



Participant moxi Handbook

SKILL + LEARNING

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CONTACT DETAILS

Website:	www.moxi.com.au
Postal Address	PO Box 696, Belmont, Western Australia 6984
Corporate Address	Unit 1/13 Brennan Way, Belmont WA 6104
Free Call	1300 668 992
Phone:	08 94793841
Fax	08 9479 4677
Email	enquiry@moxi.com.au
RTO Provider Code	51160

WELCOME

On behalf of all the MOXI team and trainers we send you a warm welcome and thank you for choosing MOXI as your preferred provider for your professional development.

Your enrolment is an important step in further developing your career and/or formally recognising your skills and knowledge in the EEHA industry.

We will strive to provide you with a first-class learning experience that is based on up-to-date industry practices and skills.

This student handbook will provide you with information about MOXI, as well as the services we provide. If at any time you require further information, please contact us.

Once again, on behalf of the MOXI Team we welcome you and look forward to working with you.

Sam Zacha



Managing Director

The purpose of this Handbook is to provide clear information to each client about our training and assessment services in accordance with the requirements of the National VET Regulator Standards and MOXI's commitment to Best Practice in the EEHA industry. Detailed procedures or policies are available on request.

ABOUT MOXI

MOXI has been providing world class, competency-based Electrical Equipment in Hazardous Areas (EEHA) training since its inception in 2004 and continues to be the Asia-Pacific leader in EEHA training.

Competency is the measurement of applied knowledge via practical evidence as demonstrated by the individual to agreed industry criteria. Competency measurement requires that a competency assurance model should be employed within the respective organisation.

Our Mission

To provide progressive quality training and assessment services for the EEHA industry driven by strong industry interaction and evaluation of client's needs. We actively live our mission through applying rigorous Best Practice principles in all aspects of our operation.

MOXI EEHA Training Services

MOXI is a Registered Training Organisation (Provider No 51160) with the Australian Quality Skills Authority (ASQA).

Details on our scope and registration can be found at www.training.gov.au

MOXI's professional trainers and assessors are highly skilled, qualified and experienced in industry. We deliver current industry relevant skills and knowledge in our well-researched and structured courses. MOXI provides effective quality EEHA training in Australia and the ASIA Pacific region.

Our courses are available either by our scheduled public courses, or by privately run client-sponsored courses.

For current details on our available training options check our website www.moxi.com.au



ENROLMENT - HOW TO ENROL ONTO A MOXI COURSE

1. Select the course you wish to enrol in.
2. Ensure the selected course covers the correct Units of competency for your needs.
3. Ensure you meet the Selection Requirements for your chosen course. General selection requirements are; Trade qualification or Electrical license with 2 years' experience, though other pre-requisites may apply. Contact MOXI for further information

If you require further clarification, please contact our office on 08 9479 3841.

Visit www.moxi.com.au and book online or download an enrolment form

Post completed forms to PO Box 696, Belmont, Western Australia 6984

Fax completed forms to 08 9479 4677

Email your forms to enquiry@moxi.com.au

A **Confirmation letter** will be sent 2-3 weeks before course commencement along with;

- Confirmation of the Units of competency enrolled,
- Pre Reading to be done before course commencement,
- A questionnaire to be answered and brought in on first day of training,
- Documentation to bring on Day 1(e.g. original Trade qualification or Electrical license)

Dietary Requirements

If attendees have any special dietary requirements or special needs, they are requested to advise MOXI's Administrative Team, 2 weeks prior to the commencement of the course for arrangements to be made accordingly.

Attendees with special dietary requirements may bring their own lunch and refreshments to the course with them.

TO ENSURE THE SMOOTH RUNNING OF THE COURSE PLEASE ENSURE:

Punctuality

Please be punctual, organised, attentive and refreshed. Learners are required to stay to the end of each course day to ensure no content or assessments are missed.

Your attendance and participation all contribute towards your final assessments.

Accommodation and Traffic

It is recommended that participants be accommodated at or near the venue as traffic and travel time is likely to impact on the effectiveness of the participants to perform.

Call outs and appointments

Please do not attend a course in the knowledge that you are required to be on duty or on standby for call out to your workplace or to attend to other appointments during the duration of the course.

Mobile Phones

Use of mobile telephones including text messages, pagers or computers is prohibited during training sessions. Sufficient time will be provided with breaks to respond to messages left on mobiles and pagers. Messages may be passed to attendees via Administration under urgent circumstances.

COURSE CONTENT & VOCATIONAL OUTCOMES

The course content and vocational outcomes of the course will be as per the course flyer, confirmation letter or the training proposal to your employer from MOXI. Course contents and vocational outcomes will be discussed as part of the orientation session on the first day of your training.

Workload

A typical day on a MOXI course requires attendance in class for a nominal 8 to 10 hours per day with 1-2 hours of reading and homework to be completed each night.

MOXI courses are aimed at people already working in the EEHA industry, therefore the course is fast paced and rich in content.

Role of Trainer/ Assessor

MOXI Trainers/Assessors are there to support and help: We all learn differently! Some of us are more practical, others grasp theoretical concepts quicker, some can express themselves orally better than on paper. Should participants struggle at any stage, ask for assistance and feedback and/or extra support. Don't leave it to the last day of training.

Assessments

Assessments are continually marked and outcomes are recorded on a matrix to monitor progression. If you feel you need some extra feedback, you are welcome to ask.

The Trainer/Assessor continually provides feedback. This is important as it gives participants the opportunity to improve knowledge and skills to build their competence. The Trainer/ Assessor will offer strategies such as additional reading/studies, one on one coaching or a review. The Assessor may allow a Re-Assessment on selected questions.

What if the gap is too large to achieve competency?

Sometimes, candidates are unable to demonstrate competence within the duration of the course. In this case, the Trainer/Assessor agrees with the candidate what learning or practical work experience must happen and what type of evidence must be supplied in a given time frame. Candidates may be asked to attend one or more days of a certain module and must attend a Re-Assessment.

MOXI will allow up to two (2) attempts of Re-Assessments for clusters of Unit of Competency. Relevant evidence must be supplied on time and the assessor will inform the candidate of the assessment outcome.

If a candidate is still deemed not yet competent the participant may consider re-enrolling.

Issuing of Qualification/ Statement of Attainment

If you successfully complete all the units of competency you have enrolled in, a Statement of Attainment will be issued within **21 days** (after completing and handing in all outstanding assessments).

COMPLAINTS, GRIEVANCES AND APPEALS

MOXI prides itself for delivering quality training and assessment services. However, we recognise that at times a dispute may arise or a participant is dissatisfied with aspects of our service. Students are encouraged to resolve concerns or difficulties directly with the person(s) concerned. All MOXI team members are approachable and willing to assist in this regard. The RTO coordinator is experienced in counselling students and is available to help students resolve their issues at this level. MOXI keeps a record of any actions taken to find a resolution at an informal level. This is kept securely and confidentially. Where students are dissatisfied with this outcome they are entitled to proceed with the formal complaints and appeals process.

Complaints

1. Contact the MOXI office and get a formal complaint form or download from www.moxi.com.au
2. Lodge your formal complaint within 5 working days of the event
3. You will be issued a receipt within 2 working days
4. Your case is presented to the Managing Director whose aim is to negotiate an acceptable outcome for all parties
5. If no outcome can be reached the complainant is referred to a choice of 2 external bodies

Appeal against Assessment:

If an Assessment decision has been reached and the candidate strongly feels he/she has been assessed unfairly a student can lodge an appeal within 5 days to challenge the assessment decision.

1. Contact the MOXI office and get a formal Assessment Appeal form or download this form from www.moxi.com.au
 2. Lodge a formal Assessment Appeal by following the information on the Assessment Appeal form
 3. The Assessment Outcome is reviewed by MOXI's Head of Training and Assessment.
 4. If the candidate is still dissatisfied with the assessment outcome the candidate can lodge an external appeal with the Australian Skills Quality Authority.
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FEES, CHARGES AND CANCELLATIONS

Fees: On course commencement, MOXI will process the full fee for the selected skill set/ course as per our current price list .

Refunds:

What if MOXI cancels the course

MOXI reserves the right to cancel a course should the number of bookings be less than a minimum number of delegates required per course. In the event of MOXI cancelling a course no cancellation fees will be charged.

What if a client cancelled the course before start?

Clients must advise MOXI in writing of their intention to cancel their enrolment and clients must have the cancellation or transfer confirmed by the office manager. Applications for cancellation must be addressed to the Office manager and emailed to enquiry@moxi.com.au

Once training has commenced, no refund options are available.

Cancellation notice

More than 10 working days attracts no cancellation fee

Less than 10 days attracts 50% cancellation fee

In case of a situation beyond the student's control

- Enrolment can be allocated to another person or
- Enrolment can be transferred to another course, without attracting the cancellation fee.

This will be assessed on a case by case scenario.

What if a client has to drop out after course start?

Students are liable for the full course fee except for circumstances beyond reasonable control where a pro rata refund will be granted based on evidence provided and to be confirmed in writing by MOXI.

Clients with Purchase Orders

If a company is paying for the contracted course we require a purchase order and an enrolment form to secure a position in the course.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is a process used to assess the competencies that an individual may have developed through previous training, work or life experience. In order to grant RPL, the assessor must determine the extent to which the individual meets the requirements specified in one or more units of competency from a national recognised training package.

MOXI offers RPL to individual learners for qualifications and units of competency within its scope of registration. MOXI will provide those learners who are interested with information to help them judge whether RPL is right for them.

RPL is a formal assessment process which excludes the training section of a course. It is not a way of shortcutting the assessment process.

RECOGNITION OF CURRENT COMPETENCY

The assessment of a person's current capacity to perform; it applies if an individual has previously successfully completed the requirements for a unit of competency and is now required to be reassessed to ensure that the competence is being maintained.

CREDIT TRANSFER

Credit transfer is the process of recognising previously successfully completed unit/s of competency by a learner through an authenticated VET transcript e.g Statement of Attainment issued by another RTO. MOXI must recognise units previously achieved under the AQF and must give a direct transfer of those units (like for like). The credit must fit the training program the learner is about to commence and meet the Training packaging rules VET transcripts must be authenticated. There is no fee involved.

FEES

RPL/ RCC: Application fee\$ 500
Advertised course fee minus application fee

RE-ISSUING CERTIFICATES

As an RTO, MOXI is required to keep your student record for 30 years. If at any time during this period you require a replacement of your Qualification or Statement of Attainment, you will need to contact us and provide the following information:

Full Name; Date of Birth; Copy of Electrical License; Copy of Driver's License; Month and/ or Year you completed your training. If you require a replacement, **a fee of \$ 50.00 will apply.** Please note that the Qualification or Statement of Attainment will show the original issue date and the re-issue date including a Statement that it is a re-issue.

We recommend that you keep your Qualifications safe and do not give employers your original copy.

PRIVACY STATEMENT

The information requested on your enrolment form will be used for the process of enrolment and for statistical reporting to government agencies only.

All information will be kept confidential and access to this information is only available to you and administration staff at MOXI. If a third party requires student information we will obtain your written consent prior to releasing any information except if your employer is paying for the course.

MOXI takes all reasonable steps to protect the personal information it holds from misuse and loss, and from unauthorized access, modification or disclosure.

MOXI is subject to regular audits by Government agencies. For the audit purpose your training file may be given to auditors from agencies such as the Australian Skills Quality Authority (ASQA)

Access to your own training and assessment outcomes:

You have the right to request to review your training file.

If you wish to review your file, contact our office or email us and arrange a suitable time. Student files can only be viewed at our Perth MOXI office.

LANGUAGE, LITERACY AND NUMERACY

To meet English language, literacy and numeracy (LLN) requirements you must be able to read, write and interpret documents. You are required to complete assessment tasks such as reading complex standards, written assessments and answering questions relating to practical tasks in English. If you require LLN assistance you may contact The Reading Writing Hotline on 1300 655 506. If required, management can arrange for the provision of language, literacy and numeracy services for individuals. This service is considered to be an addition to the advertised training and will attract a nominal fee. Contact our office for more details.

Support, welfare and guidance services

The following table contains telephone numbers of organisations that provide support, welfare and guidance services for your reference:

ORGANISATION	CONTACT TELEPHONE
Equal Opportunity Commission	1800 198 149
Swan Taxi Perth	131330
The Walk in GP Burswood	0894729306
Northbridge Medical Centre	08 9228 8339
Translating & Interpreting Service (TIS)	13 1450 or 1300 655 082
Alcoholics Anonymous	08 93253566
Energy Skills Australia	02 62574222
Engineers Australia	1300 653 113



LEGISLATION

We are bound by a number of State and Commonwealth Acts and Regulations covering a range of areas. These include:

- WA Occupational Safety and Health Act 1984 and Regulations 1996
- WA Environmental Protection Act 1986 and Regulations 1987
- WA Equal Opportunity Act 1984
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1988
- Standards for NVR RTO's 2011
- Disability Discrimination Act 1992

Under the safety legislation, students must:

- Inform management of any hazards or risks to their personal safety
- Ensure the safety and health of other students
- Use personal protective gear provided in the nominated areas during the training
- Be aware of the locations of fire extinguishers and first aid facilities

Under the environmental legislation, students must:

- Not pollute the environment through illegal dumping of substances
- Safely store all chemicals
- Report all emergency spills

Under the Human Rights legislation, students must:

- Not engage in discriminatory behaviour
- Not engage in racial or sexual harassment

Trainer's Disciplinary Rights

The trainer(s) reserve the right to refuse any student from continuing the course.

Any person coming to the course under the influence of alcohol or drugs will be asked to leave the program immediately.

For public courses anyone displaying disruptive behaviour, a reluctance to participate or attempts to enjoin other participants into disruptive or obstructive behaviour will be counselled in private. If following such counselling, the behaviour continues, the offender will be warned and formal point of contact advised accordingly.

If after this disruptive behaviour continues, then the offender shall be asked to leave the course. This action may be taken if a particular individual is abusive, under the influence of banned substances or threatens other students.

ACCESS AND EQUITY

MOXI is committed in providing a fair and equitable workplace and learning environment and shall endeavour to ensure that equal access and opportunity is provided for all clients and team members through implementation of the following strategies:

1. Ensuring that learning and assessment processes and the workplace, are free from cultural, ethical, religious, gender or age bias so that every individual receives a consistent training /or work experience in an all-inclusive rather than exclusive environment to reach their full potential.
2. Providing within reasonable expectations, access for persons with disabilities such as flexible learning and assessment methods in order to maximise the experience of participants with learning or physical disabilities
3. Providing literacy or numeracy support to students in need to ensure a fair delivery and assessment process.
4. Providing communications to clients, participants, team members and contractors, which is equitable and free of harassment or discrimination in any way.
5. Providing access and support to all clients and team members to solve complaints, grievances or appeals and recognising the process as an opportunity of improvement. Any team member or contractor found to be discriminating against, harassing or victimising any person will be subject to serious disciplinary action by the Managing director.