO Box 4122, Lalor Park NSW 2147
- **Phone (for queries):** (02) 9758 8877
- **Email:** reception@masterpainters.com.au

The complaint will be investigated objectively and without bias.

You will:

- Receive **written acknowledgement** of your complaint; and
- Be advised of the **decision or outcome in writing within ten (10) business days**, where practicable.

If, in complex cases, we consider that more than **60 calendar days** are required to finalise the complaint:

- We will inform you **in writing**, explain the reasons for the delay and
- Provide **regular written updates** on the progress of your complaint until it is resolved.

9.3 Making an Appeal

If you are not satisfied with:

- The outcome of a complaint; or
- Any decision made in relation to your studies (including assessment decisions),
- you may lodge a **formal appeal in writing**.

Appeals should be directed to the **Directors of MPGTC**:

Email: reception@masterpainters.com.au

Post: Attention: President, MPGTC Pty Ltd, PO Box 4112, Lalor Park NSW 2147

On receipt of your appeal:

- All necessary consultations will be undertaken, and the matter will be reviewed objectively and without bias.
- MPGTC will make a determination on the appeal, and you will be advised **in writing** of the outcome, including the **reasons for the decision**, within **ten (10) business days**, where practicable.

If more time is required for complex cases, you will be informed in writing of the delay and kept updated on progress, consistent with the Standards for Registered Training Organisations (RTOs) 2025.

9.4 Mediation (External Review)

If you are not satisfied with the outcome of your internal appeal, you may request that the matter be referred for **independent external review** (mediation).

To request external mediation, write to:

CEO, MPGTC Pty Ltd, PO Box 4122, Lalor Park NSW 2147

MPGTC will arrange an appropriately qualified and independent mediator (for example, through a recognised dispute resolution service). **The costs of mediation will normally be shared equally** between MPGTC and the student.

MPGTC agrees to:

- **Consider and act on** any recommendations arising from the external review of the complaint or appeal; and
- Ensure that any agreed recommendations are implemented **within 30 days** of receipt, where practicable.

The CEO (or delegate) will also:

- Identify the **underlying causes** of complaints and appeals; and
- Take appropriate **corrective and preventative action** to eliminate or reduce the likelihood of similar issues recurring, as part of MPGTC's continuous improvement processes.

Please note: Your signature is required under Student Information Handbook

Acknowledgement and Smart and Skilled Consent on the following pages. Thanks.

10. STUDENT INFORMATION HANDBOOK - ACKNOWLEDGEMENT

When you have finished reading this Student Handbook, please complete below and sign where indicated.

Name: _____

Contact phone number: _____

Employer: _____

I have read and understood the MPGTC Pty Ltd Student Information Handbook provided to me.

I also declare that information that I have provided in connection with the Enrolment Process is true, accurate, complete and not misleading in any way

Signature of student: _____

Signature of guardian if student under

18 years of age: _____

Date: _____

Contact Details:

If you have any questions during your time studying with us, please do not hesitate to contact us. We are available from 9am until 5pm Monday to Friday.

Phone: (02) 9758 8877

Email: training@masterpainters.com.au

11. SMART AND SKILLED CONSENT

CONSENT TO USE AND DISCLOSURE OF PERSONAL INFORMATION

I _____

(First, middle and last Name)

of _____

(current residential address)

Date of birth / /

understand and agree that, under the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020, Master Painters Group Training Company Pty Ltd (MPGTC Pty Ltd) is required to collect personal information (information or an opinion about me), collected from me, my parent or guardian, such as my name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, sensitive personal information (including my ethnicity or health information) and other enrolment and training activity-related information (together Personal Information) and disclose that Personal Information to the National Centre for Vocational Education Research Ltd (NCVER).

My Personal Information (including the personal information contained on my enrolment form and my training activity data) may be used or disclosed by MPGTC for statistical, regulatory and research purposes.

MPGTC may disclose my personal information for these purposes to third parties, including:

- School, if I am a secondary student undertaking VET, including a school-based apprenticeship or traineeship.
- Employer, if I am enrolled in training paid by my employer.
- Commonwealth and State or Territory government departments and authorised agencies, including the NSW Department of Education (Department).
- NCVER.
- Organisations conducting student surveys; and
- Researchers.

Personal Information disclosed to NCVER may be used or disclosed for the following purposes:

- issuing a VET Statement of Attainment or VET Qualification and populating Authenticated VET Transcripts.
- facilitating statistics and research relating to education, including surveys.
- understanding how the VET market operates, for policy, workforce planning and consumer information; and

- administering VET, including program administration, regulation, monitoring and evaluation.

I may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor.

I may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose my Personal Information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

The Department may disclose my Personal Information to other Australian government agencies, including those located in States and Territories outside New South Wales.

The above government agencies may use my Personal Information for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of my training, the determination of my eligibility to receive subsidised training or for any Fee Exemptions or Concessions.

My Personal Information may also be disclosed to other third parties if required by law. I also acknowledge and agree that the Department may contact me by telephone email or post during or after I have ceased subsidised training with MPGTC Pty Ltd for the purposes of evaluating and assessing my subsidised training.

I declare that the information I have provided to the best of my knowledge is true and correct.

I consent to the collection, use and disclosure of my Personal Information in the manner outlined above.

PRINT FULL NAME:

SIGNATURE: _____ DATE: / /

Note: If under 18 years of age at the time of giving consent, then the consent of their guardian is required

PRINT FULL NAME OF GUARDIAN:

SIGNATURE OF GUARDIAN: _____ DATE: / /