MMCollege

HAIRDRESSING | BARBERING | FLORISTRY

Floristry, Hairdressing and Barbering

Student Information

Pre-Enrolment Handbook







Head Office

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info@mmcollege.edu.au

www.mmcollege.edu.au

Welcome

Welcome and thank-you for choosing MM College. 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.

MM 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.

MM 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 MM College.

MM 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 MM College, it is imperative that you read and understand what is expected of you and what you can expect from MM College. This handbook is designed to inform you of the training and assessment undertaken at MM College, 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 the principal on (03) 9880 7257 or enquire at info@mmcollege.edu.au

Every effort has been made to ensure the information in this handbook is correct as of the version date in the footer. MM 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 MM College' s policies and procedures, please contact the staff at the college and we will provide any details you need in this regard.

James R. Milner
Principal & CEO

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

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Study @ MM College

Induction and Enrolment

Before commencing a course at MM 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 and suitable 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 MM College. 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, MM College 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. This information is also securely stored in our Student Management System, aXcelerate. This online platform has the most up to date and compliant online security and meets the regulations set out by the Department of Education. MM College utilises Google Drive to store information for administrative purposes. This is secured by Googles in built security which is designed to detect and block threats to their servers around the world. Google also implement encrypted data chunk processes to ensure more securing data upload to their servers.

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.

All relevant staff who are likely to interact with student information are required to sign an 'authorised delegate form'. All information is kept confidential and private to the best of our ability and any breach of information, relevant government departments will be notified as soon as the college is made aware of such a breach.

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

Am I eligible?

In 2026, you need to meet these requirements to be eligible for Skills First subsidised training:

Citizenship

You must be:

- an Australian citizen, or
- a holder of a permanent visa, or
- a New Zealand citizen.

Physical location

You must be physically present in Victoria (or in an eligible border region postcode) while participating in training and assessment.

Course limits

Skills First funding is limited to:

- two Skills First programs at a time
- two Skill Sets and two qualifications in a calendar year.

To further understand your eligibility for Skills First funding please visit: https://www.vic.gov.au/how-check-your-eligibility

Please note that MM 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 Principal or the staff member that is assisting you with your enrolment if you are not eligible.

It is very important for you to understand the implications of accessing the Skills First Government Funding 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.

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.

Students under 17

MM College can only enrol a student who will be under 17 when their Skills First training starts if they have a formal 'exemption from school attendance'. You do not need an exemption if you are still enrolled in school and doing a Skills First funded school-based apprenticeship or traineeship (including Head Start), or if you have completed Year 12 or an equivalent qualification.
Your school manages the exemption process, together with you and your parents or carers; MM College cannot request an exemption on your behalf, but we can give you a letter of offer to support your application. If you have completed Year 10, the school principal or the Department of Education regional director can grant the exemption. If you have not completed Year 10, or have never been enrolled in a Victorian school, only the regional director can. MM College must sight and keep evidence of the exemption before you enrol. To be granted an exemption, your training must be:

- on a full-time basis of at least 25 hours a week; or
- a combination of training and employment averaging at least 25 hours a week.

Note: An exemption applies to a specific training provider and program. Any change to your program, program hours or training provider needs to be approved again by the person who granted the exemption, and MM College must see this approval before updating your enrolment. You do not need further approval if you take longer to complete the training than the exemption indicates.
If you are still under 17 and stop attending or complete your training, MM College will notify the Department of Education regional office and your previous school (if relevant), and the school will talk with you about other pathways.
This is an important part of enrolling at MM College if you are under 17 and we encourage you to personally meet with us to discuss any assistance or correspondence we can provide to your school or other relevant parties. For more information, please contact the Principal at the college and arrange a discussion or in-person meeting.

Contacts

Floristry, Hairdressing and Barbering courses are based at the MM College in Surrey Hills, Hairdressing is also based at our Geelong Campus. All policy and course enquiries should be directed to Administration or CEO/Principal.

Administration	Stephanie Stewart
	info@mmcollege.edu.au
CEO and Principal	James Milner
	james@mmcollege.edu.au
Floristry	Bridget LiRosi

	info@mmcollege.edu.au
Hairdressing / Barbering	Val Parry, Helen Dunne info@mmcollege.edu.au

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

MM College offers basic kitchen facilities which include a microwave and fridge which is located toward to rear of the college in the computer room. Additionally, there is a sink and kettle available for student use in the front salon The main toilet facilities are also at the rear of the building, behind the computer room The Floristry department has a small kitchen area, with the same basic facilities (microwave, fridge and kettle) 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).

COVID-19 / Influenza, Infectious Illness

MM College follows Government regulations in relation to COVID-19/ Influenza and or any infections illness that they may notify us to prepare for and protect against to the best of our ability. These will be updated in accordance with Health officials and Government recommendations.

MM College will provide students a plan should this be required. This would be actioned in the event of exposures or COVID-19 infection or other infections within the premises if or when we are notified.

Your Trainer will communicate with you regarding compliance with the health department and any requirements. You may be required to wear a face mask during your training and social distance when in the college.



Lockers

Students have the opportunity to use lockers to store belongings. Lockers remain the property of MM 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. MM 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.

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.

College Values and Expectations

MM 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 noted as 'at risk' and may be 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). If a student has had no contact with the College for four weeks, MM College will carry out welfare checks and, if there is still no contact, will give the student written notice of its intention to withdraw them. MM College reports withdrawals to the Department no later than two months from the date of withdrawal. Subject to unique student circumstances that are confidentially discussed with each student should their attendance become concerning.

Day classes at MM College start at 9:00am and finish at 4:00pm. 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. It is cordially requested that students are asked to provide a **valid doctor's certificate** for any two consecutive classes missed.

Your priority is to attend class with MM 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 Administration Office or meet/speak directly with the CEO/Principal. When a completed withdrawal form is received or withdrawal in writing, MM College can then post a Statement of Attainment and Statement of Results to you, on the proviso that the students fees are up to date. If a student' s fees are not up to date then we reserve our right to not provide any statements until outstanding fees are paid. Your withdrawal date is recorded as the date you actually withdrew, meaning your final day of attendance, whether or not your fees are up to date. 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. MM College 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 make contact with staff members 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:

- Refer to Appendix 6.75 – Staff Register for current role holder

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. MM College is committed to providing opportunities to all people and meeting the needs of individuals for advancement in training on an equitable basis. MM College 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, James Milner.

Compliments, Complaints, Appeals and Grievances

If you are enjoying your studies at MM 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.

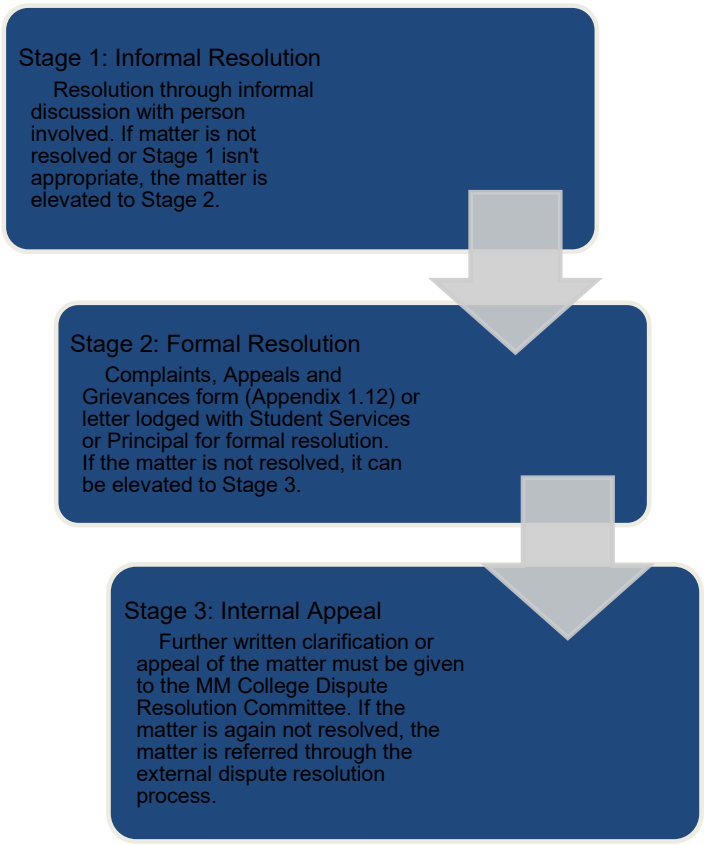
If there is something that is negatively impacting or effecting your studies or experience at the College, this can be raised as a complaint. A complaint is a

type of problem, concern or grievance about studies, student life, the College or the College environment.

Where possible, MM College 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.

MM 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 MM College administration office. As stated on the Complaints, Appeals and Grievances Form, 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 Principal as part of the complaints, appeals and grievances process. The form mentioned above is available from Student Services, the MM College website. The following flowchart outlines the overall complaint resolution procedure.



Photography on Campus'

Whilst undertaking a course at MM College there is the possibility that you and/or your work may be photographed. By reading and signing the pre-enrolment sign-off (including parent/guardian signing for those under 18), you authorise that any pictures of your work constructed or designed at the College may be used in MM College paid and unpaid promotional material including social media. 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. Students may also request the removal of a single photo through use of the Photo Removal Request Form. Any students who do not want their photo/s used in future promotional material will be entered into the Photo Non-consent Register. This is checked before use of photos in promotional material.

Surveys and Government Contact

As a student at MM 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. MM College 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 MM College reports to the Department, it is possible that as a student of MM College, 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.

Fees and Payments

You will receive an invoice when you commence your training and further invoices periodically throughout your training. Each invoice details your fees, the due date and acceptable payment methods, and you will never be asked to pay more than $1,500 at any one time. 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 by the due date shown on each invoice. 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. 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 results in suspension).

The student services and amenities fee, which is payable at enrolment, is non-refundable for our Tasmanian students. 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.

The student tuition fees as published are subject to change given individual circumstances at enrolment.

We ask that students do not pay more than $1500 at any one time for their student fees. This is in order to protect the student fees should extenuating circumstances impact a students ability to continue training. However, employers of apprentices are able to pay their desired amount for the apprentices training.

Other Fees and Charges

In addition to course fees there are further material charges associated with some courses. Each course at MM College requires a tool kit (details of these can be found under the relevant department requirements pages 19-21). There are recommended books and resources that can be discussed with the Heads of Department.

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

When undertaking competency based training there is the possibly 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).

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

MM 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. MM College 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. 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

Some students are entitled to a Fee Waiver, which means they do not pay tuition fees for their Skills First program. Fee Waivers are granted when a student meets the criteria below and MM College has sighted the required evidence before training starts; you do not need to apply in writing. The Fee Waivers available at MM College are for:

- Aboriginal and Torres Strait Islander students – students who identify as being of Aboriginal or Torres Strait Islander descent on their enrolment form, for programs at any level.
- Students required to do training under a community based order – with written confirmation from the relevant Youth Justice Unit of the Victorian Department of Justice and Community Safety.
- Students from the Judy Lazarus Transition Centre – with written confirmation from the management of the Centre.

A Fee Waiver applies to tuition fees. Other fees, such as the student services and amenities fee and materials fees, may still apply and are shown in your statement of fees. Ensure you speak with administration or CEO/Principal at enrolment if you think you may be entitled to a Fee Waiver.

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

Important Note: Withdrawing from a Skills First course may affect your eligibility for Skills First funding in the future. Skills First limits the number of subsidised programs you can start in a calendar year and the number you can study at the same time, and a program you withdraw from still counts towards these limits. Please speak with Student Services before you withdraw.. The following overview outlines the MM 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 head office. Once complete, submit the form(s) to administration.

Overview of the refund policy:

- Tuition fees/charges for eligible Skills First students are invoiced at the commencement of training and periodically throughout training. No invoice requires you to pay more than $1,500 in an advance or pre-paid arrangement.
- Fee-for-service students will be required to pay no more than $1500 on the day of commencement. They will then be required to pay no more than $1500 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 $1000)* (for

Tasmanian students) 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 MM 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 MM College closes, or is otherwise unable to deliver a government funded course, students will receive the same refund of fees for training that has not been delivered.
- If a student withdraws from only part of a course or if only part of a course is cancelled, MM College 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, MM College must refund the difference between the tuition fee the student has paid and the tuition fee for the part of the course the student actually undertakes.

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.*

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

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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.mmcollege.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. 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 MM 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 respectful and decent. This means that there are no low cut t-shirts or tops, singlet tops and high rise shorts or skirts. We want our clients to feel welcomes and comfortable and as such how our students dress needs to reflect this. 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. Heals 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

MM 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 four weeks, MM College will give you written notice of its intention to withdraw you from 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

MM College is committed to ensuring freedom from sexual harassment for all students and staff. This freedom contributes substantially to the achievement of MM College'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. MM College 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 available from student services or administration staff. Please refer to MM College's policy and procedures for a detailed version of the sexual harassment policy.

MM College 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 MM College and will result in strict disciplinary action by either suspension or termination or 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

MM College 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 MM College 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 MM 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

MM College has developed its own educational notes to guide learners through their course. MM College notes are copyrighted and remain the property of MM College at all times. Students who are found copying/plagiarising or distributing MM College 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. MM College 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.

For further information please read our AI Academic Integrity Policy on our website, www.mmcollege.edu.au

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 MM 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 MM 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 MM College you may at times need to climb stairs and move around busy classrooms. MM College 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. MM College will not take any responsibility for students' personal possessions.

Managing your Studies

A large component of your studies at MM 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, MM College, 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)*
- contact phone number (the workplace phone number will be used as point of contact and authorised delegates can access students personal phone number is necessary via student ID.
- the mode of delivery by MMC (e.g. classroom based)
- how and when assessments may happen
- the Units of Competency, including any elective units, that make up the qualification
- the units of competency to be signed off by a trainer when complete

- 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

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 MM 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 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.

Student feedback on MM 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

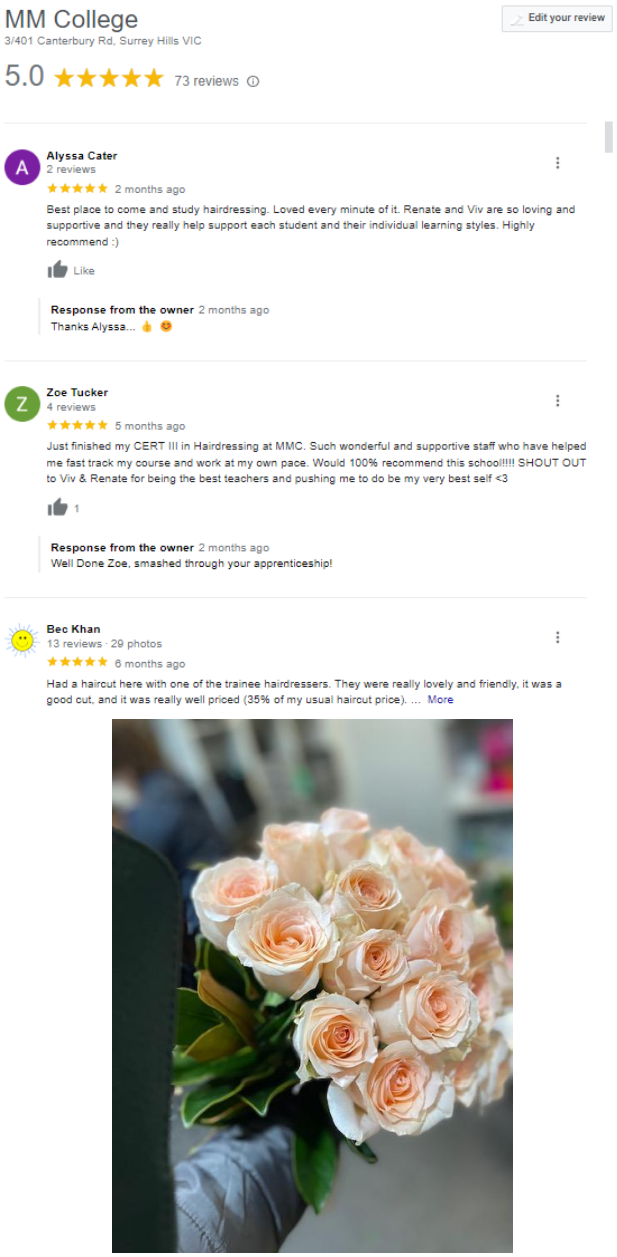
I would highly recommend Marjorie Milner College to anyone interested in Floristry training. I like the structure and knowledge of my trainers and the mix of theory and practical. It's challenging work, but it's a creative outlet that's a lot of fun.

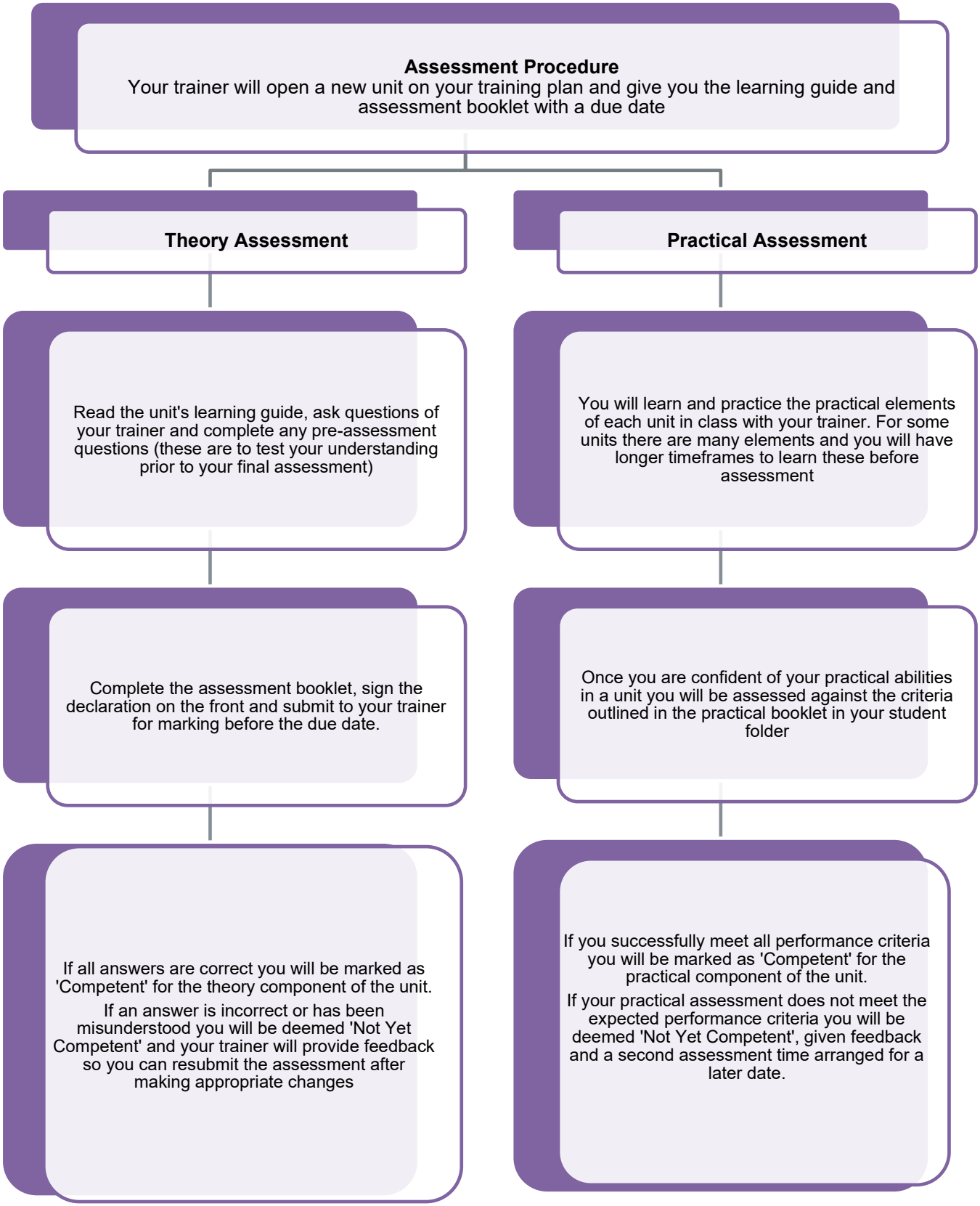
-Taylor, Floristry School-Based Apprentice

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

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 MM College on Google before you finish your course.




Assessment Procedure
Your trainer will open a new unit on your training plan and give you the learning guide and assessment booklet with a due date
Theory Assessment
Practical Assessment
Read the unit's learning guide, ask questions of your trainer and complete any pre-assessment questions (these are to test your understanding prior to your final assessment)
You will learn and practice the practical elements of each unit in class with your trainer. For some units there are many elements and you will have longer timeframes to learn these before assessment
Complete the assessment booklet, sign the declaration on the front and submit to your trainer for marking before the due date.
Once you are confident of your practical abilities in a unit you will be assessed against the criteria outlined in the practical booklet in your student folder
If all answers are correct you will be marked as 'Competent' for the theory component of the unit.
If an answer is incorrect or has been misunderstood you will be deemed 'Not Yet Competent' and your trainer will provide feedback so you can resubmit the assessment after making appropriate changes
If you successfully meet all performance criteria you will be marked as 'Competent' for the practical component of the unit.
If your practical assessment does not meet the expected performance criteria you will be deemed 'Not Yet Competent', given feedback and a second assessment time arranged for a later date.

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 MM 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 MM 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 MM 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. MM College will provide flowers for final practical assessments for all floristry courses.

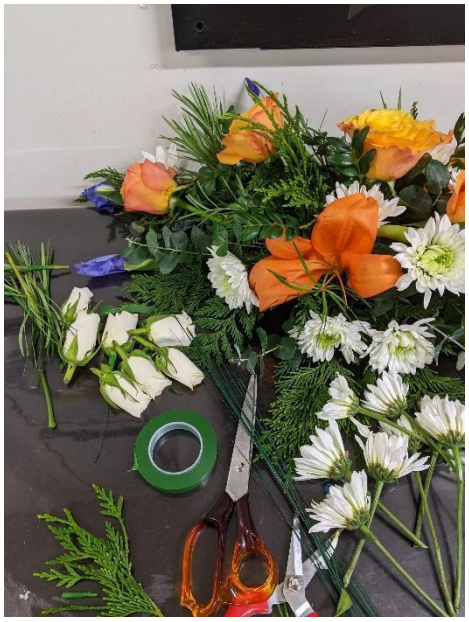
Units of Competency

The units of competency chosen for the Floristry courses at MM College are selected from the National Training Package (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.

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 MM 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 $160.



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 MM 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 Goldwell range. MM 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. MM College 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 MM College. Hairdressing students are recommended to purchase their equipment from Hair & Beauty 2 you. 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. The first invoice must be fully paid before you receive a workplace log book.

Barbering Department

Within the Barbering Department at MM 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 King Brown and Goldwell range. MM 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

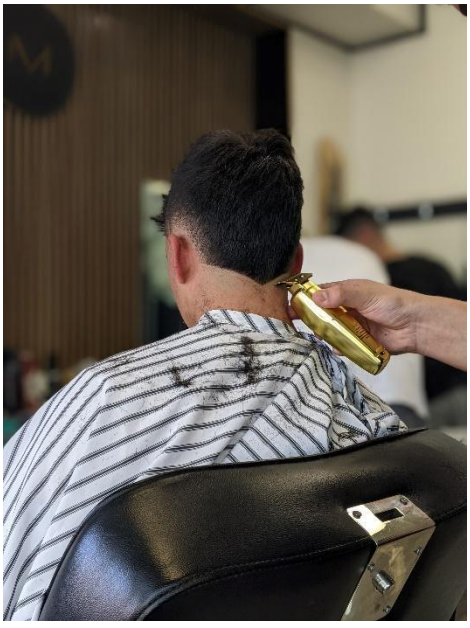
You will be required to bring models to class to complete practical accreditations. MMC may be able to assist but the onus is on the student to arrange their own models.

Tools and Equipment

To be able to work within the Barbering Industry you must have your own set of professional tools and equipment. You are **not** able to purchase a kit directly from MM College. Barbering students are recommended to purchase their equipment from Hair & Beauty 2 you 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. The first invoice must be fully paid before you receive a workplace log book.

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 MM 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 MM 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.
- Computer and printing services for use during your studies
- 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, MM College 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
www.relationshipsvictoria.com.au



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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:

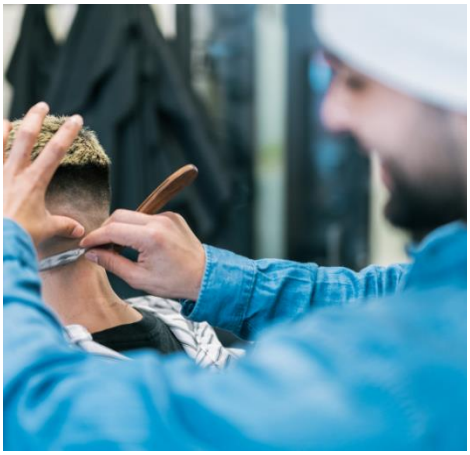
- call 1300 311 820
- email: apprenticeship.support@ecodev.vic.gov.au

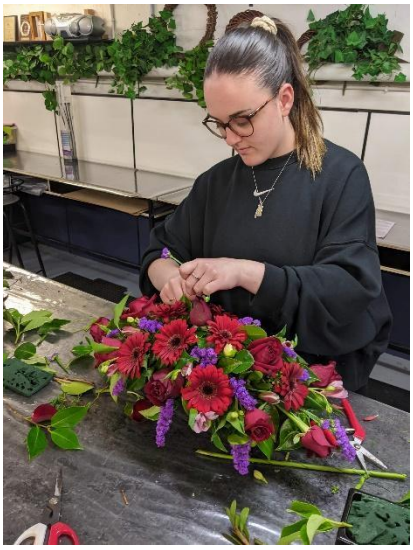
Please understand that you are welcome to contact an Apprenticeship Support Officer at any time throughout the duration of your study. This is a service designed to support you in achieving your goals and successfully working through your studies. They are here to support your health and wellbeing.

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 MM College you agree and permit MM College to contact your designated Apprenticeship Support Officer.

Language, Literacy and Numeracy (LLN)

As part of enrolling at MM 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 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, trainer's use the principles developed under the Australian Core Skills Framework (ACSF) to deliver training and may use it to tailer 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

MM College is an approved training provider. Please ask administration or email James Milner 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.