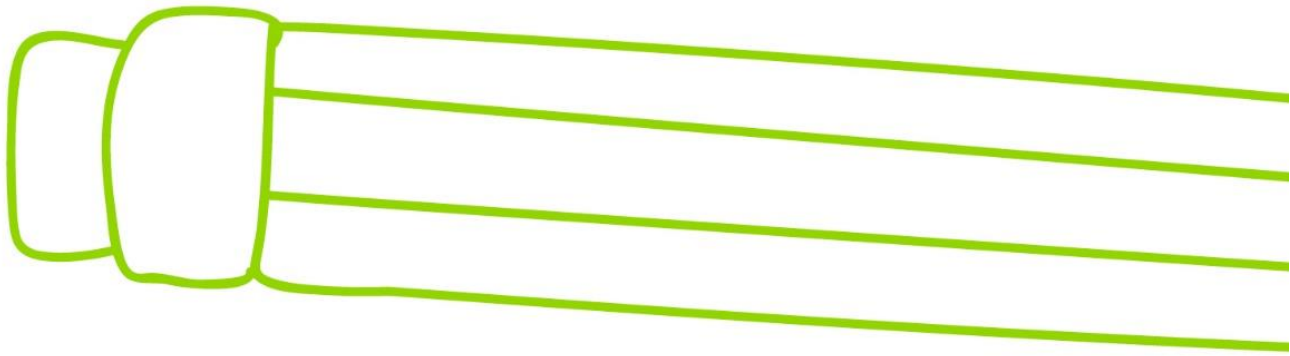




mountpleasant
college

*Creative Careers
Start Here!*



STUDENT HANDBOOK

2022

MOUNT PLEASANT COLLEGE

Mount Pleasant College (MPC) is a vibrant community of creatives sharing our passion for Music, Sound Production, Media, Photography, Graphic Design, Film, and Game Design & Animation with learners. As the only Registered Training Organisation (RTO) in WA specialising in the Creative Arts, our Vocational Education and Training (VET) courses and qualifications (Cert III, Cert IV) are industry relevant and nationally accredited.

OUR MISSION

Our mission is to:

- provide quality vocational education in mainly the creative industries, and
- create a supportive environment where learners are valued, positively impacted and equipped for the industry and life.

This is achieved by limiting class sizes and exceptional industry active trainers having a real care factor and sharing their industry experience to set learners up for success.

IMPORTANT CONTACT INFORMATION

College Location:	497 Marmion St, Booragoon WA
Postal Address:	PO Box 4095, Myaree BC, WA 6960
Telfephone:	(08) 9329 1755
Email:	contact@mpc.wa.edu.au
Head of College:	Jake Breytenbach
Head of Media:	Andrew Field
Head of Music:	Mia Matthiessen
Head of Compliance	Ida Yee
Academic Administrator:	Bernadette Sy-Siong
RTO Provider Number:	52297

College office hours are 9:00am to 4:30pm, Tuesday to Friday

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IMPORTANT DATES

2022 TERM DATES

Term 1

Wednesday, 2 February – Friday, 8 April

Term 2

Wednesday, 27 April – Friday, 1 July

Term 3

Wednesday, 20 July – Friday, 23 September

Term 4

Wednesday, 12 October – Friday, 9 December

2022 KEY EVENTS

Term 1

- Wednesday, 2 February – Term 1 Commences, Orientation Week

Term 2

- Wednesday, 27 April – Term 2 Commences

Term 3

- Wednesday, 20 July – Term 3 Commences
- Friday, 16 September – **Launchpad** (Performance and Exhibition night)

Term 4

- Tues, 11 October – Term 4 commences
- Week of 30 November – **Emerge** (Cert IV Showcase)

EMERGENCY PROCEDURES

If you discover an emergency:

1. Bring it to the attention of the Trainer, Staff Member or Facilities Manager in the building. Do not shout or cause panic.
2. Attract the attention of other people in the building in a calm manner.
3. Describe the location and type of emergency – eg, “fire in the kitchen,” or “dangerous situation in the Lecture Room 5” to the Trainer or Facilities Manager.
4. If necessary, evacuate all persons in the area through the nearest EXIT door, ensuring they walk directly to the Assembly Area.
5. Do not leave the Assembly Area until instructed to do so.
6. In the case of an ‘Emergency Lock Down,’ move away from all windows and entrances and follow the instructions of the Trainer, Staff Member, or Facilities Manager. Do not leave the ‘Emergency Lock Down’ area until instructed to do so.
7. If required, fill out an Incident/Accident/Workplace Injury Report and hand to Facilities Manager.

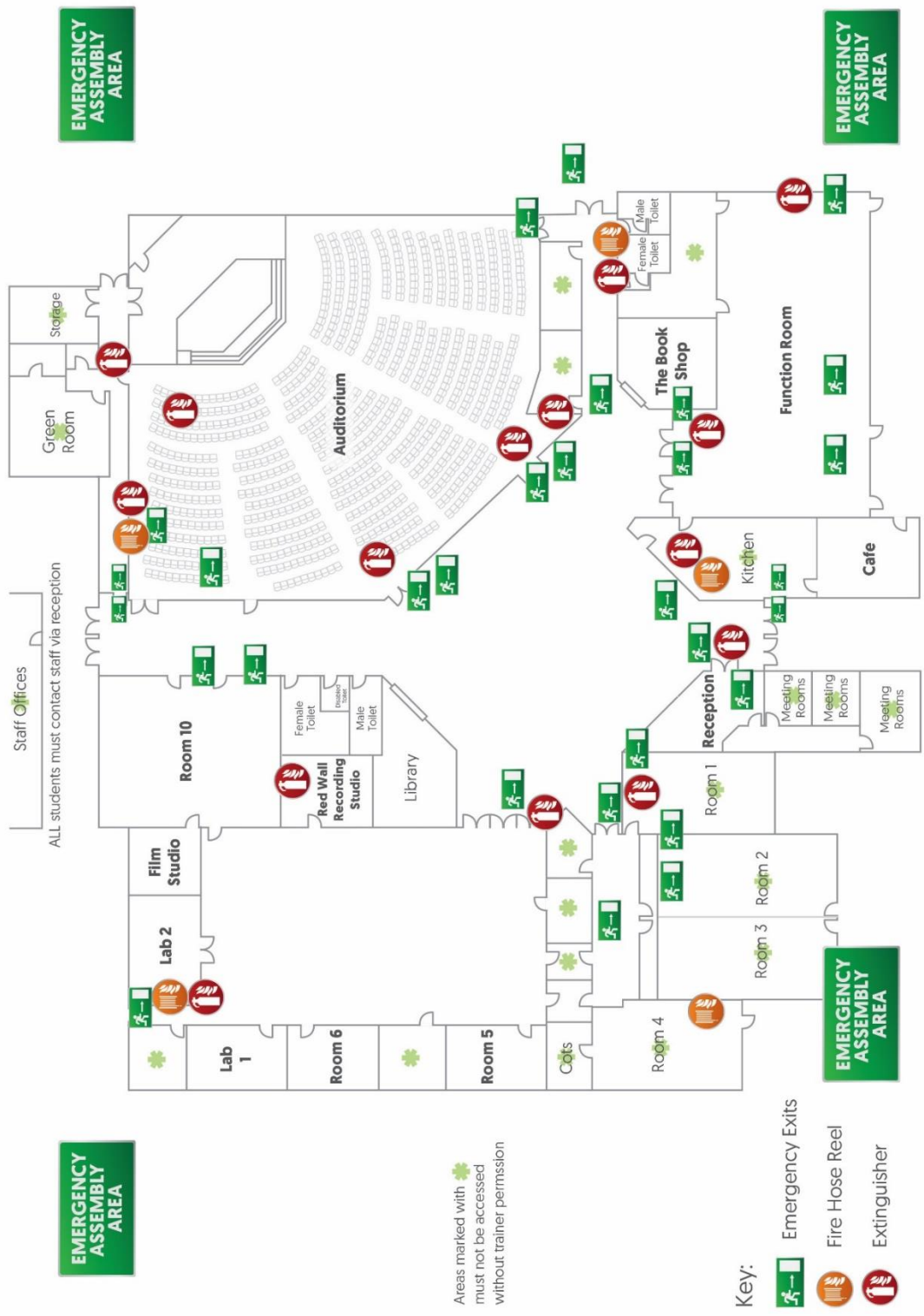
EMERGENCY NUMBERS

Fire, Police, Ambulance 000

Police (non-emergency) 131 444

Facilities Manager 9329 1777

MAP OF COLLEGE CAMPUS EXITS



A TYPICAL DAY AT COLLEGE

Students are expected to sign-in each day at College Reception between 9:00am – 9:25am. Students arriving late will need to sign-in at Reception prior to joining class.

Daily Timetable:

9:00 – 9:25	Students sign in at Reception and check the day's schedule
9:30	Classes commence - morning teaching sessions
9:30 – 10:45	Session 1
10:45 – 12:00	Session 2
12:00 – 1:00	Lunch
1:00 – 2:15	Session 3
2:15 – 3:30	Session 4
3:30 – 3:45	Pack up, Sign Out

Students will be released at 3:30pm. They will not be required to remain after this time unless prior arrangements have been made (bus, parents picking up, etc.)

MPC encourages students to make use of its rooms and equipment for rehearsal and to complete assessment work. Students are welcome to attend the College on non-teaching days. They are also encouraged to come in before and stay after classes in order to use College facilities and equipment – arrangement with your Trainer is expected.

GENERAL INFORMATION

STUDENT SUPPLIES

Students will be advised of specific materials they need to bring to class every week. However, every student is required to bring basic study materials (such as pens, pencils, notebooks, display folders), a thumb drive and/or external hard drive (formatted for Mac computers), and headphones. Please refer to the booklists provided for information on books and software subscriptions.

FORMS YOU MAY NEED

All general student forms will be available on Moodle (the learning platform used by the College), under Mount Pleasant Student Forms.

- Application to Enrol
- Application for Extension of Time
- Application for Course Withdrawal

STUDENT BEHAVIOUR EXPECTATIONS

While at MPC students are expected:

- To be punctual, and attend all course sessions, unless they have been exempted from a unit via the Recognised Prior Learning or Credit Transfer procedures;
- To provide a written notice for each absence, a copy of which will be saved into the student's file. Please email the College Reception and the relevant Trainer(s);
- To observe all industry-standard Occupational Health and Safety practices and procedures as instructed by the course Trainer;
- To take all reasonable care of any training and assessment tools or equipment provided by MPC and ensure that they are returned to the College at the end of the course in the same condition that they were supplied;
- To assist in maintaining a clean and healthy workplace;
- To observe all relevant health regulations, including refraining from smoking or consuming alcohol on College property;
- To be appropriately dressed for a normal work environment, including wearing closed-in footwear at all times;
- To demonstrate respect and consideration for all other persons present in order to maintain a safe physical and emotional environment for everyone;
- To use the Kitchenette and other allocated areas in a respectful way, cleaning up after using these facilities.

PERSONAL BELONGINGS

Bringing valuable items to College is discouraged – if they do not form part of your course or work experience role and are irreplaceable, please leave them at home. The student remains responsible for all of their personal belongings while attending MPC.

MOBILE PHONES

Taking calls or sending messages is not permitted during scheduled class or work experience hours – please turn off your mobile phone or set it on silent to avoid disrupting others. Mobile phones are only to be used in the case of an emergency. Photos taken during MPC activities are not to be used in a disrespectful manner. Videos may not be taken during student performances, as these will usually be filmed by MPC Staff for educational purposes.

DRESS CODE

We strive to provide students with a realistic introduction to a professional working environment and this includes requiring students to be dressed appropriately.

Students should wear smart casual modest attire. Please be advised that short tops which reveal bare mid-riff, spaghetti straps or strapless tops are not allowed. All students with hair longer than shoulder length must have it securely tied back for classes. Where a student has piercings or tattoos, we ask that these are discreetly presented, especially while performing in a public environment. In accordance with MPC policies, closed-in shoes must be worn when the student is in attendance at MPC or an MPC event held off-site.

LEAVING COLLEGE GROUNDS

Students are permitted to leave the College grounds during lunch breaks. However, MPC strongly encourages parents/guardians of students who are minors to set their own ground rules with regard to transportation to and from MPC, as well as during lunch breaks. If a student is repeatedly late for classes, parents will be contacted and the student may forfeit some of the privileges of being able to leave the College grounds during the lunch break. Where students travel in a private car with other students to and from the College, written permission is required from parents of students involved; especially if there is a P-Plate driver.

DISCIPLINE

Students have the right to study in an environment that is creative, dynamic and safe, and one that is free from distraction and interruption. Students are reminded that any form of racial, religious or sexual harassment, vilification, victimisation, or discrimination (racial, sexual, disability or otherwise) is specifically prohibited in the College's Policies and will not be tolerated. This extends to the use of language as well – all inappropriate language, including swearing, derogatory terms, sexual or racial innuendo is unacceptable in our learning environment.

MPC retains the right to warn, suspend or expel students who interrupt the learning environment or who harass other students or staff. MPC also reserves the right to make decisions about behaviour and practices not anticipated in the rules and regulations.

MPC has a strict NO drugs, NO alcohol, and NO smoking in the building policy.

IT POLICY

The College computer network is provided for staff and students to conduct research and communicate with others. Independent access to network services is provided to staff and students who agree to act in a considerate and responsible manner. Prior parental or guardian permission is required before students are granted access to the College network.

Network storage files and communications are reviewed periodically by the MPC Administrator to maintain system integrity and ensure the system is being used responsibly. Persons found to be using the network inappropriately (i.e., unethically, immorally, or illegally) may have their access privileges withdrawn. Users should not expect that files stored on the College computer servers will always be private.

USE OF COLLEGE EQUIPMENT

MPC equipment is provided to enhance your learning experience. It is available for student use during College hours and may not be taken out of the facility unless prior permission is obtained from College Trainers and Administration.

To ensure that all students and staff have equal access to equipment that is in good working order, students will need to sign out any equipment that they borrow from the College. It is the student's responsibility to return equipment to the proper storage areas.

Any breakage or damage to equipment should be reported to College staff in a timely manner. Any damage to equipment caused by misuse or negligence will become the responsibility of the person who signed it out. Where damage goes beyond normal wear and tear, the student's parents will be contacted regarding the incident and to discuss repairs and/or replacement.

Any student found to be in unauthorised possession of College Equipment outside of College hours may face disciplinary action from the College. In addition, any student with overdue fees will be ineligible to book the use of College rooms or equipment.

COLLEGE POLICIES

All MPC policies are available for student access on Moodle and the College website. This includes a College Code of Practice outlining the obligations of MPC Staff and Trainers.

PRIVACY POLICIES

MPC is committed to maintaining the privacy and confidentiality of its RTO personnel and participant records. MPC complies with the Privacy Act 1988 including the 13 Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Copies of MPC Privacy Policy documents are available on Moodle and its website.

Mount Pleasant College is committed to providing every student and staff member with a dynamic and safe learning environment.

COLLEGE INFORMATION

QUALIFICATIONS OFFERED AT MPC

- CUA20220 Certificate II in Creative Industries (Film and Design) – Auspice schools only
- CUA20220 Certificate II in Creative Industries (Interactive) – Auspice schools only
- CUA31020 Certificate III in Screen and Media
- CUA31020 Certificate III in Screen and Media (Interactive)
- CUA40720 Certificate IV in Design
- CUA20620 Certificate II in Music – Auspice schools only
- CUA30920 Certificate III in Music
- CUA30920 Certificate III in Music (Sound Production)
- CUA40920 Certificate IV in Music (Composition)
- CUA40920 Certificate IV in Music (Performance)
- CUA40920 Certificate IV in Music (Sound Production)

RECOGNITION OF PRIOR LEARNING (RPL)

MPC recognises the current abilities of applicants and, therefore, students will not be required to take instruction in a unit of competency for which they are able to demonstrate current competence. The required knowledge and skills may have been achieved through:

- experience(s) on the job;
- service training and professional development;
- any other informal method of learning.

When applying for RPL, the onus is on the student to provide the College with evidence to support any claim of current knowledge and skills, and the necessary understanding and practical skills required by the particular unit(s) of competency.

All competencies will be assessed through an RPL process.

If you decide to seek RPL, your application will be assessed according to the same criteria as students taking classes, which may include written work and practical work.

If you are found competent in this assessment you will not be differentiated in any way from those students who took the same units of competency through a formal learning process and the qualifications you gain will be exactly the same.

There is no limit to the number of units of competency that may be accessed through RPL. In fact, it is possible to complete all components of a qualification through the RPL process. The RPL process will be monitored carefully and thoroughly at all times, especially when the application covers the majority of units of competency in a qualification.

The number of units of competency for which RPL is granted will depend on:

- what you have actually done to attain the learning;
- whether the evidence you provide aligns with the competencies required;
- whether the competencies you seek are included in MPC's scope of delivery.

The MPC staff member assessing the RPL application must provide each student with:

- the Unit Outline for each unit of competency in the qualification which details the aims and required outcomes for competency in that unit;
- the Unit Outline must be in language that is easy for the student to understand in order to assist the student's preparation the RPL application;
- guidance that will assist the student's development of a portfolio of evidence to accompany the application for RPL.

QUALIFICATIONS FROM OTHER REGISTERED TRAINING PROVIDERS

MPC recognises AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations.

To apply for Credit Transfer that flows from recognition of a Qualification or Statement of Attainment you will need to provide the College with:

- the original AQF Qualification or Statement of Attainment certificate or,
- a certified copy of the above, or a copy provided by the originating RTO or,
- a copy of the student's USI Transcript.

MPC is required to verify any Qualification or Statement of Attainment with the originating RTO. This verification may be achieved by a telephone call, email, personal referee, or written letter. Upon verification of the qualification, a record of this confirmation will be placed in the student's personal training file. In the event that MPC is unable to verify the Qualification or Statement of Attainment, a note to this effect will be placed in the student's file and no Credit Transfer will be recorded.

Applications for RPL that include units completed elsewhere but which are not included on the MPC scope of delivery will be assessed to determine whether they meet the criteria of the units of competency on MPC's scope of delivery – this will involve a determination of equivalence.

STATEMENTS OF ATTAINMENT AND CERTIFICATES

Formal qualification documents such as Certificates, Record of Results, or Statements of Attainment will be issued to students who complete all of the course requirements, including satisfactory completion of all assessment items and who have paid in full all their relevant tuition fees.

ENROLMENT AND FEE INFORMATION

ENROLMENTS

Applicants must ensure that they have met any specified pre-requisites for the programme in which they wish to enrol, whether it is applying to commence study for a qualification, or its equivalents, or for admission by Recognition of Prior Learning (RPL).

On enrolment at MPC the applicant agrees to the following:

- to abide by all of the rules and policies of MPC;
- to declare that the information provided in their application is true and correct;
- that any Qualifications and Statements of Attainment presented in support of the Application to Enrol will be verified by MPC.

Admission into a course will be confirmed once payment of the Enrolment Fee is received.

UNIQUE STUDENT IDENTIFIER

From 1 January 2015, all MPC students are required to have a Unique Student Identifier. MPC is not permitted to issue your qualification documents until we have received your USI and verified its validity with the relevant authority. Please submit your USI to the College Reception no later than the end of February 2022. If you require assistance in obtaining a USI, please see a member of the Administration team.

FEES

A non-refundable deposit of \$100.00 is due upon enrolment at MPC.

Payment of 15% of the total tuition fees is due by Friday, 11 February 2022. The remaining 85% of tuition fees will be invoiced equally over each of the school terms during which the course is taught. This means MPC does not require pre-payment of fees in excess of \$1,500.

Student invoices are due for payment on or before the Admin Date of each term (**Friday of Week 2**), except where a payment plan has been approved. Students who require a payment plan should contact College Administration.

Payment may be made by cash, cheque, credit card or electronic transfer. Our bank details are: BSB 066 163; ACC 10367831. Please include your invoice number and name in all electronic transfers to allow for the prompt processing of your payment.

Receipts are issued for all payments received – a copy will be sent by email.

Students who do not pay tuition fees by the agreed dates may incur a \$50.00 late fee.

Please note that while a student has unpaid fees, he/she will remain ineligible:

- **to participate in training sessions in the following term,**
- **to book College rooms or equipment for use;**
- **to participate in College performances and exhibitions; and**
- **to graduate and receive qualification documents.**

COURSE WITHDRAWAL

In the event that a student chooses to withdraw from study, he/she will be required to complete an Application for Course Withdrawal Form. The completed form must be submitted to the College Reception. Importantly, course withdrawal is effective from the date the Course Withdrawal Form is received by the College, not from the last session attended. The form is available on Moodle.

REFUNDS

Course fees are invoiced to the student each term and are due for payment on or before the current term's Admin Date (Friday of Week 2). Parents will be advised regarding the financial arrangements, including rules and regulations, to ensure ongoing enrolment.

Where a student withdraws from a course, any refunds given will follow the process below:

- If the student's withdrawal form is received by College Administration before the commencement of teaching sessions for the term, the student will receive a full refund for any tuition fees that have been paid. The Application Fee is non-refundable.
- If the student's withdrawal form is received by College Administration after the commencement of teaching, but on or before the Admin Date of the current teaching term, the student will receive a full refund for the current term's tuition fees, but will be invoiced a \$100 withdrawal fee.
- No refunds of tuition fees for the Term are available to students who advise withdrawal from a course after the Admin Date.
- MPC reserves the right to waive fees associated with withdrawals on compassionate grounds.
- An application to waive fees for compassionate withdrawal must be presented in writing to the Head of College and provide details of the extenuating circumstances. The Head of College's decision to grant or deny a compassionate withdrawal will be communicated in writing to the student – a copy of the communication will be stored in the student's file.
- Applications for compassionate withdrawal will only be considered in exceptional circumstances which:
 - i) were not known by the student at the Admin Date;
 - ii) are beyond the student's control; and,
 - iii) will seriously compromise the student's ability to demonstrate competency in all assessment tasks within the teaching period.

INTRODUCTION TO TRAINING

Students will receive separate, course-specific information that will provide further details pertaining to their particular course.

METHODS OF SUCCESSFULLY COMPLETING UNITS

You may demonstrate competence in units in the following ways:

- successfully completing the training and assessment programme;
- on-the-job performance, subject to performance reviews;
- Recognition of Prior Learning – i.e. through assessment of work, or work-related tasks that you have done or are currently doing;
- transferred academic credit – “Statements of Attainment” or other qualifications may count toward completion of your current course;
- or, a combination of the above.

STUDENT EXPECTATIONS

Learning at the College is based on Adult Learning Principles. This implies that students are encouraged to take responsibility for their own learning by being engaged and willing to work on their own. As a student, it is your responsibility to:

- submit assessments on time;
- make sure you have everything you need to complete your course;
- report to your Trainer as often as required;
- ask questions if you are not sure of something or need assistance (remember, the only silly question is the one you do not ask);
- complete and submit an **Application for Extension Form** if it is required. Please note that MPC reserves the right to apply penalties to student work submitted late.

For more information regarding Assessment policies, please refer to pages 21-23.

TRAINER ASSISTANCE

All students require assistance at some point, therefore the trainer's role will vary according to the stage of your learning. We encourage you to take every opportunity to seek guidance from and to ask questions of your trainer since he/she is there to help you learn.

Trainers provide help in a variety of ways, including:

- encouraging you;
- tracking your progress;
- providing guidance with extra reading or practical experience, if it is required;

- acting as a sounding board so you can develop your own ideas;
- asking leading questions intended to encourage interest in the subject;
- identifying areas of learning which need attention;
- providing a critique of your work;
- recommending particular courses of action;
- liaising with College Administration staff on your behalf;
- ensuring you are free to work and learn productively in a safe and supportive environment.

LEARNING SUPPORT SERVICES

Students who have been diagnosed with a disability, special needs or learning difficulties will be eligible to have a Learning Support Plan (LSP) in place. This plan will be compiled in partnership with the learner, parents, and school (if applicable). Specific learning support strategies will be developed and included in the LSP based on the learner's needs. This may include:

- reviewing drafts of your work and providing written or verbal feedback,
- adjustment of training methods and training resources,
- adapting tasks in order to allow more time to complete a task or to practice skills,
- considering providing reasonable adjustment to assessments.

In order to complete studies successfully, some students may require more educational support in the areas of Language, Literacy, and Numeracy (LLN) than MPC has the resources to provide. There are, however, a number of external providers who are specialists in these learning areas and assistance may be available from the following sources.

1. Reading Writing Hotline

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

This organisation offers many learning resources, and can point you in the direction of other Educational Support Services in your area.

2. Read Write Now

<http://www.read-write-now.org/>

1800 018 802

The organisation offers one-to-one volunteer literacy tutoring.

3. Challenger TAFE Beaconsfield Campus

<http://www.challenger.wa.edu.au/pages/default.aspx>

This organisation offers courses in the areas of:

- Certificate General Education for Adults (CGEA)
- English as a Second Language (ESL)
- Youth at Risk Programs
- Disability Services
- Gaining Access to Tertiary Education (GATE) Course

STUDENT ASSESSMENT

ASSESSMENT

- As a student at MPC, you have the right to be informed of all the details about and the rationale behind assessments before attempting set work.
- Details of all assessment tasks and their due dates are provided in a Unit Outline, a copy of which will be given to each student at the first training session of each unit.
- The following guidelines should be observed when presenting assessments:
 1. *Paper size and Layout*
 - a. A4 paper with a 2.5 cm margin on the left and 2.0 cm margin to the right.
 - b. Assignments should be typed for submission, using 1.5 line spacing and 12pt Calibri or Times New Roman font.
 2. *Bibliography* – The last page of your assessment is to be devoted to a bibliography – ie, a list of resources consulted for the assignment. Each source is to be identified in the manner defined in the Reference Style Sheet available via the student server.
 3. *Quotations*
 - a. Relevant quotations within the text of the assignment must be used in such a way as to show that you understand the author’s intent (regardless of whether or not you agree with it) since this provides evidence of research mentioned above.
 - b. Care must be taken to avoid misquoting the author, or to use a quote in such a way as to distort his/her intent (a serious offence academically).
 - c. Quotations up to two lines in length can be included in the body of the text, and should be indicated by the use of double quotation marks (not italics).
 - i. Longer quotations must be presented as a separate paragraph which is indented an additional one centimetre from each margin. In this case, no quotation marks are used.
 - ii. If you wish to include extensive material from other sources place this material in appendices at the end of the assignment.
 4. *Size of assignment* – when the assessment item provides details of expectations about the size of the assessment (ie, 1-2 pages, or 750 words), please adhere to this limit or penalties may be applied for writing significantly more or less than the required amount.
- Once the assessment has been completed you will need to submit it for assessment. It will need to be submitted in the way explained in the Unit Outline.

- Your Trainer will assess your work and provide a report advising whether it is considered 'Satisfactory' or 'Not Yet Satisfactory.'
- If the work is deemed 'Not Yet Satisfactory,' you will have another opportunity (3 attempts in total) to amend the work in line with the assessor's comments and resubmit it for assessment.
- Students must submit assessments by the assessment due date. The penalty for a late assessment submission will be the forfeit of the student's first attempt at completing the assessment.
- If an extension of time is required, students must complete an 'Application for Extension Form' available on Moodle. This application form must be received before any extension is granted.
- In order to receive your qualification, all assessments for **Cert III** students must be submitted and marked as 'Satisfactory' by **7 October 2022**, and for **Cert IV** students by **23 December 2022**.
- In case of extenuating circumstances, application for extension can be made and submitted to the Head of Department who will, based on the merit of the case, put it forward for approval to the Head of College. If approved, extension for submission and final marking may be provided to no later than **21 October 2022 for Cert III** and **27 January 2023 for Cert IV**. Should this cut-off date be missed, students will need to re-enrol and pay for the unfinished units.

PREPARING FOR ASSESSMENT INTERVIEWS

Some assessments may include an interview with, or an assessment conducted verbally by, your Trainer. If this is the case, you will be asked questions designed to assess and to reinforce your knowledge of subject matter relevant to your course.

Some units of competency will require you to participate in regular meetings with your supervisor. These meetings will function more effectively if you and your supervisor:

- agree on a mutually-suitable time and location;
- ensure that you are prepared to answer questions about the interview topic(s);
- complete any reports and/or forms that are to be discussed during the meeting;
- prepare a list of questions or ideas that you wish to discuss;
- ensure that the discussion adheres to the time allotted to the meeting.

PLAGIARISM

Plagiarism is a serious matter – it is the equivalent of stealing. Plagiarism is the use of the words or thoughts of someone else as if they were your own. Students must acknowledge the work of other authors through the use of citations.

- It is plagiarism if you rearrange another author's sentence – eg, by placing the last part of a sentence first and vice versa. Even if you employ different words but use substantially the same thoughts or ideas of another author without acknowledging the source, it is plagiarism.
- When writing an essay, use your own words. When you paraphrase another author, use your own words and cite that author because you are using his or her thoughts.
- When quoting another author, always use double quotation marks and provide a citation.
- If you cite an author and use that person's words but do not use quotation marks, strictly speaking this is plagiarism. Or, if you use quotation marks when quoting another author but fail to cite the author, this is also plagiarism.
- Plagiarism may be committed easily and even inadvertently. Therefore, very careful attention should be given to what and how you write.
- Students found guilty of plagiarism will receive a 'Not Yet Satisfactory' result for that particular assessment item.
- Repeated plagiarism may result in expulsion from the course.

Comprehensive instruction about the expected Academic Standards and Conventions to be followed at MPC will be provided during Orientation Day. These expectations will also be conveyed during individual training sessions as required. Style guide documents are available on the student server.

PROVIDING FEEDBACK

At the conclusion of each MPC course, all students will be asked to complete a questionnaire about the content and delivery of the training. There is also the opportunity to write any personal comments. Our College staff value your frankness, honesty, constructive comments and suggestions.

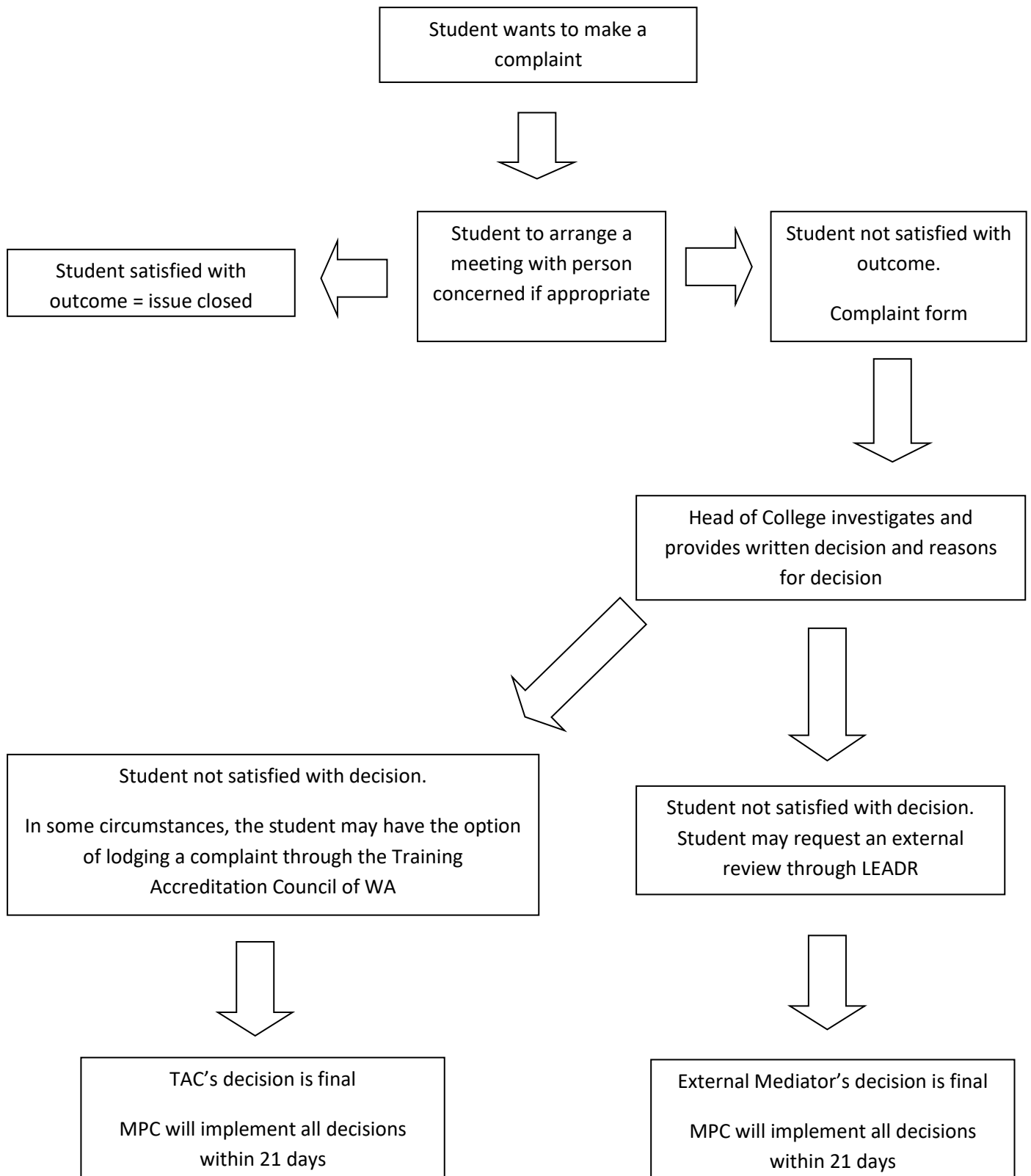
MPC leadership read and consider all information provided on the student feedback forms, incorporating the information provided into planning about how to improve all aspects of training processes and procedures.

If there is anything in this handbook which you do not understand - ACT NOW.

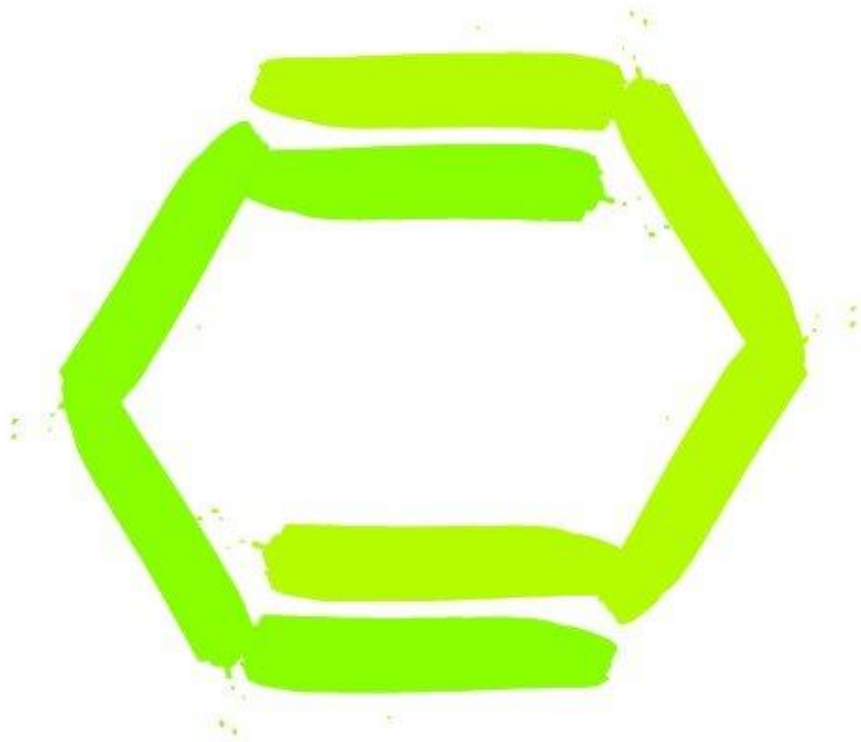
Ask for clarification – it is better to ask for help than to become increasingly frustrated.

Remember, there is no such thing as a silly question – we learn best by asking questions.

GRIEVANCE / COMPLAINT SUBMISSION FLOW CHART



ENJOY CREATING AND LEARNING



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