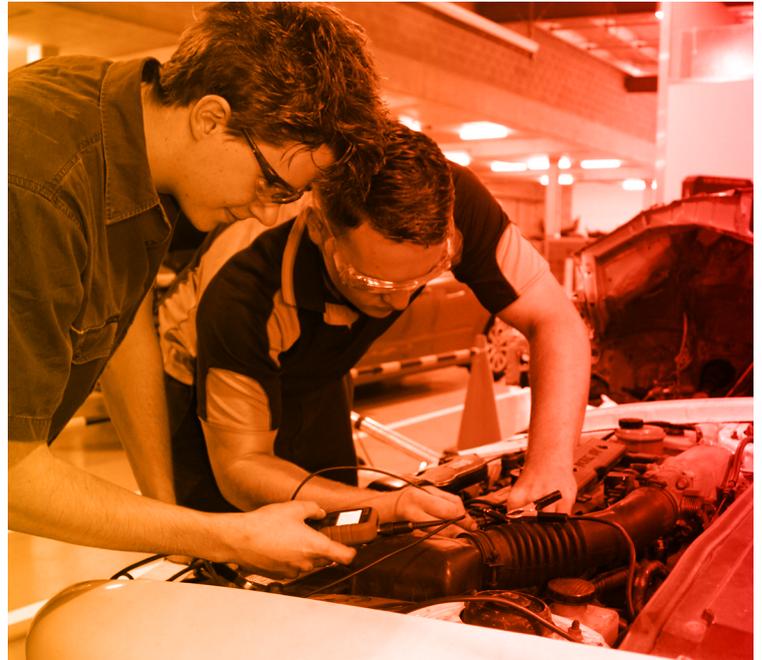




MTA
INSTITUTE

RTO No. 31529 / CRICOS No. 03384K



INTERNATIONAL STUDENT HANDBOOK



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ABOUT MTA INSTITUTE

This International Student Handbook is designed to provide you with information about the services provided by MTA Institute. The booklet also explains our approach to providing you a safe, fair, and supported environment to participate in our international training program.

For specific information about the qualification(s) you are interested in please refer to the relevant course information on the web site mtai.edu.au/international/course-information.

MTA Institute is a Registered Training Organisation (RTO Code: 31529; CRICOS Code 03384K) approved by the Australian Skills Quality Authority (ASQA). You can view our registration record on the National Training Register. We operate in accordance with the Australian VET Quality Framework and the National Vocational Education and Training Regulator Act 2011.

MTA Institute's international program is regulated under the Australian Government's ESOS legislative framework which includes the Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (NationalCode).

MTA Institute of Technology Australia Pty Ltd trading as MTA Institute is located in Brisbane, Australia at:

Freeway Office Park, Building 8
2728 Logan Road
EIGHT MILE PLAINS QLD 4113
AUSTRALIA
Ph: +617 3722 3000
Web: mtai.edu.au/international
Email: international@mtai.com.au

MTA Institute specialises in automotive technology training and maintains very close professional links to the automotive industry within Australia to ensure our training is at the leading edge of industry techniques and developments.

OUR MISSION

MTA Institute's mission is to deliver quality training and assessment that meets the needs of students (you) and industry.

OUR EXPECTATIONS OF YOU

As an international student studying in Australia under student visa conditions, MTA Institute expects you to:

- Contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- Comply with the rules and regulations of MTA Institute.
- Be honest and respectful. To not plagiarise work or information and to not conduct yourself in any way that may cause injury or offence to others.
- Be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with course requirements.
- Monitor your own progress by ensuring that assessment deadlines are observed.
- Utilise facilities and MTA Institute's equipment with respect.
- Respect other students and MTA Institute staff members and their right to privacy and confidentiality.
- Follow your trainer's instructions and punctually attend all classes.
- Complete all the assigned workbooks and assignments.
- Work safely and promote a safe training environment.
- Be familiar and comply with Australian laws.
- Be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at the Institute.

INTRODUCTION TO AUSTRALIAN VOCATIONAL EDUCATION AND TRAINING

WHAT IS VET?

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for a qualification.

NATIONAL RECOGNITION

MTA Institute recognises qualifications and statements of attainment issued by Registered Training Organisations (RTOs) across Australia, for the purpose of credit.

TRAINING PACKAGES

The qualifications offered by MTA Institute in its international program are 103636G | AUR30620 Certificate III in Light Vehicle Mechanical Technology training.gov.au/Training/Details/AUR30620; and 091674D | AUR40216 Certificate IV in Automotive Mechanical Diagnosis training.gov.au/Training/Details/AUR40216.

RESULTS AND CERTIFICATION

On successful completion of all your required Units of Competency, MTA Institute will issue a qualification within 30 calendar days.

Where you do not complete the entire course requirements, you may be entitled to receive a Statement of Attainment(s) for the Units of Competency successfully completed.

A statement of results will be available to you upon request throughout your training. This will provide you with information of your course progress in line with Confirmation of Enrolment (CoE) course dates and visa requirements.

LEGISLATIVE AND REGULATORY RESPONSIBILITIES

MTA Institute is required to operate in accordance with the laws of Australia including the following list of legislation.

As a student of MTA Institute you have similar obligations to comply with legislation.

WORK HEALTH AND SAFETY ACT 2011 AND REGULATION 2011

The objective of Work Health and Safety legislation is to ensure the health and safety of workers and the general public.

At MTA Institute you are required to take reasonable care for your own personal safety and that of others who may be affected by your acts or omission.

You must comply as far as you are able with any reasonable instruction and whilst in workshops report any potential hazards.

PRIVACY ACT 1988

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

MTA Institute will not use or disclose personal information about you unless required for the purpose of meeting reporting requirements in the delivery of training and assessment, or unless required by law.

ANTI-DISCRIMINATION ACT 1991

The main purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination. Anti-Discrimination applies to a person's race, religion, colour, sex, physical and/or mental capacity.

DISABILITY DISCRIMINATION ACT 1992

In Australia it is illegal to discriminate against any person on the basis of their disability.

Disabilities can include: physical intellectual, sensory, learning, neurological and psychosocial.



SEX DISCRIMINATION ACT 1984

Sex discrimination makes it unlawful to discriminate against a person because of their sex, gender identity, sexual orientation, marital or relationship status, family responsibilities.

FAIR WORK ACT 2009

The Fair Work Act governs employee and employer relationships in Australia.

It specifies minimum working entitlements, enables flexible working arrangements and fairness at work and prevents discrimination against employees.

THE ESOS FRAMEWORK

The Australian Government requires international students in Australia to have a safe, enjoyable and rewarding place to study.

Australia's laws promote quality education and consumer protection for international students. The ESOS framework includes the Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code of Practice for Education and Training to Overseas Students 2018 (National Code).

dese.gov.au/esos-framework

EDUCATION SERVICES FOR OVERSEAS STUDENTS ACT 2000 (ESOS ACT)

The objective of this Act is to:

- provide tuition assurance, and refunds, for overseas students for courses for which they have paid; and
- protect and enhance Australia's reputation for quality education and training services; and
- complement Australia's migration laws by ensuring providers collect and report information relevant to the administration of the law relating to student visas.

NATIONAL CODE OF PRACTICE FOR EDUCATION AND TRAINING TO OVERSEAS STUDENTS 2018

The objective of the National Code is the protection of overseas students by:

- ensuring that appropriate consumer protection mechanisms are applied
- ensuring that student welfare and support services for overseas students meet nationally consistent standards
- providing nationally consistent standards for dealing with student complaints and appeals
- supporting registered providers in monitoring student compliance with student visa conditions and in reporting any student breaches to the Australian Government

PROTECTION FOR OVERSEAS STUDENTS

Overseas students on a student visa, must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at cricos.education.gov.au. CRICOS registration guarantees that the course and the education provider at which study is undertaken meets the high standards necessary for overseas students.

The ESOS framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information that is not misleading and is consistent with Australian Consumer law about the courses, fees, modes of study and other information from a provider and the provider's agent
- The requirement to sign a written agreement with the provider before, or as fees are paid, that clearly sets out the services to be provided, the time frames the course will be delivered within, prerequisites, and a schedule of fees payable and information about refunds of course money. A copy of the written agreement will be kept by the student and MTA Institute.
- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the provider is unable to teach the course.
- The right to know:
 - How to access MTA Institute's student support services

- Who the MTA Institute contact officer is for overseas students
- How to apply for course credit, and/ or recognition of prior learning
- How to apply for enrolment deferment, suspension, transfer or cancellation
- MTA Institute's requirements for satisfactory progress in the courses of study
- How attendance will be monitored
- How to use MTA Institute's complaints and appeals process

The student responsibilities include:

- Satisfying all student visa conditions
- Maintaining Overseas Student Health Cover (OSHC) for the entire period of the student visa
- Meeting the terms of the written agreement with the MTA Institute
- Informing the MTA Institute of any change of address, emergency contact or contact details such as email or mobile within 7 days of the change
- Maintaining satisfactory course progress in line with course timetable and term completion
- Following MTA institute's attendance policy of 80% as required by the Standard 8 of the National Code

PROVIDER REGISTRATION AND INTERNATIONAL STUDENTS MANAGEMENT SYSTEM

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS.

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. This system interfaces with the Department of Home Affairs (DoHA) immigration data.

Through PRISMS, education institutions notify the DoHA of each student's enrolment in a course before the student applies for a student visa to study in Australia.

A Confirmation of Enrolment (CoE) will then be forwarded to each student which provides evidence of enrolment in a registered, full-time

course. This CoE is a key requirement for the DoHA to issue a student visa.

Education providers also use PRISMS to notify the DoHA of international students who may have breached the terms of their student visa - for example when the student attendance has not met 80% or they are not progressing satisfactorily in their studies.

TUITION FEE PROTECTION

MTA Institute is required to apply the Student Tuition Protection Scheme (TPS) through the Commonwealth managed fund known as Tuition Protection Service (TPS). dese.gov.au/tps

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider; or
- receive a refund of their unspent tuition fees.

Information that explains your rights as an international student studying in Australia under the ESOS Act can be found on the Study in Australia website:

studyaustralia.gov.au/english/study/education-system/esos-act

CONDITIONS OF YOUR VISA

PERMISSION TO WORK ARRANGEMENTS

If you have been granted a student visa, it provides you with permission to work. This will also apply to any family member travelling with you on your student visa.

You are not allowed to work until your course has started and you can work up to 40 hours a fortnight while your course is in session (not counting any unpaid work undertaken as a component of your course of study).

However, you can work unlimited hours during scheduled course breaks. Your family members are not allowed to work until you begin the scheduled course.

Family members are allowed to work up to 40 hours a fortnight at all times after your course has commenced but may not exceed 40 hours a fortnight even during holidays.

Further information about student visa conditions can be found at the DoHA: immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500

TAX FILE NUMBER

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office ato.gov.au

LIVING IN AUSTRALIA COSTS

International students are required to demonstrate and/or declare that they have genuine access to sufficient funds. This includes funds to cover travel, tuition and living expenses. Applicants may have to demonstrate sufficient funds to cover these expenses for the first one, two or three years in Australia, depending on their Assessment Level (AL).

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they do not to rely on such work to meet all their expenses.

To apply for a visa, student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- a student/guardian will require AU\$21,041 per year (approx.) considering the following:
- Rent - AU\$1,000/month (approx.)
- Food - AU\$1,000/month (approx.)
- Public Transport - AU\$150/month (approx.)
- OSHC - AU\$45/month (approx.)
- You will also need to consider additional living costs if you are travelling with your partner and any dependent children.

- partner/spouse AU\$7,362
- child AUD\$3,152.
- Schooling costs of AUD\$8,296 per year for each child.

Applicants must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

For further information go to:

immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo

SCHOOLING FOR DEPENDENTS

If you have school age dependents you will need to make arrangements for your children to enter school in Australia.

To assist you to locate a school suitable for your needs, the following web-links will provide a wealth of information about schooling options:

- Queensland Public Schools: schoolsdirectory.eq.edu.au
- Queensland International Student Program: qld.gov.au/education/international/qualifications/school/pages/programs.html

Further information about settling in Australia is available at the Department of Home Affairs: immi.homeaffairs.gov.au

The DoHA also published *The Beginning a Life in Australia* booklet. This publication is filled with helpful information and is recommended reading. The booklet is available online at: immi.homeaffairs.gov.au/settling-in-australia/settle-in-australia/beginning-a-life-in-australia

It is recommended that you view the booklet on a computer as it contains links to many websites that provide additional information.

NOTIFYING CHANGE OF PERSONAL DETAILS

International students are required to advise MTA Institute of any changes to their address, contact or emergency contact details within 7 days of the change. This includes mobile numbers and email addresses which will be

the predominant mode of communication from MTA Institute.

Any relevant change in your address and circumstances such as marital status and residency must be provided to MTA Institute and the DoHA. If you don't do this your visa may be cancelled.

SATISFACTORY ACADEMIC PERFORMANCE

Enrolled international students at MTA Institute must maintain 80% minimum attendance of the scheduled contact hours and satisfactory progression for each study period.

OVERSEAS STUDENT HEALTH COVER

It is a condition of your student visa that you maintain adequate Overseas Student Health Cover (OSHC) insurance arrangements for the entire duration of your study visa.

All international students are required to pay the OSHC for themselves and all dependent members of their family staying with them in Australia.

If you are currently studying in Australia and have been accepted to study with MTA Institute, then you must provide a copy of your OSHC membership records showing your name, membership number and date of expiry.

It is your responsibility to check the conditions of this health cover.

Medical treatment in Australia is expensive and for any unforeseen accidents or illness, your insurance will cover many of these expenses.

OSHC can assist you to meet the costs of medical and hospital care if needed when in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services.

You can obtain OSHC through your referring education agent or alternatively search the internet, as there are several providers you can compare and make your own choice.

MTA Institute will require evidence that you have insurance in place prior to commencing your course(s).

APPLICATION PROCESS

YOUR PRIVACY

MTA Institute takes the privacy of international students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and National Privacy Principles.

International student information is only shared with external agencies such as registering authorities to meet Registered Training Organisation compliance requirements.

In some cases, we are required by law to make international student information available to others such as the National Centre for Vocational Education and Research. In all other cases MTA Institute will seek the written permission of the international student for such disclosure.

MTA institute's Privacy Policy can be accessed in full [here](#).

APPLICATION AND LETTER OF OFFER

Information required to apply is provided in the application form which is provided to you on request.

Once MTA Institute has assessed your application and all the required evidence, a Letter of Offer will be generated outlining course details, fee structure and course dates.

You will be required to read, understand, sign, return and retain a copy of this document which forms the agreement between you and MTA Institute.

ENGLISH LANGUAGE PROFICIENCY

MTA Institute requires evidence of a minimum English language level, which is specified in the course entry requirements.

MTA Institute has several Language Pathway providers listed on our website that can assist with English language proficiency to the required level.

mtai.edu.au/how-to-apply/

Alternatively, you or your agent can locate an English language testing centre in your area.



COURSE FEES

Deposit fees are payable when the student has signed the Letter of Offer and student agreement to signify their acceptance of the enrolment offer made by MTA Institute. Fees must be paid in full within 10 days of receiving an invoice from MTA Institute at the commencement of each term.

As a student visa requirement, MTA Institute will discontinue training if fees are not paid as required and report through PRISMS. This may have an impact on your student visa.

PAYMENT METHOD

MTA Institute accepts payment in Australian dollars only, for deposits and fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to MTA Institute of Technology)
- International Money Transfer – must include funds to pay for the receipt of the money transfer.

Payment in cash is not accepted.

CONFIRMATION OF ENROLMENT

Upon receipt of your deposit and application fees, a Confirmation of Enrolment (CoE) will be forwarded.

When you receive your CoE, it should be taken to the visa section of your nearest Australian Diplomatic Mission (ie. Consulate, High Commission or Embassy) where you can make application for a student visa subclass 500. (For information, go to dfat.gov.au/missions).

You will be unable to apply for a student visa subclass 500 without the CoE. It is your responsibility to obtain your student visa.

SUCCESSFUL STUDENT VISA

If your student visa subclass 500 application is approved, you should contact MTA Institute and provide evidence of approval. MTA Institute will assist you with your transition to Queensland Australia.

UNSUCCESSFUL STUDENT VISA

If your student visa subclass 500 application is not approved, you must contact MTA Institute and

advise us in writing for a refund of student fees in accordance with our Refund Policy.

ON ARRIVAL

ORIENTATION

All students must attend an orientation on their first day at the MTA Institute. At this time, you will complete an enrolment form and information will be provided to ensure your safety, success and welfare whilst studying with the MTA Institute. You are encouraged to ask questions or clarify any information provided.

ENROLMENT AND UNIQUE STUDENT IDENTIFIER

As part of the enrolment process, you will be required to apply for a Unique Student Identifier (USI).

A USI is your individual education number for VET training undertaken in Australia. Without a USI MTA Institute is unable to issue you with a qualification or statement of attainment.

On your first day you will need to bring your overseas passport and student visa to assist with the information required.

usi.gov.au

MONITORING STUDENT ATTENDANCE AND PROGRESS

Under Standard 8 of the National Code, international students are required to maintain satisfactory course progress and attendance (80% minimum).

This will ensure you are able to successfully complete your program within the duration specified on your student visa.

MTA Institute can only extend the expected duration of study in compassionate and compelling circumstances, through issuing a new CoE.

Satisfactory course progress is defined as a student successfully completing all required subjects each term.

MTA Institute will monitor successful completion of assessment tasks and class attendance via an attendance record that requires the student's signature at the start and end of a training day.

Students who show signs of not meeting attendance or progress requirements will be identified by MTA Institute and provided with support and counselling through intervention strategies.

Intervention strategies may include additional learning support, counselling, development of study habits or adjustment to your study program.

If the intervention strategies do not result in any improvement, MTA Institute will notify the student in writing of its intent to make a report to the Department of Home Affairs (DoHA) and of their right to access the complaints and appeals processes.

This report may result in the cancellation of the student's visa by the DoHA.

You may access your international student file at any time electronically from the learning management system. You may want to review previous assessment results to monitor your progress and confirm areas identified for improvement.

STUDENT DEFERRAL OR SUSPENSION

Students, unable to attend classes for a period of time, may lodge an application to defer their studies for consideration by the General Manager MTA Institute. Deferment is granted once only and for a period no longer than six (6) months. The return date will be at the discretion of the MTA Institute. An application to recommence studies must be completed and approved by the General Manager MTA Institute and international students will be required to fit in with the next available term commencement.

A student's enrolment may only be deferred or suspended where compelling or compassionate circumstances exist.

MTA Institute appreciates that international students experiencing difficult circumstances may need to temporarily take leave from their studies.

Compassionate or compelling circumstances are generally those that are beyond your control, and which may affect your well-being or your progress such as a serious injury, illness, traumatic experience or the death of a close family member. It may also include if you do not receive your visa in time, major political upheaval or a natural disaster in your home country.

An international student is generally allowed to remain in the country on a student visa, while on a deferral or suspension, provided they are still enrolled in their course of study and intend to resume their studies within the specified time frames.

MTA Institute may also cancel or suspend the enrolment of a student for inappropriate behaviour. Where this occurs, the international student will be notified in writing and be informed of their right to access the complaints and appeals processes.

MTA Institute's Complaints and Appeals Policy can be accessed in full [here](#).

CHANGE OF EDUCATION PROVIDER

Under Standard 7 of the National Code, international students are restricted from transferring between education providers prior to completing six months in their principal course. For further information you can request a copy of our International Student Transfer Policy.

STUDENT CANCELLATION

International students who cancel their enrolment part way through a training program must notify MTA Institute in writing at the earliest opportunity if consideration of fee reimbursement is required.

Once MTA Institute is notified, a refund will be issued for the component of training not commenced. MTA Institute is entitled to retain fees for any component of the course completed up until the point of notification by the student.

REFUNDS

Requests for refunds will be processed and transacted, if applicable, within 30 days from the time a cancellation notification was received.

Refer to the Refund Policy [here](#).

STUDENT COUNSELLING

If you require assistance or counselling related to your study or personal difficulties, you should speak initially with MTA Institute staff or your trainer for referral to support services.

MTA Institute staff can suggest access to specialised support for those who may need further external help. All discussions regarding this are in the strictest of confidence.

STUDENT AMENITIES

MTA Institute has extensive amenities available for students including:

- student lounge
- close public transport
- parking
- toilet facilities
- tea and coffee kitchenette area
- disabled access
- photocopying facilities
- free Wi-Fi
- telephone access for emergencies
- quiet study areas
- classrooms
- computer room
- counselling and referral facilities

STUDENT RESOURCES

MTA Institute provides international students with access to a comprehensive range of written, video, audio texts and resources. These materials may be borrowed for study use. Trainers will arrange for loans on request.

International students are reminded to return the borrowed material by due dates and observe copyright laws when using resources. International students will be required to pay for loss or damage to resources.

YOUR SAFETY

MTA Institute is committed to providing you a safe environment in which to participate in training and assessment in accordance with the *Work Health and Safety Act 2011*.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans. Evacuation procedures are covered during student orientation
- No smoking within the MTA Institute building. A designated smoking point is provided at the rear of the building
- Report all potential hazards, safety concerns, accidents and near misses to MTA Institute staff

- A first aid facility is available at MTA Institute. All accidents must be reported to MTA Institute staff
- No consumption of alcohol on MTA Institute's premises or during contact hours
- Keep training and assessment areas neat and tidy at all times
- Seek assistance to lift items eg. move furniture in a training area
- Observe hygiene standards particularly in eating and bathroom areas

YOUR STUDIES

RECOGNITION OF YOUR EXISTING SKILLS AND KNOWLEDGE

In accordance with the requirements of the VET Quality Framework, MTA Institute provides opportunities for students to apply to have prior learning recognised toward a qualification or units of competence in which they are enrolled.

If you have previous work experience or formal studies relevant to the course in which you are applying, you can request a copy of our Credit Transfer and Recognition of Prior Learning Policies.

TRAINING ARRANGEMENTS

MTA Institute's courses are delivered in a purpose designed Automotive Technology learning facility. Training is primarily conducted face-to-face in both a classroom based (theoretical) and Automotive Workshop based (practical) environment. Training sessions are trainer led in group sizes of no more than 20 participants. Practical sessions will be supported by two training staff resulting in a maximum student/trainer ratio of 1:10 for practical training and 1:20 for theoretical training.

The training program is undertaken using a planned schedule. Automotive Workshop sessions will include the demonstration, explanation and practice of automotive technology skills. This is undertaken in a fully functioning and equipped automotive training facility including multiple vehicle bays with hoists and associated tools and equipment.

In addition to face-to-face learning, students will also complete self-paced study to assist them

in building their professional knowledge and undertake work toward their assignments.

International students will typically attend formal training sessions three days per week. Each day has scheduled training over seven hours resulting in 21 contact hours per week.

AUTOMOTIVE WORKPLACE EXPERIENCE

Your course will require you to gain experience in an automotive workplace. If you are not in paid employment MTA Institute will coordinate your placement with a suitable automotive business.

Whilst in the workplace, you will be expected to follow directions from your supervisor and adhere to their workplace requirements, be punctual, work safely, and be productive.

You will need to record the completion of on-the-job workplace tasks in your training record book and seek your supervisor's signature to confirm your work.

It would be beneficial for you to have a current driver's license in your home country to apply for an international license that allows you to drive in Australia.

THE ASSESSMENT ENVIRONMENT

At MTA Institute, there is a strong emphasis on undertaking assessment as though you are working in a real automotive workshop. At times the environment will be busy and specific items of equipment will be in high demand and requires that you plan your activities and work cooperatively with other students.

ASSESSMENT ARRANGEMENTS

'Competent' or 'not yet competent'?

There are two possible assessment outcomes of competency-based assessment. Firstly, you can be assessed as 'Competent', that means you have demonstrated sufficient skills and knowledge in the Unit of Competency. Or you can be assessed as 'Not Yet Competent', which means you have not reached the skills and knowledge required.

If you receive a not yet competent result, it is not something to get worried about. Sometimes there are simple but important things that you may have

overlooked but need to be covered. You will be given specific feedback on which aspects of your performance need to be improved and additional training that will be provided to support you to become competent.

ASSESSMENT ATTEMPTS

You will be allowed to resubmit each task for each assessment two times, subject to course completion timeframes. If after two submissions (and additional training interventions) you are unable to demonstrate that you are competent in the unit or units of competency, MTA Institute may be required to commence cancellation procedures due to lack of progression.

SUBMITTING AUTHENTIC WORK

All work submitted must be your own work. MTA Institute verifies this in the following ways:

- student confirmation and declaration
- additional questions asked of students on a random basis
- comparison of work style and quality of all work undertaken

REFERENCING AND PLAGIARISM

Where you are making significant reference to the work of others you must acknowledge this by providing the name of the author and the publication information. If you do not acknowledge other authors, you are incorrectly claiming work as your own. This is called plagiarism. In all Australian educational institutions, plagiarism is unacceptable.

MTA INSTITUTE FEEDBACK

MTA Institute is committed to the continuous improvement of our training and assessment and student services and would welcome feedback from you on any areas where we can improve.

Feedback can be on what we can do better and what we are doing well for you.

If you do experience any issues or disagree with our decisions, please refer to our Complaints and Appeals Policy.





MTA INSTITUTE

Phone: +617 3722 3000 Email: international@mtai.com.au

Website: mtai.edu.au/international



MTA
INSTITUTE

RTO No. 31529 / CRICOS No. 03384K