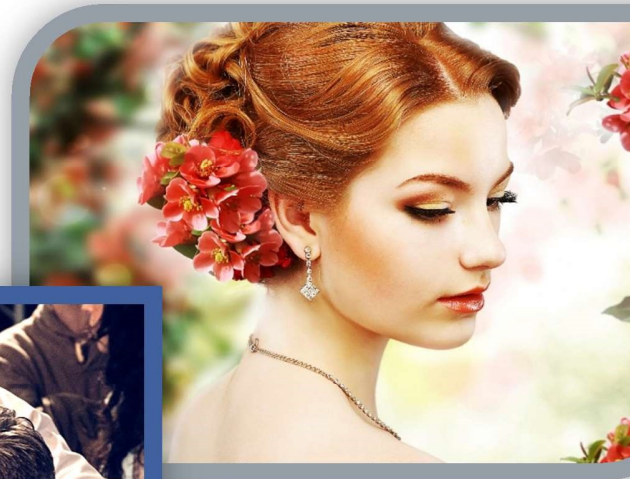
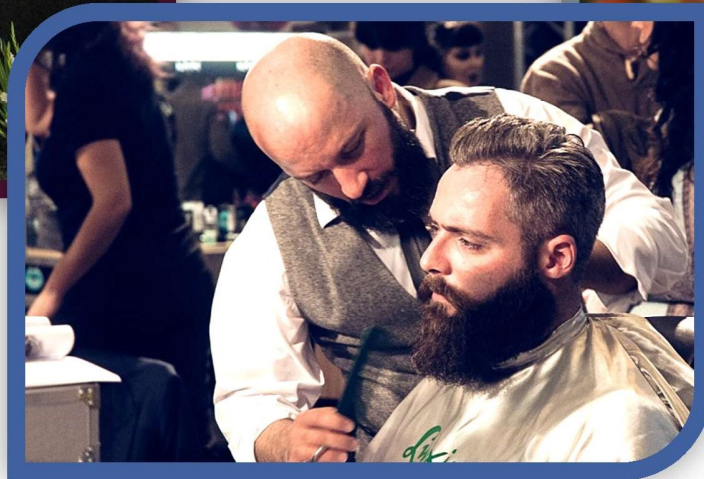




*Marjorie Milner College*

Floristry, Hairdressing &  
Barbering Courses

# Pre-Enrolment Handbook



Head Office

401 Canterbury Road, Surrey Hills, 3127

[info@marjoriemilner.edu.au](mailto:info@marjoriemilner.edu.au)

[www.marjoriemilner.edu.au](http://www.marjoriemilner.edu.au)



# Welcome

Welcome and thank-you for choosing Marjorie Milner College (MMC). The information contained in this handbook is intended to provide an overview of the training and services provided to students when they undertake studies at the College.

Marjorie Milner College is a Registered Training Organisation that specialises in Floristry, Hairdressing and Barbering training. The College endeavours to provide the highest level of professionalism and training within these industries and is continually seeking input from industry as to current trends and techniques. The College is committed to a quality assurance approach and undertakes to continually update and improve its training, assessment and services.

Marjorie Milner College provides a caring and nurturing environment for students as well as exceptional industry expertise from its trainers. Students will be supported and encouraged to reach their full potential whilst training at MMC.

Marjorie Milner College is responsible for the quality of its training and assessment and prides itself on the quality of its graduates. The College strives to ensure its students are industry ready before they complete their training and is responsible for the issuance of all AQF certification documentation to its students.

Before enrolling in a course with Marjorie Milner College, it is imperative that you read and understand what is expected of you and what you can expect from MMC. This handbook is designed to inform you of the training and assessment undertaken at MMC, the support services provided by the College and of your rights and obligations as a student.



Please make sure you read all sections of the handbook carefully. If you require any clarification about the information contained within this handbook or about specific details of courses, please contact Student Services on (03) 9880 7257 or enquire at [info@marjoriemilner.edu.au](mailto:info@marjoriemilner.edu.au).

Every effort has been made to ensure the information in this handbook is correct as of the version date in the footer. Marjorie Milner College reserves the right to alter policies at any time without prior notice. Policies may have only been partially reproduced in this handbook.

For a complete overview of MMC policies and procedures, please contact Student Services or access the policies through the student computers or the student library.

Gregory R. Milner  
M.Ed, **Principal**

*"Tell me and I forget, teach me and I may remember, involve me and I learn."*  
-Benjamin Franklin



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## Study @ MMC

### Induction and Enrolment



Before commencing a course at Marjorie Milner College, all students must first undertake a pre-training review, induction and complete an enrolment form. The pre-training review is completed at an initial interview and is used to confirm that your chosen course is right for you. Induction involves reading the Pre-enrolment Handbook and is undertaken at the College to provide you with the opportunity to ask any questions of trainers or staff at MMC. The enrolment form is then completed to detail your eligibility for government funding and to provide us with your contact details.

### Privacy of Information

As part of the enrolment process, MMC collects information and paperwork containing private information relating to your funding eligibility. This documentation is retained in an office file created at enrolment and stored in a locked filing system within the administration section of the College, inaccessible unless you give a written request to Student Services.

Some of your information is made accessible to trainers through its presence on your training plan, kept in your individual student file. Student files are stored in classroom facilities and accessed by all students within the relevant department frequently. Although unlikely, this information may be accessed by fellow students. If you do not want personal information to appear on your training plan, you must alert Student Services at enrolment.

### Are you eligible for the Victorian Skills First Program (Government Subsidised Funding)?

Please use the flow chart below to check if you are eligible for the Victorian Skills First Program (VSFP). If you answer no to any of the below questions you are not eligible for the VSFP.

Please note that Marjorie Milner College's scope does not offer programs within the Foundation Skills List, a Victorian Certificate of Education or Victorian Certificate of Applied Learning.

We will also assess your eligibility as part of our enrolment processes however, it is your responsibility to ensure you have read the below and have then advised the Student Services Manager or the staff member that is assisting you with your enrolment if you are not eligible.

#### Are you:

An Australian or New Zealand Citizen, or a holder of a permanent visa?\*

Yes

Under 20 years of age as of 1st January  
Or Enrolling as an Apprentice  
or Upskilling?  
(enrolling in a course at a higher level than  
any qualification you already hold)

Yes

Not commencing or not intending to commence more  
than 2 funded courses within this calendar year?

Yes

Have not commenced a maximum of two  
government subsidised courses at the  
same level within the AQF in their lifetime.  
If you are unsure please refer to the below graph or  
discuss with the student service manager.

Yes

You are eligible for the Victorian Skills First Program

\* a holder of a Temporary Protection Visa may be eligible for the VSFP.

For a more comprehensive eligibility assessment please visit:  
<https://www.skills.vic.gov.au/victorianskillsgateway/Students/Pages/vtg-eligibility-indicator.aspx?Redirect=1>



**It is very important for you to understand the implications of accessing the VSFP as this may affect your lifetime entitlement to funded training.**

This course may impact your ability to access government funding on any future courses you may wish to enrol in. Below is a graph depicting your ability to access funding based on your course choice or previous qualifications.

Accessibility to VSFP									
		Cert I	Cert II	Cert III	Cert IV	Diploma	Adv. Diploma	Bachelor	Masters
Qualification Held	Bachelor								
	Adv. Diploma								
	Diploma								
	Cert IV								
	Cert III								
	Cert II								
	Cert I								
Qualification Held	No Qual								

If you have decided to enrol you need to be aware of the following, you may receive:

- an NCVER survey;
- an invitation to participate in a Department endorsed project;
- an invitation to participate in the Department's annual student outcome survey; and/or you may
  - be contacted Department (or persons authorised by the Department) for audit, review or investigative purposes.

## Contacts

All Floristry, Hairdressing and Barbering courses are based at the Marjorie Milner College in Surrey Hills. All policy and course enquiries should be directed to Administration or Student Service Staff.

Administration	Vicky Milner <a href="mailto:info@marjoriemilner.edu.au">info@marjoriemilner.edu.au</a>
Student Services	James Milner <a href="mailto:james@marjoriemilner.edu.au">james@marjoriemilner.edu.au</a>
Floristry	Nicole <a href="mailto:nicole@marjoriemilner.edu.au">nicole@marjoriemilner.edu.au</a> Gregory Milner (Principal) <a href="mailto:info@marjoriemilner.edu.au">info@marjoriemilner.edu.au</a>
Hairdressing / Barbering	Natalie <a href="mailto:info@marjoriemilner.edu.au">info@marjoriemilner.edu.au</a>

## Campus orientation

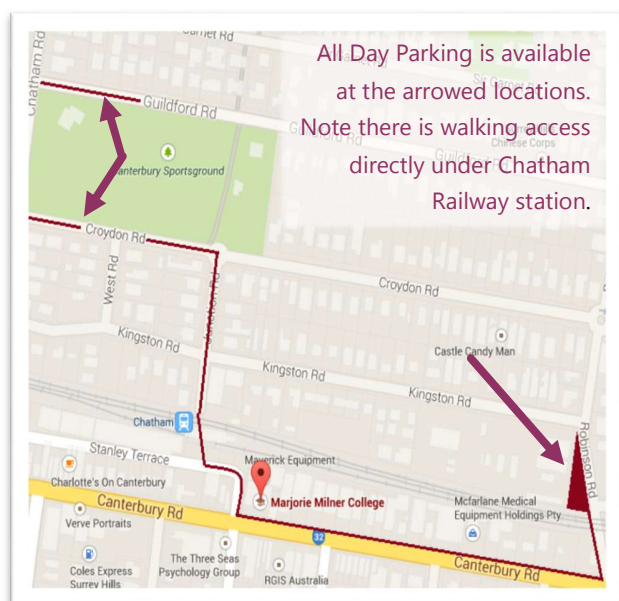
When you start your training at the College you will receive a tour of the building and shown to your relevant work and break areas.

## Kitchen and Toilet Facilities

The main MMC kitchen is located at the rear of the main teaching floor, behind the computer lab and hairdressing/barbering classroom. There are three vending machines (charges apply) located in the main kitchen as well as microwave facilities. The main toilet facilities are also at the rear of the building, opposite the kitchen. The Floristry department has a small kitchen area as well as separate toilet facilities.

## Car Parking

Students are discouraged from driving to the College where possible. Students are instead urged to use public transport to and from the College where available. The College is conveniently located on the Lilydale/Belgrave Line and buses are available on Union Road. If you drive to the College parking is limited to the designated areas on the map (shown right).



## Lockers

Students have the opportunity to use lockers to store belongings. Lockers remain the property of Marjorie Milner College at all times and are provided as a convenience to students. Students are not permitted to use the lockers for any purpose other than for the storage of college-related materials. Marjorie Milner College retains the right to search individual lockers if staff believe there are reasonable grounds for a search. Students must make a deposit of \$10 to the office to obtain a locker key. This will be refunded upon return of the key at the end of the day. Please refer to the full locker policy for more details (available on student computers or at the Student Services Office).

## Student Card

Students can request to receive an official MMC student card at the cost of \$15. If you would like a student card, please email a copy of a portrait shot to Student Services, attention: James Milner ([james@marjoriemilner.edu.au](mailto:james@marjoriemilner.edu.au)). Processing time for student cards is two weeks.

## Printing

Printing: 10 cents per black and white single sided page and \$1.00 per single sided colour page. Payment can be made to student services or at the administration desk.

## Library

The student library includes resources for students to use throughout their studies. Students may use the books during class time but these must be returned at the end of the day. No library books are to be removed from the College premises.

## College Values and Expectations

Marjorie Milner College has high expectations of all students. We are proud to deliver excellent training and encourage our students to utilise our knowledge to its fullest extent. We are passionate about our industries and endeavour to impart a similar enthusiasm in our students. We value collaboration and creativity in our students and strive to create a trusting and nurturing environment for students to learn in.

## Attendance and Punctuality

Students are expected to maintain an attendance level greater than **80%** during the course of their studies. If your attendance level drops below this, you will be noted as 'at risk' and required to attend a meeting with the Principal to discuss your progress and reasons for low attendance.

**Termination of studies may result if attendance is not maintained over 80%** (except in extenuating circumstances). Marjorie Milner College reserves the right to withdraw a student after two months of non-attendance if no contact is made by the student within this time.

Day classes at MMC start at 9:00am and finish at 4:30pm. There may be times when shorter breaks enable students to finish at 4:00pm but this is negotiated on a day-to-day basis. Students are expected to be punctual to class and repeated lateness may result in disciplinary action and employer contact (*for apprentices*).

Students are not permitted to leave early from class without prior approval from a trainer. If Apprentices are required for work, a letter should be supplied from an employer and given to the Head of Department. Alternatively the employer will be





required to verbally or text to reinforce the reason for leaving early.

### Absenteeism & Illness

If a student misses class due to illness or other extenuating circumstances this must be communicated to the College, either a phone call, text or email. Students are required to provide a **valid doctor's certificate** for any two consecutive classes missed.

Your priority is to attend class with Marjorie Milner College. If you miss class for reasons other than illness, or extenuating circumstances, you cannot make up classes.

If you decide to withdraw from studies with MMC you are required to fill in a **"Withdrawal Form"** available from the Student Services Office. When a completed withdrawal form is received, Marjorie Milner College can then post a Statement of Attainment and Statement of Results to you. If you later decide to recommence your studies you must complete the enrolment process again by filling in a

new enrolment form and paying fees again.

### Student Leave

It is not recommended that any student take extra leave outside of the official college breaks. You are not able to make classes up on other days of the week. If you miss a class, the missed time cannot be made up.

### Change of Day

Once a student decides what day/s they are to attend the College they may not change except through seeking permission from their Head of Department. A minimum of two weeks' notice must be given to the College if you wish to change day. There is no guarantee a change of day may be granted as it will depend on class availability. MMC will accept or reject the application depending on the circumstances and class availability.

### Emergency Information

In the event of an emergency, it is expected that all staff and students should remain calm and collectively move to the emergency assembly point located directly outside the building in the car park adjacent to the Chatham railway station. In the event of a fire or emergency, you will be asked to evacuate the building by the designated fire wardens. Fire Management Plans are displayed in every room of each campus. In the case of an emergency, you are required to leave all personal items in the building and in a calm manner, leave the building through the nearest exit. The College





advises all students to read and understand the emergency procedures in place and contact Student Services if you have any questions.

## First Aid Information

There is a First Aid Officer at the college. If you require first aid, advise them and they can provide you with assistance. The First Aid Officer at the College are:

- Renate Andersons

## Access and Equity

Access refers to the ability of students to enter training and equity refers to the issues relating to student participation and achievement of outcomes. MMC is committed to providing opportunities to all people and meeting the needs of individuals for advancement in training on an equitable basis. MMC prohibits the discrimination towards any individual or group of individuals and provides an open opportunity regardless of:

- Gender
- Pregnancy
- Age
- Heritage
- Disability
- Sexuality
- Race, colour, nationality, culture, ethnic or ethno-religious backgrounds
- Marital status

All participants who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package, will be accepted into any offered program within our scope of registration. Any issues or questions raised regarding access and equity can be directed to the Principal, Gregory Milner.

## Compliments, Complaints, Appeals and Grievances

If you are enjoying your studies at Marjorie Milner College, we ask that you please give us your positive and constructive feedback through our

survey system so we can share your thoughts with future students.

If there is something that is negatively impacting or effecting your studies or experience at the College, this can be raised as a complaint. A complaint is a type of problem, concern or grievance about studies, student life, the College or the College environment.

Where possible, MMC seeks to resolve complaints through a process of discussion, co-operation and mediation (where necessary) as soon as possible after an incident or situation has occurred. All complaints will be acknowledged and handled promptly, sensitively, with close regard paid to impartiality, fairness and confidentiality. All complainants will be protected from detriment or disadvantage if they choose to lodge a complaint.

Marjorie Milner College encourages its students to make their concerns regarding an issue or problem known initially to the person(s) involved as well as their Head of Department or Student Services Staff.

All records of complaints, appeals and grievances are kept strictly confidential and stored at the MMC administration office. As stated on the Complaints, Appeals and Grievances Form (Appendix 1.12), information provided by the complainant may need to be divulged to the persons with direct involvement (where appropriate). If a complainant has concerns about this process, they must discuss the matter with the Student Services Manager or Principal as part of the complaints, appeals and grievances process. The form mentioned above is available from Student Services, the MMC website and on the student computers. The following flowchart outlines the overall complaint resolution procedure.





### Stage 1: Informal Resolution

- Resolution through informal discussion with person involved. If matter is not resolved or Stage 1 isn't appropriate, the matter is elevated to Stage 2.

### Stage 2: Formal Resolution

- Complaints, Appeals and Grievances form (Appendix 1.12) or letter lodged with Student Services or Principal for formal resolution. If the matter is not resolved, it can be elevated to Stage 3.

### Stage 3: Internal Appeal

- Further written clarification or appeal of the matter must be given to the Marjorie Milner College Dispute Resolution Committee. If the matter is again not resolved, the matter is referred through the external dispute resolution process.

## Surveys and Government Contact

As a student at Marjorie Milner College you may be asked, at any stage during your training, to complete a survey of your experiences at the college and in your training. MMC uses feedback and satisfaction indicators from surveys to moderate and enhance training at the College and continually improve the quality of training and services at the College.

### Government Contact

As Marjorie Milner College reports to the Department of Education, Higher Education Skills Group (HESG), it is possible that as a student of MMC, you could receive a survey from the NCVER or an invitation to participate in a Department endorsed project. It is also possible that the Department, or persons authorised by the Department, may contact you for audit or review purposes.

## Photography on Campus

Whilst undertaking a course at Marjorie Milner College there is the possibility that you and/or your work may be photographed. By reading and signing the pre-enrolment sign-off, you authorise that any pictures of your work constructed or designed at the College may be used in MMC promotional material. You also authorise general photos of yourself to be included in any promotional material unless specified otherwise in writing through use of the Photo Non-Consent Form (Appendix 1.34). Students may also request the removal of a single photo through use of the Photo Removal Request Form (Appendix 1.26). Any students who do not want their photo/s used in future promotional material will be entered into the Photo Non-consent Register (Appendix 1.27). This is checked before use of photos in promotional material. If you are under the age of 18, a Marketing Material Informed Consent Form must be completed by a parent or guardian (Appendix 6.16).

## Fees and Payments

Fees are due at the beginning of your course and each year that you are on course. An invoice is issued upon commencement of training, and at the beginning of each following year, detailing your fees and acceptable payment methods. If you have any questions regarding your fees, please contact Student Services for more information.





## Statement of Fees

All course fees and charges are payable in Australian Dollars (AUD). Fees must be paid when you commence your training. All course fees are detailed on the College's website. If you are late to pay your fees there is the possibility that you will be suspended from studies until payment is made. Students are charged a tuition fee, and a student amenities fee. Students also have the option to pay for extra add-ons that are not compulsory for their qualification such as an excursion charge and an upgrade to colour notes. Fee-for-service courses must be paid in full, or a payment plan arranged on commencement of the course. Any payment plan must be strictly adhered to (late payments may result in suspension).

The student services and amenities fee, which is payable at enrolment, is non-refundable. This fee will be charged each year thereafter whilst enrolled with Marjorie Milner College. This fee covers the printing of the learning and assessment guides\* (\*some exclusions apply) and the maintenance of the learning facilities. Please check at the time of enrolment for the current fees and charges.

Fees may increase across a year. All fees for government funded courses cover 12 months only. If your course goes over 12 months you will be expected to pay fees again, at the new yearly rates. Apprenticeship students have an annual fee each year, for three years. The students' fees must be paid for the full amount of hours for their course. A statement of fees is available for all students which details the cost of each unit and additional material charges.

## Other Fees and Charges

In addition to course fees there are further material charges associated with some courses. Each course at Marjorie Milner College requires a Student Kit (details of these can be found under the relevant department requirements pages 19-21) and some floristry units require the purchase of learner guides

not covered by the student services and amenities fee. These guides cost \$40.00 each and must be purchased when you start the relevant unit (these units are detailed under the floristry department requirements page 20).

If you misplace a learning or assessment guide and require it to be replaced you will be charged 10c per single sided and 20c per double sided page.

When undertaking competency based training there is the possibility of being deemed Not Competent (NC) in a unit of work as the result of submitting work late or exceeding the number of resubmissions allowed. In such instances you will be required to pay for the unit again and the cost will be determined using the same eligibility criteria as when you first enrolled. Please note that by not receiving competency in a unit, you will not receive your full certification (as you won't have fulfilled the qualifications requirements).

## Protection of Fees

Marjorie Milner College protects student tuition fees through a membership of the Tuition Assurance Scheme with TAFE Directors Australia (TDA). This membership ensures the protection of student fees should training cease in your current course at MMC.

## Credit Transfers

A credit transfer is the recognition that a unit or component of another training program may be equivalent in content and level to a unit or component of the training program you are seeking to undertake. A credit transfer can result in the exemption of some units or course requirements and **reduce your fees**. Relevant units deemed competent on Statements of Attainment or AQF Qualifications issued by other RTOs will be recognised. The credit transfer process incurs no additional costs when enrolling in a course with MMC. Any application for credit transfer(s) is required to be made at the time of enrolment.



## Recognition of Prior Learning

Marjorie Milner College (MMC) is committed to providing up-to-date and relevant Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) information to all students during enrolment and whilst enrolled. MMC staff will provide support and guidance regarding these enquiries. The RCC assessment follows the same procedure as RPL described below. All applicants for RPL will be provided with a copy of the relevant unit of competency and evidence requirements for the units being applied for. Applicants who are able to provide satisfactory evidence that they have achieved the required unit of competency or competencies may progress through the course with an exemption for the RPL units.

### What is RPL?

Recognition of Prior Learning (RPL) is a process, which recognises what you have learnt from:

- Life experience
- Work experience
- Non-accredited/accredited training programs

These experiences are measured against the qualification/unit you are doing or want to do. If what you have learned at work or elsewhere is relevant to your course or qualification, you may not have to do certain units of the qualification again.

### How does RPL work?

If you decide to apply for RPL, you will be asked for detailed records of your experience, employment, training, etc., which may be relevant. An RPL application form template (Appendix 1.2) can be requested from Administration. Part of the RPL process requires you to conduct a self-assessment and to provide evidence against each of the performance criteria in a unit of competency. Once this is completed, you will then have an interview with your trainer who will go through your evidence portfolio with you.

Please speak with staff during your enrolment process in regards to applications for RPL. There is a

minimum fee of \$250 for the RPL process to cover the time spent by trainers and administrators processing the RPL application.

## Fee-Waivers

Fee Waivers can only be considered for students undertaking studies in a government funded place under a Certificate I-IV. Eligibility for a fee waiver is determined upon application. Individuals who wish to apply for a fee waiver must do so in writing to the Student Services Manager. The application must discuss the reasons for wanting a fee waiver and evidence should be provided with the letter. Job Seeker Fee Waivers are granted to individuals who have sought the assistance of an Employment Services Provider (ESP). MMC staff will request that the Job Seeker Referral form is provided and that the original is retained in the student's office file.

## Failure to Pay

Your fees must be paid by the due date indicated on your invoice. If your fees are outstanding you may face suspension or cancellation of your studies depending on surrounding circumstances. A meeting can be arranged with the Principal if exceptional circumstances have caused you have been suspended from studies due to a late payment.

## Withdrawal and Refunds

The following overview outlines the Marjorie Milner College refund policy. Please read it carefully and ensure you understand the payment terms and conditions, and the withdrawal processes in place for tuition fees. If you wish to apply for a refund, you must complete a 'Refund Application' form and 'Withdrawal' form. If you wish to withdraw from your qualification but have passed the refund eligibility period, you must only complete a withdrawal form. Both forms are available from the website or head office. Once complete, submit the form(s) to Student Services.

### Overview of the refund policy:





- Tuition fees/charges for eligible Skills First students are invoiced at the commencement of training and the beginning of each following year.
- Fee-for-service students will be required to pay no more than \$1000 on the day of commencement. They will then be required to pay no more than \$1000 per month until the full cost of the course is paid. Students will be provided with a fee schedule with breakdowns of amounts and due dates.
- Any student whose fees are outstanding for more than **fourteen (14)** days may be asked to leave class and return once payment is settled. At MMC's discretion a student's enrolment may be terminate if payment is not made.
- If an eligible student wishes to withdraw from a Skills First program they are required to submit a refund application form and withdrawal form within thirty (30) days of commencing their studies. If these are submitted within this period the student will be entitled to a partial refund of fees, **excluding the non-refundable student educational amenities fee (up to \$420)** and any pro-rata hours you have completed during your first 30 days of study. **If a student has been enrolled for a period of more than 30 days, they are no longer eligible for a refund.**
- Fee for service students that have been enrolled for more than 30 days are no longer eligible for a refund of fees paid.
- If Marjorie Milner College cancels a government funded course during the period of a student's enrolment, it must provide a full refund including the pro-rata portion of any compulsory non-academic fees and any fees for materials that have not been used in the course prior to the date of cancellation.
- If a student withdraws from only part of a course or if only part of a course is cancelled, MMC need only refund the portion of the tuition fee and materials fee applicable to that part of the course.
- If a student does not undertake tuition in part of a government funded course because of recognised prior learning (RPL), in respect of

that part of the course, MMC must refund an amount equal to the difference between:

- The tuition fee which has been paid;

### Refund Process

To apply for a refund you need to:

Complete a Withdrawal Form (if you have started your studies) and a Refund Application Form.\*



Return both forms to Student Services within thirty (30) days of commencement.\*\*



Your refund will be processed in accordance with the refund policy in ten (10) business days and written acknowledgement given of the outcome

\*Both forms are available from student services and the MMC website [www.marjoriemilner.edu.au](http://www.marjoriemilner.edu.au)

### Course Cessation/Change of Package

A minimum of seven days' notice will be given to students who have not yet commenced a qualification that has been deleted with the option of deferring to a later intake. A full refund will be given if students have commenced and the course ceases to run. If a new training package is endorsed whilst you are on course, your options for upgrading to the new package will be detailed by the College at such a time as this occurs.

NOTE: new training packages are only introduced every five (5) years.

### Conduct Requirements

When studying at the College you are expected to act professionally and treat it as you would a workplace environment. The College anticipates that you will arrive on time to class with all equipment and materials you need for the day. Paperwork that must be completed daily is your responsibility fill out. Any inappropriate or



dangerous behaviour whilst at the College will result in suspension from studies.

## Student Rights and Responsibilities

You have the right to:

- Be treated fairly and respected without discrimination or harassment, regardless of your religion, culture, age, disability racial or sexual difference, or socio-economic status;
- Be free from all forms of intimidation;
- Work in a safe, clean, orderly and cooperative environment;
- Have any disputes settled in a fair and rational manner (this is accomplished by the Complaints Procedure found in the MMC Policy and Procedures document);
- Learn in a conducive environment;
- Work and learn in a supportive environment without interference from others;
- Apply for recognition of existing skills and knowledge;
- Privacy of records containing personal information, (subject to other statutory requirements and other agreed uses);
- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- Appeal within five days of receiving notification of any decision made about late or missed assessment;

- Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- Express ideas and to ask questions

You have the responsibility to treat staff and fellow students with respect and fairness. This includes:

- Following reasonable directions from a member of staff;
- Not behaving in any way that may offend, embarrass or threaten others;
- Taking care of facilities by not damaging, stealing, modifying or misusing property;
- Not harassing fellow students or staff by, for example, using offensive language or making sexual advances;
- Acting in a safe manner that does not place you or others at risk;
- Ensuring personal details are current and correct;
- Participating in all assessment tasks honestly and to the best of your ability;
- Not smoking in non-smoking areas;
- Not being under the influence of alcohol or illegal drugs; and
- Following normal safety practices.

### Access to Records

You are able to access your records by giving a written request to student services or by submitting a Request for Records Form (Appendix 1.28). This process must be followed for both current and completed students who wish to view or retrieve



something from their files. You should be aware that if you wish to keep any of your assessment work, a photocopy of it must be kept by Marjorie Milner College for recordkeeping purposes.

## Standards of Dress

Some students will be required to wear a uniform at the college. If a uniform is not supplied, you will be expected to wear clothing that is the equivalent of what you would wear to work. You will be required to wear closed toed shoes at all times for safety purposes. If inappropriate footwear is worn to the College you may be sent home to change your footwear. Heels over five centimetres are considered to be inappropriate and unsafe in a work environment. No short shorts, skirts, cut offs or midriffs exposed. In hairdressing or barbering you are in a real salon/shop environment where you represent MMCollege in a professional manner and your mode of dress must represent this.

Tattoos that could be deemed offensive are requested to be concealed.

The College recommends that limited jewellery be worn to class. The college accepts no responsibility for any loss of or damage to jewellery whilst at the college or travelling to and from the college.

## Course Deferral

Marjorie Milner College does not recommend that courses be deferred. If due to medical reasons or other extenuating circumstances you need to defer your studies, you must outline this in a letter. You must specify the duration and reason for the deferral and post, email or to the Principal. No deferral will be considered until such a letter is received.

As stated under attendance, if you do not make contact with the College for a period of **two months**, MMC reserves the right to terminate your training. No refund will be supplied in these circumstances, in line with the refund policy. Student Services staff will make multiple attempts

to communicate with you during this time on the contact information provided at enrolment.

## Harassment and Bullying

Marjorie Milner College is committed to ensuring freedom from sexual harassment for all students and staff. This freedom contributes substantially to the achievement of MMC's goal of creating and sustaining a respected college at the forefront of industry training. Harassment of any nature will not be tolerated by the College and staff are instructed to treat any harassment within the College as inappropriate behaviour which can result in suspension from studies. MMC believes that freedom from harassment is a key element to ensuring excellence in all activities. If you have been the victim of, or witnessed an incident of harassment, report it to your trainer and student services through use of a Harassment/Bullying Incident Report (Appendix 1.15) available from student services and the College website. Please refer to MMC's policy and procedures for a detailed version of the sexual harassment policy.

MMC prohibits the use of aggressive behaviour at school as it has the potential to inflict physical or psychological harm to surrounding staff and students. This behaviour includes the use of force, coercion, noise, insults, threats, intimidation or bullying. The choice to engage in such behaviour will not be tolerated at MMC and will result in strict disciplinary action by either suspension or termination of studies. If you witness such an incident, report it to your trainer and student services using the Harassment/Bullying Incident Report Form.

## Workplace Health and Safety

MMC is committed to handling the occupational health, safety and welfare issues that may affect our staff and students. In addition to this, you have a legal duty to take care of and protect your own health and safety and to avoid adversely affecting the health and safety of others.





The consumption or possession of drugs and/or alcohol are prohibited at the College. Partaking of any of the above whilst at MMC is cause for immediate termination of training.

**Note:** Smoking is prohibited inside all buildings on campus and is also restricted in other external areas of the campus such as near entrances to buildings and areas that may affect adjoining businesses. If you are unsure of where you can smoke outside, ask a staff member.

For more detailed information on health and safety please refer to the Workplace Health and Safety Policy, available from the Student Services office or through the student computers.

## Environmental Strategy

As part of Marjorie Milner College's effort to improve its green procedures it requires students to abide by the following procedures:

- Use recycling and rubbish bins provided
- Don't litter outside the premises, this includes disposing of cigarette butts appropriately
- When disposing of potentially hazardous materials, seek advice from a trainer about the correct way to dispose of the material
- Take care of printed notes and ensure they don't get lost to reduce paper wastage

## Copyright

Marjorie Milner College has developed its own educational notes to guide learners through their course. MMC notes are copyrighted and remain the property of Marjorie Milner College at all times. Students who are found copying/plagiarising or distributing MMC course notes may be persecuted under the Copyright Act 1968 (Copyright Amendment Act 2006) to the full extent of the law. These notes cannot be reproduced in any format other than with written permission from the Principal.

## Plagiarism

Cheating means to act dishonestly; Plagiarism means to copy without acknowledging the source and is a form of cheating. The assessment work you hand in to the assessor needs to genuinely represent your understanding of the subject concerned and not be copied from a fellow student or other external source. MMC has zero tolerance of plagiarism or cheating, and a penalty may be imposed if you are found guilty of either.

It is cheating to:

- use notes or other resources without permission during formal testing
- hand in someone else's work as your own (with or without that person's permission)
- hand in a copied assignment
- take work without the author's knowledge
- allow someone else to hand up your work as their own
- have several people write one computer program or exercise and hand up multiple copies, all represented (implicitly or explicitly) as individual work
- use any part of someone else's work without the proper acknowledgement

It is not cheating to:

- discuss assignments with teachers or other students to understand what is being asked
- hand in work done alone or with the help of staff
- get help to correct minor errors in spelling, grammar or sentence structure
- discuss assignment requirements and course materials so that you can better understand the subject (this is, in fact, encouraged)
- submit one assignment from a group of students where this is explicitly permitted or required
- use other people's ideas where they are acknowledged in the appropriate way, such as referencing, using footnotes, end notes or the Harvard system of referencing



Remember that the integrity of a group project is the joint responsibility of all members of the group. Therefore, if cheating of any kind is found in a group project, all members of the group will be held responsible and will be subject to the disciplinary processes of the College.

### Penalties

If a student is suspected of cheating, the teacher will investigate to establish evidence to support the suspicion. If there is evidence to support the suspicion, the teacher will notify the principal and set out the concerns to the student in writing, requesting a time to discuss the matter. The student will have the opportunity at this point to counter the allegations made against them.

Once the student has provided their information, the teacher may come to one of two decisions:

1. If it is a minor or unintentional offence and the student will need to undergo an alternative form of assessment, such as a short oral assessment, which may involve talking about the work or questioning. The penalty in this case is that the student has to undergo additional assessments to ensure competency.
2. It is a serious offence and the student will fail and receive a Not Competent (NC) for the unit. In this instance, a student will need to pay to repeat the unit and receive their full qualification. Repeated offences of cheating – minor or serious – will result in failure of the unit plus a record on the student file, together with the reason. A final consequence may be termination of studies.

## Classroom conduct

Students are expected to behave sensibly and sensitively when at Marjorie Milner College. This includes keeping noise to a conversation level, using mobile phones minimally and keeping work areas clean.

### Mobile Phone Use

Mobile phones and iPods are not an acceptable use of class-time unless being used for the purpose of

education (i.e. Calculators, internet, etc). If students are found using these for purposes other than those relating to the college or your studies, it may be confiscated by the teacher until the end of class.

### Computer Use

Computers have been made available to students at Marjorie Milner College. Students making use of this resource are required to use it only for educational purposes in their chosen area of study. Under no circumstances are computers to be used for personal use. A ban from computer resources will apply if there is a breach by any student. Please ensure that you do not use the computers for storing work and do not leave any files on the computer as these will be deleted regularly. Please read the full **"Safe Use of IT"** policy for further details.

### Classroom Management and Dangers

As a student of Marjorie Milner College you may at times need to climb stairs and move around busy classrooms. MMC asks that you take care at all times and keep a general awareness of your surroundings. If you feel that something is a danger to yourself or others, notify a teacher or staff member immediately.

### Supervision

Staff do not supervise students during break periods. Students may leave the College campus but must return before the break is over. Lunch is non-college time however you are expected to act responsibly when unsupervised at break times.



## Personal Belongings

Students are advised not to bring valuables to the College. MMC will not take any responsibility for students' personal possessions.

## Managing your Studies

A large component of your studies at Marjorie Milner College is self-paced and self-directed allowing you to guide your learning independently. Due dates will be specified for assessments by your trainers, and it is important that you adhere to these, however if you need more time, these dates can be extended (refer to the due dates section).

## Training Plan

Your Training Plan is a fundamental reference guide to your progress through your qualification. It details the units within the qualification, the learning requirements for each of these units and the time it is anticipated you will take to complete each unit of study. The training plan is signed by yourself, MMC, and by your employer or school (*if you are an apprentice or School Based Apprentice*) as it is the formal agreement of the training between yourself and the College.

We have developed each Training Plan in consultation with employers and past-students. This is to ensure that the units chosen from the qualification are relevant to industry needs.

Each Training Plan includes:

- The full, formal qualification title
- the commencement date of formal training
- employment information (*if an apprentice or trainee*)
- student phone number (to ease contact by MMC staff if the need arises)
- the mode of delivery of formal training by MMC (e.g. classroom based, block release)
- how and when assessments will happen
- the Units of Competency, including any elective units, that make up the qualification
- training materials to be provided by MMC *including to apprentices or trainees*
- the units of competency to be signed off by a trainer when complete
- who to contact at Marjorie Milner College if you need support
- specific assistance that may be needed to meet special learning needs, e.g. literacy, numeracy, mentoring etc
- the Program Unique Supervised Hours (PUSH) which details the amount of time spent by you with trainers/assessors during your course
- the Program Supervised Teaching Activity Completion Date is the anticipated end date for you to finish your course by

At your initial interview, a general time-frame for course completion should have been specified (if this has not happened please contact Student Services). The time-frame for course completion is reliant on your own time arrangements and commitments. This means that the 'proposed' dates detailed on the training plan for each unit are a guide only and can be changed to suit your needs.

The training plan is to be kept in the front of your student folder and must remain accessible at all times. It is used by teachers to record your progress and as you complete units these will be marked off on the training plan by your teacher. Except for your signature, **you must not write on the training plan**. A copy of the training plan will be provided to you upon enrolment.





Please don't take home your student file as your trainers and administration staff must have access to your training plan at all times for reporting requirements.

## Student Learning Guides

All of the learning guides used at the College are composed by the trainers and are inclusive of each trainers' industry experiences. Each guide has been created for, and is compliant with, its respective nationally recognised training package.

These guides are used to direct your training and give you the knowledge you need to reach the competency requirements specified by each unit in combination with the skills and knowledge gained in practical classes at the College. Each learning guide only addresses one unit of competency and has an associated assessment booklet. Within every guide is a section titled:

'Your Training, Your Learner Guide' which aims to give you direction on how to best use the learning guides.

All students are encouraged to ask questions of their trainers when moving through a learning guide to ensure they have interpreted the information correctly. It is best if you read the learning guide before attempting the assessment booklet of the unit as it assesses content from the learning guide and from skills learnt in your classroom based learnings.

## Student Assessment Guides

At Marjorie Milner College, we believe that effective and well-designed assessments play a critical role in assisting you to achieve successful learning goals. Our assessments have been written to enable you

to reach these learning goals as well as to effectively demonstrate the competency levels required by each unit in the training package.

Assessment types at the College can include: research assignments, presentations, demonstrations, reports, simulations, verbal questioning, group work and individual work and



### Student feedback on Marjorie Milner College

It's a nice warm environment and it's easy to stay focused on your work. You can tell it's a caring family business.

*-Leah, Hairdressing Student*

Having Bev as our teacher was definitely the best aspect [of training]. She lives by what she teaches and this is very motivating to me. All the staff at the college are very approachable and understanding and I never had a day that I didn't feel like coming in. Coming to school was actually something I looked forward to every week.

*-Anonymous Beauty Therapy Student*

I would highly recommend Marjorie Milner College to anyone interested in Floristry training. I like the structure and knowledge of my trainers and the mix of theory and practical. It's challenging work, but it's a creative outlet that's a lot of fun.

*-Taylor, Floristry School-Based Apprentice*

*Amazing education, I have learnt all I have from this College, with the help of all the amazing staff and teachers. I highly recommend Marjorie Milner College to anyone wanting to learn the right way. James is the man, give him a call and he'll be sure to help you out.*

*Google Review Zak, Barbering Apprentice*

computer based productions. The majority of the assessment booklets used at the College have a



combination of written responses and the above assessment forms to ascertain your understanding of the unit content. When enrolling, it is best if you check a sample assessment to clarify the type of written responses needed for your course.

Assessment tasks at the College are constructed upon the principles of validity, reliability and fairness. Trainers have the ability to make reasonable adjustments to assessment based on individual requirements. If any such changes are made to your assessments, these must be agreed upon by both your trainer and yourself to ensure you both understand the adjustment and agree to the assessment type to be used. Whilst on course at the College, you can negotiate with your trainers as to the pace of your studies. If you have commitments outside of your studies, it is best to let your trainers know so they can set assessment dates to best suit your needs.

Please rate Marjorie Milner College on Google before you finish your course.

### Marjorie Milner College

401 Canterbury Rd, Surrey Hills VIC

5.0 ★★★★★ 26 reviews

Edit your review

Sort by: Most helpful



Lani Chapman

1 review

★★★★★ a year ago

I cannot express how grateful I am for the wonderful people at my school running down to the train station and finding my wallet for me. Not only do you provide incredible education in a wonderful environment but you also have some of the greatest teaching and administration staff I have come across! I cannot thank you all enough!

Reply Like



Jessica Mason

1 review

★★★★★ a year ago

Learning Lots Very Organise Great School :) Don't go anywhere else!!!

Reply Like

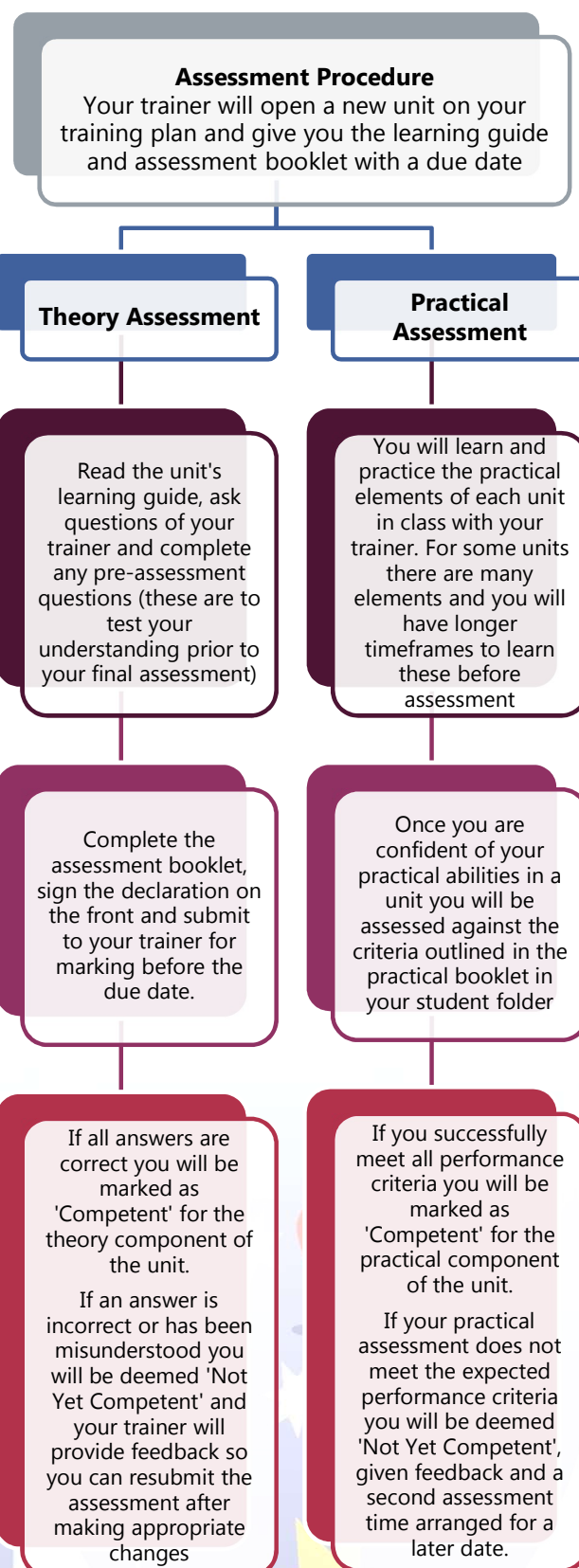


Ash Lucas

8 reviews · 9 photos

★★★★★ a year ago

I am undertaking Cert III in barbering at Marjorie Milner. The place is awesome, great staff and great facilities.





## Due Dates and Submission Process

You must observe all due dates for each unit of competency as specified by your trainer. If you are unaware of a due date for a unit you need to communicate this to your trainer. It is your responsibility to find out due dates and adhere to the timeframe. If you are unable to complete a unit of competency by the due date you must inform MMC within 7 days prior to the due date in writing (email is preferable). An extension may be granted depending on the legitimacy of the reason. This will be determined by the head of your department.

All theory units must be submitted on its due date. This is to allow students to participate in practical activities usually scheduled in the afternoons.

## Competent and Not Yet Competent

Once you have received a result of **'Competent' (C)** in both the theory and practical aspects of a unit, your trainer will sign the unit off on the training plan with the completed date.

If you receive a result of **'Not Yet Competent' (NYC)**, you will be given two opportunities to re-submit your theory work if all questions have not been answered adequately. Similarly, you will be given two attempts to meet the performance criteria of the practical components of a unit. Each trainer will provide feedback on what needs improvement after each submission or attempt. If, after the second reattempt at an assessment, you are still deemed 'Not Yet Competent' your trainer will identify you as a 'Student at Risk' (see below).

**Note: You must complete all questions in assessment booklets to be deemed competent.**

## Student at Risk

If you receive a second NYC outcome for a unit of work, you will be deemed as 'at risk'. This identifies that you may not successfully advance through your course and achieve completion of your qualification. In such circumstances the following actions will be taken:

- A progression meeting will be organised between yourself, the Head of Department and the College Principal
- You will be given the opportunity to explain any difficulties you are having with the training or the specific unit.
- A support or intervention strategy will be developed to best address your needs (this will be documented and a copy retained in your office file).
- Follow up meetings will be arranged to ensure reasonable progress is maintained.

If after a third attempt you are still unable to complete the requirements of a unit to the level of competency expected by the training package you will be deemed **'Not Competent' (NC)**. In this circumstance you will need to pay to repeat the unit and achieve a Competent (C) outcome in order to receive your qualification. When applying to repeat the unit, you will be reassessed for funding eligibility and charged the appropriate unit cost. If you are no longer eligible for funding, you can redo the unit on a fee-for-service basis. The cost of each unit is outlined on the statement of fees provided at your initial interview.

## Quality Training and Assessment

All Marjorie Milner College training and assessment processes comply with the standards of ASQA and the requirements of the relevant national training package and funding contract. These standards are maintained through continual staff professional development, monitoring of systems, industry liaison, internal auditing and internal moderation by the administration team. All training and assessment is delivered by teachers who meet the requirements of being a VSF Teacher at all times. Each qualification has been developed to provide high quality Training Services that are Suitable and Appropriate for students' abilities and their relevant industry. Additionally the Duration and Intensity of training has been established with consideration given to the time needed for the delivery of an effective Volume of Learning. You can request to





see the relevant training and assessment strategy and teacher information for your course at Student Services.

## Floristry Department

Within the Floristry Department at Marjorie Milner College, we focus on developing your technical skills and industry knowledge to ensure you are confident to commence or continue working within the floristry industry. Our courses are structured so you are able to maximise your time with trainers and receive valuable step-by-step guidance from them on professional floristry techniques.

### Products

At Marjorie Milner College the sundry products we use for our Floristry classes are sourced through Apack Floral Sundries. The Milner family has had a long association with Apack suppliers and are always confident of their quality.

Flowers are provided for students when practicing their practical items before assessment. As of January 2016, if a student needs to practice an item more than five (5) times they will need to supply their own flowers for any additional practices required. Marjorie Milner College will provide flowers for final practical assessments for all floristry courses however if students in the Certificate IV and Diploma wish to embellish assessments with their own materials they are welcome to supply rare or additional items not available at the College.



## Units of Competency

The units of competency chosen for the Floristry courses at Marjorie Milner College are selected from the National Training Package ([www.training.gov.au](http://www.training.gov.au)) in consultation with industry to ensure it reflects what industry needs from graduates. You will be required to complete additional units above the minimal standard set by the training package. If you withdraw and have fulfilled the minimum requirements for the training package you will still be issued with your testamur. The full list of all the units you need to complete to fulfil your qualification are outlined on your training plan and on the College website.

### Learner Guides

Within the Floristry Courses offered at Marjorie Milner College are some large resources that you must purchase when you complete the related unit. These are at a cost of **\$40.00** (black & white) and are needed to fulfil the training requirement of the course.

The guides you are required to purchase are:

- Assemble floristry products
- Construct floristry products with a base medium
- Construct hand tied floristry products
- Construct wired floristry products
- Construct complex floristry products

Note: If you hold a credit transfer on any of these units from a previous course, you will not be required to buy the resources again.

### Tools and Equipment

To be able to work within the Floral Industry you must have your own set of professional tools and equipment. You are **not** able to purchase a kit directly from Marjorie Milner College. Floristry students are recommended to purchase their equipment from Apack Floral Sundries. An equipment list will be supplied at enrolment with a breakdown of tools and equipment and appropriate costs. It is your responsibility to check your kit. The



approximate cost for a Floristry Student Kit is approximately \$140.

You must supply your own stationary (pens, pencil, rubber, stapler, staples, sticky tape, glue stick, plastic ruler etc). It is your responsibility to look after your equipment and ensure it is clean and in good working condition. You are to bring your own equipment to each class and are not permitted to borrow equipment from the College or another student. If you do not have your equipment toolbox you cannot complete practical work.

If any school equipment is damaged due to carelessness you are responsible for replacing it at your own expense. All College-owned equipment must not, under any conditions, be taken from the premises.

## Hairdressing Department

Within the Hairdressing Department at Marjorie Milner College, we endeavour to build your practical skills and knowledge to ensure you become a confident hair stylist. Our courses are structured to maximise the one-on-one attention you receive from trainers and to provide you with the most up-to-date industry knowledge you will need for your professional career.

### Products

The products we use for our hairdressing treatments are from the Hairjamm range including Pure and Juuce. Hairjamm is an Australian owned company and supplies salons all over Australia. Marjorie Milner College will provide products to students whilst on course for practical classes and assessments. If a student remains at the College past the anticipated completion time then the student will be expected to supply their own product(s) and models for further practical classes.



### Models

You will be required to bring models to class to complete practical accreditations. MMC may be able to assist but the onus is on the student to arrange their own models.

### Tools and Equipment

To be able to work within the Hairdressing Industry you must have your own set of professional tools and equipment. You are **not** able to purchase a kit directly from Marjorie Milner College. Hairdressing students are recommended to purchase their equipment from Australasian Hair and Beauty Supplies. An equipment list will be supplied at enrolment with a breakdown of tools and equipment and appropriate costs. It is your responsibility to check your kit. The approximate cost for a Hairdressing Student Kit is \$800.

Remember - you will not need all of the equipment at the very beginning of your qualification. You can gather the tools you need over time.

You must supply your own stationary (pens, pencil, rubber, stapler, staples, sticky tape, glue stick, plastic ruler etc). It is your responsibility to look after your equipment and ensure it is clean and in good working condition. You are to bring your own equipment to each class and are not permitted to borrow equipment from the College or another student. If you do not have your equipment you cannot complete practical work.





If any school equipment is damaged due to carelessness you are responsible for replacing it at your own expense. All College-owned equipment must not, under any conditions, be taken from the premises.

### Workplace Log Book

Within the first two months of your training commencing you will be issued with a yellow workplace log book. This can be used as extra evidence to assist you to complete units of competency faster with the assistance of your salon manager/owner. You are required take photographs of your work which includes before and after as well as one during the service with you in the photo.

### Barbering Department

Within the Barbering Department at Marjorie Milner College, we endeavour to build your practical skills and knowledge to ensure you become a confident hair stylist. Our courses are structured to maximise the one-on-one attention you receive from trainers and to provide you with the most up-to-date industry knowledge you will need for your professional career.

### Products

The products we use for our Barbering treatments are from the Hairjamm range including Pure and Juuce. Hairjamm is an Australian owned company

and supplies salons all over Australia. Marjorie Milner College will provide products to students whilst on course for practical classes and assessments. If a student remains at the College past the anticipated completion time then students will be expected to supply their own product(s) and models for further practical classes.



### Models

You will be required to bring models to class to complete practical accreditations. MMC may be able to assist but the onus is on the student to arrange their own models.

### Tools and Equipment

To be able to work within the Barbering Industry you must have your own set of professional tools and equipment. You are **not** able to purchase a kit directly from Marjorie Milner College. Barbering students are recommended to purchase their equipment from Australasian Hair and Beauty Supplies. An equipment list will be supplied at enrolment with a breakdown of tools and equipment and appropriate costs. It is your responsibility to check your kit. The approximate cost for a Barbering Student Kit is \$800. Remember - you will not need all of the equipment at the very beginning of your qualification. You can gather the tools you need over time.

You must supply your own stationary (pens, pencil, rubber, stapler, staples, sticky tape, glue stick,





plastic ruler etc). It is your responsibility to look after your equipment and ensure it is clean and in good working condition. You are to bring your own equipment to each class and are not permitted to borrow equipment from the College or another student. If you do not have your equipment you cannot complete practical work.

If any school equipment is damaged due to carelessness you are responsible for replacing it at your own expense. All College-owned equipment must not, under any conditions, be taken from the premises.



### Workplace Log Book

Within the first two months of your training commencing you will be issued with a yellow workplace log book. This can be used as extra evidence to assist you to complete units of competency faster with the assistance of your salon manager/owner. You are required take photographs of your work which includes before and after as well as one during the service with you in the photo.

### Unique Student Identifier

The USI is an initiative within Australia which enables each separate training record for individual students to be linked together in a national database, regardless of which training provider delivered the training. As of January 2015, all students within Australia must have a USI. When enrolling with Marjorie Milner College, students must provide their USI. If a student has not

previously applied for a USI they can do so at the College or if students have previously applied but do not know their USI they can grant permission to MMC to find and view their USI.

## Support

Whilst you are completing your course, the College will make every effort to provide you with the necessary support you need. If there is anything you require particular help with, it is best to first speak with your trainer (if appropriate) and they can refer you to the most relevant person. The following are the major areas of support that Marjorie Milner College provide to its students.

### Educational and Support Services

The educational services provided by the College include, but are not limited to:

- Expert trainers in their respective industry
- Student services staff, available to assist you with administration issues and to give advice or direction in other support requirements
- A letter to communicate to Centrelink the nature and duration of a qualification you are undertaking (Appendix 1.17)
- Computer and printing services for use during your studies
- A student card
- Kitchen facilities and vending machines
- Networking opportunities with relevant industry events and assistance with employment opportunities

If you anticipate that you may need additional support during your training for literacy, language, numeracy, or technology, you can alert your trainers of this need(s). Trainers may identify that you require support and refer you to programs outside the College, such as the Reading Writing Hotline. For students requiring support with technology, additional tutorials can be run at the college by request.



If you require counselling, mediation or personal support services, MMC will support you to the best of their ability but will also recommend that you contact professional services such as Beyondblue, Lifeline, and Relationships Australia.

[www.lifeline.org.au](http://www.lifeline.org.au)

[www.relationshipsvictoria.com.au](http://www.relationshipsvictoria.com.au)



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<http://www.beyondblue.org.au/general/terms-of-use>.

### Apprenticeship Support Officers:

Apprenticeship support officers give guidance to all apprentices. They offer advice on personal and workplace issues.

Officers are located across regional and metropolitan Victoria and service areas are based on employer workplace location.

If you are an eligible apprentice, an officer will contact you and provide their details. If you have not yet been contacted or have lost their details:

- call 1300 311 820
- email: [apprenticeship.support@edumail.vic.gov.au](mailto:apprenticeship.support@edumail.vic.gov.au)

Please understand that you are welcome to contact an Apprenticeship Support Officer at any time throughout the duration of your study. This is a service designed to support you in achieving your goals and successfully working through your studies. They are here to support your health and wellbeing.

It is also important to be aware that the college may contact an Apprenticeship Support Officer in order to reach out to you if they observe or believe it could be necessary or beneficial to you. Upon accepting a place at Marjorie Milner College you agree and permit Marjorie Milner College to contact your designated Apprenticeship Support Officer.

### Language, Literacy and Numeracy (LLN)

As part of enrolling at Marjorie Milner College, each student must complete a Language, Literacy and Numeracy (LLN) evaluation. This involves a Service standardised evaluation of your LLN skill level and enables MMC to identify any additional assistance that you may require. The LLN is structured differently for each industry qualification and is a tool to assist trainers. The evaluation is not a test, therefore there are no pass or fail marks.

Skills Australia has identified that LLN competence is an essential factor underpinning employability skills and are required by industries for specific job tasks. As such, trainers use the principles developed under the Australian Core Skills Framework (ACSF) to deliver training and may use it to tailor training to help improve a students' LLN competence.

If you require additional LLN assistance prior to or during training, you may wish to speak with relevant staff or access the Reading Writing Hotline, 1300 655 506,

<http://www.readingwritinghotline.edu.au/>.

### Centrelink Contact

Marjorie Milner College is an approved training provider. Please ask administration or email James the Student Services Manager and they will provide you with a letter outlining a confirmation of enrolment. The letter will also specify the time-capacity of your course and whether it is considered full-time or part-time.



*Marjorie Milner College*

## Pre-enrolment Sign-off

The pre-enrolment handbook includes information about the training and assessment undertaken at MMC, the support services provided by the College and of your rights, responsibilities and obligations as a student.

By signing below, you are indicating that you have read, understood and agree to the terms and conditions set out in the handbook. If you are under the age of 18, your parent/guardian is required to co-sign below.

**You acknowledge the following by ticking the box and initialling each line.**

- ☐ Pre-training Interview Completed, Job Outcomes discussed and VSF access explained \_\_\_\_\_
- ☐ Details of your academic/work history provided to the College \_\_\_\_\_
- ☐ Qualification level identified and mutually agreed upon \_\_\_\_\_
- ☐ Most relevant Statement of Fees provided and explained \_\_\_\_\_
- ☐ MMC authorised to retain your private information on file \_\_\_\_\_
- ☐ Fire/Emergency procedure understood and Location of Assembly Point recognised \_\_\_\_\_
- ☐ Complaints, Appeals and Grievance procedure read and understood \_\_\_\_\_
- ☐ Photography use read and understood. Permission granted to use photos \_\_\_\_\_
- ☐ Possibility of receiving an NCVER survey or being contacted by HESG understood \_\_\_\_\_
- ☐ Refund procedure read and understood \_\_\_\_\_
- ☐ RPL procedure read and understood \_\_\_\_\_
- ☐ Classroom conduct requirements understood. You agree to abide by classroom rules. \_\_\_\_\_
- ☐ Read and understood the content contained in the pre-enrolment handbook \_\_\_\_\_
- ☐ Language, Literacy and Numeracy evaluation completed \_\_\_\_\_
- ☐ Training plan signed and copy received. Consent granted to use personal information on the training plan. \_\_\_\_\_

Print Student Name \_\_\_\_\_

Student Signature \_\_\_\_\_ Date \_\_\_\_\_

**If you are under the age of 18:**

Parent/Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_