



Melissa Mahoney
LEGAL COLLEGE



Student Handbook



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Welcome

Welcome to Melissa Mahoney Legal College. Thank you for your interest in becoming one of our students.

The training we provide is developed by highly qualified and experienced staff to ensure you receive the most advanced and relevant training available today in the legal industry.

We are passionate about what we do and want to provide you with the best training available as well as ongoing support and encouragement during the term of your chosen course.

We believe you have made a positive step to gaining a better understanding of your potential within the world of legal!

This Student Handbook contains important information about your qualification and MMLC's policies and procedures. We recommend you read this document carefully and should you require further information or wish to speak with a member of our team, please do not hesitate to contact us.

Hope to meet you soon.

Melissa Mahoney

CEO



About MMLC

Contact us

Postal Address:	PO Box 3160, Hendra Qld 4011
Telephone:	(07) 3085 6822
Mobile:	0409 123 545
Email:	melissa@mmlegalcollege.com.au or info@mmlegalcollege.com.au
Hours of operation:	As an enrolled student, you have access to the student portal 24/7. For training support or to speak directly with us, our operating hours are Monday to Friday 8.30am to 5.00pm
Web:	www.mmlegalcollege.com.au
Facebook:	Melissa Mahoney Legal College

Melissa Mahoney Legal College (MMLC) is a registered training organisation (RTO), registration number 31363. The RTO was established in 2006 due to the growing demand and critical industry need for experienced and professional legal administration personnel within the legal sector. This demand was experienced first-hand through Melissa Mahoney Recruitment. Having worked within the recruitment industry since 1997, Melissa Mahoney was acutely aware of the increasing need for law firms to acquire new legal administration staff, however their demands to consistently seek out 'experienced' staff was becoming more difficult.

Recognising the need to somehow 'grow and develop' more experienced candidates within the market, Melissa Mahoney held discussions with her clients and surveyed the firms she worked more closely with in relation to their views on the establishment of a legal college. Having generated strong indications that the industry would support such a venture, Melissa Mahoney took the steps (whilst running a recruitment business), to establish a registered training organisation, specifically to cater for the legal industry.

We are one of the only colleges in Australia specifically focused on training within the legal industry and our goal is to assist our students in achieving their educational objectives and career prospects. Having operated Melissa Mahoney Recruitment, a specialist legal recruitment agency until January 2015, we built a solid industry reputation, strong client relationships, privileged exposure to legal networks and a detailed knowledge of the local legal employment market.

We offer the following qualifications:

- BSB31015 Certificate III in Business Administration (Legal)
- BSB42215 Certificate IV in Legal Services
- BSB52215 Diploma of Legal Services.

All courses on offer are delivered via online, competency based learning allowing our students to maintain either full time or part time employment whilst gaining a nationally accredited qualification.



Vision Statement, Goals and Values

Melissa Mahoney Legal College provides a quality educational environment based on best practice in the legal industry.

Our goal is to assist our students in achieving their educational objectives and career prospects. 'Thinking outside of the square' and making a real difference to this industry ... is what we're about! We are committed to excellence through our regular internal audits, review of business practices to ensure compliance and remaining abreast of industry regulations and updates.

Goals

Melissa Mahoney Legal College will ensure that students have transferable skills from their study to the workplace.

- We will be cognisant of industry needs and requirements in delivery of qualifications
- We will assist students in achieving their personal employment goals
- We will ensure the highest ethical standards for students and the industry
- We will maintain compliance with all legislative obligations
- We will maintain a profitable and well managed business to sustain ongoing operation.

Values

- We embrace diversity and will respond to our customers' needs
- We are ethical, innovative and committed and will practice continuous improvement in everything we do
- We will provide our customers with the highest quality educational qualifications.

Industry contacts

Having operated Melissa Mahoney Recruitment from February 2004 until January 2015 has provided MMLC strong links with the local legal industry. Melissa Mahoney (CEO) worked closely with many law firms as a recruitment consultant specialising in the legal industry and has maintained regular contact with clients that include office managers and human resource managers. With many law firms continuing to engage trainees, Melissa also spends time in her client's offices, liaising with trainees undertaking our courses, interacting with staff and viewing daily procedures.



Student matters

What qualifications do you offer?

We offer the following nationally recognised qualifications:

- BSB31015 Certificate III in Business Administration (Legal)
- BSB42215 Certificate IV in Legal Services
- BSB52215 Diploma of Legal Services.

All qualifications are offered on an external flexible learning basis, which means you can commence your study at any time and structure your study program to suit your individual needs.

Can I undertake the courses on-line?

All our qualifications are designed to be undertaken as distance, on-line learning and no face to face classes or contact hours are required.

Can I undertake my study under a traineeship arrangement or as a private student?

Our qualifications can be undertaken either as a traineeship (sign-up through your employer) or as a private student (enrolled and paid for by the individual).

Is there any Government subsidy or funding available to me?

We are an approved Skills Assure Supplier for the User Choice and Certificate 3 Guarantee programs offered by the Queensland Government. The Certificate 3 Guarantee program enables permanent Queensland residents who have not obtained a Certificate III qualification a Government subsidy to do so. Refer to our Student Fact Sheet on our website under the Certificate 3 Guarantee link to check your eligibility.

The Certificate III in Business Administration (Legal) and Certificate IV in Legal Services are approved for Centrelink student payments.

Refer to course prices on the following page.

How long will it take to complete the course?

Certificate III in Business Administration (Legal)	Up to 12 months
Certificate IV in Legal Services	Up to 12 months
Diploma of Legal Services	Up to 12 months

In extenuating circumstances, MMLC will consider extensions for study for private students, however this is at the discretion of the CEO (up to 3 months at no additional charge). Requests beyond this timeframe may be approved, however will incur a fee of \$25.00 + GST per month to cover extended administration/system costs. Under traineeship arrangements, extensions for



training contract terms are not the responsibility of MMLC. Requests for extensions need to be made direct with the relevant government department.

Can I finish sooner than the nominal duration?

Yes. All our qualifications have nominal durations, however as they are competency based, you can undertake your studies at your own pace. Each unit of competency requires completion of an assessment and once you have received competency for all units of competency, you will be awarded with a certificate for the qualification.

Can I enrol at any time?

Yes, as our courses are offered as distance/flexible, on-line learning, you can enrol at any time and commence your studies as you desire.

How much does it cost?

Qualification	Full Course Cost	Payment Terms
Certificate III in Business Administration (Legal) <ul style="list-style-type: none"> - Private Student (no funding available) - Private Student under Certificate 3 Guarantee (Non-concessional & Concessional contribution) - Traineeship (User Choice funding available) - Traineeship (no funding available) 	\$2,490.00 \$494.00 NC \$130.00 C \$1,700.00 \$2,490.00	\$207.50 payable upon enrolment and per month as direct debit/credit for remaining 11 months Invoiced in full and payable upon enrolment Invoiced in full and payable upon enrolment/sign-up Invoiced in full and payable upon enrolment/sign-up
Certificate IV in Legal Services <ul style="list-style-type: none"> - Private Student or Traineeship 	\$3,240.00	\$270.00 payable upon enrolment and provides access to the learning management system and all modules). A payment of \$270.00 per month for months 2-12 is required via direct debit/credit.
Diploma of Legal Services <ul style="list-style-type: none"> - Private Student or Traineeship 	\$3,990.00	\$332.50 payable upon enrolment and provides access to the learning management system and all modules). A payment of \$332.50 per month for months 2-12 is required via direct debit/credit.



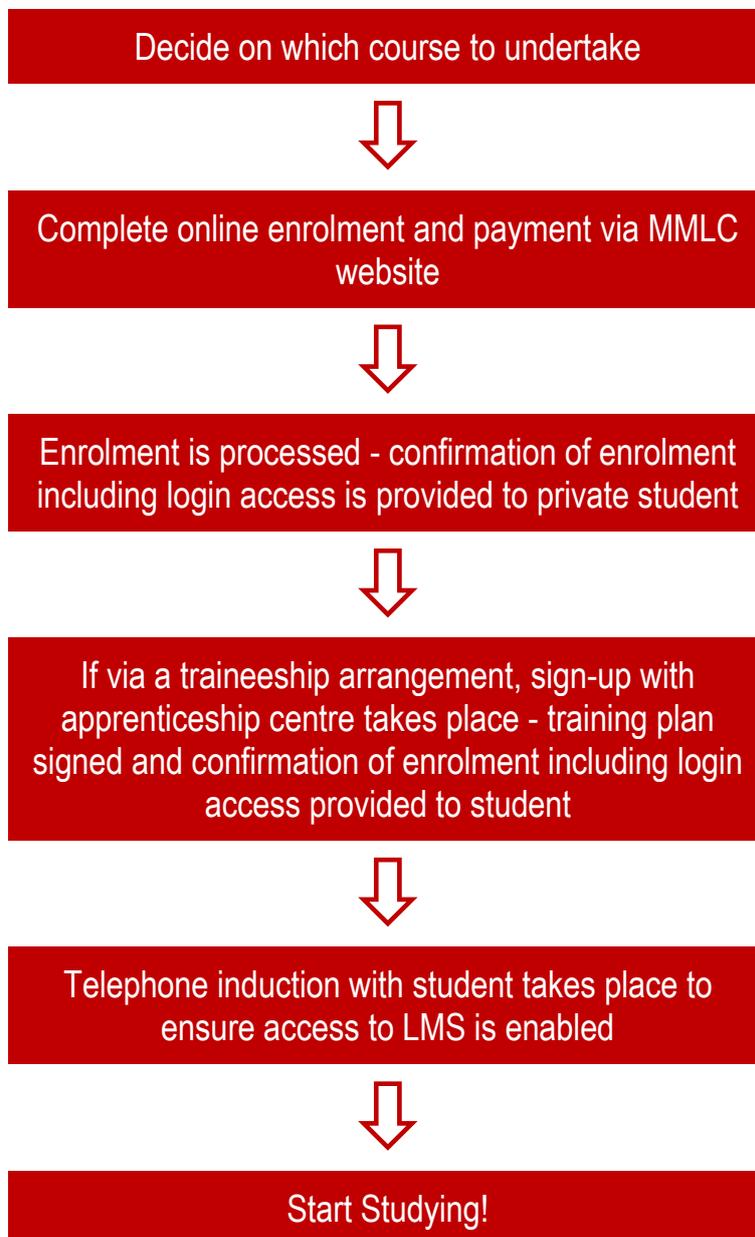
Do I have to undertake the whole qualification, or can I complete individual units?

As the Certificate III in Business Administration (Legal) is undertaken via a platform which clusters the learning tasks and assessments as a 'virtual office' environment, it is unable to be completed as separate units of competency.

The Certificate IV in Legal Services and Diploma of Legal Services are both able to be completed as either the entire qualification or as individual units of competency. If individual units of competency are completed, statements of attainment will be issued for those units completed. Prices for individual units are available upon application.

What is the enrolment process?

Enrolment for all courses offered by MMLC is completed on-line.





What is a USI and how do I obtain this?

A USI is a Unique Student Identifier. All students undertaking vocational education and training are required to obtain this 10 digit number which is issued via www.usi.gov.au. Visit this site and complete the required information and you will be provided with this number. This is a mandatory requirement to enrol in any of our courses as we are required to verify this number prior to issuing certificates.

How long does it take?

A student's enrolment in any of the qualifications we offer is valid for 12 months from the date of enrolment and payment of fees. As mentioned previously on Page 6, extensions can be requested for up to 3 months (at no additional charge). A student's enrolment into an individual unit of competency from either the Certificate IV in Legal Services or Diploma of Legal Services is valid for 3 months from the date of enrolment and payment of fees. Enrolment cannot be transferred to another person.

Do I get support throughout my studies?

Yes, absolutely! Whilst we offer our courses through on-line, external, competency based learning all our students have direct access to training staff via email, telephone to ask questions and seek advice, as well as reviewing draft assessments for critique. Support provided includes:

- Assistance with language, literacy and numeracy issues (LLN)
- Writing and assessment skills
- Time management and study skills
- Computer assistance
- Advice on course content and guidance on how to complete assessments.

Contact hours for student support are 8.30am to 5pm, Monday to Friday. MMLC trainers are available for email or telephone assistance where and when necessary. Email enquiries are responded to within 24 hours of receipt.

What equipment do I need?

As all of our qualifications are offered as external learning, in order to successfully complete any qualification, students will need the following:

- Dedicated internet access
- Microsoft Word (or similar) for all qualifications. Access to Microsoft Excel and PowerPoint is a requirement to complete the Certificate III in Business Administration (Legal).

Are there entry requirements for these courses?

There are no pre-requisites for any of these qualifications, there are however preferred pathways to entry. Details of the preferred pathways are detailed under each qualification outline at the end of this Student Handbook. If you are unsure as to which course suits you best, we would be happy to provide advice.



How can I pay?

Payment for courses is performed online via credit or debit card using our payment gateway. Should you wish to pay directly to our bank account, you can nominate this method when prompted during the enrolment/payment process. MMLC will issue a tax invoice via email and your enrolment will remain as 'pending' until the funds have been received in our bank account.

Can I apply for recognition of prior learning?

Yes. If you have skills and knowledge which have been acquired through previous study, informal or formal learning or from work and/or life experience you are encouraged to apply for recognition of prior learning (RPL). The skills and knowledge you have acquired may be credited towards an entire qualification or individual units of competency.

The benefits of having your existing skills recognised include:

- No need to repeat studies in areas in which you are already skilled
- Less time taken up with needless study.

There are numerous ways in which you can demonstrate your competency, these include:

- Workplace observation and demonstration of skills
<http://skillomatic.theworklab.com.au/index.php>
- Samples of past and current work tasks/activities
- References from past or current employers
- Statements from past or current employers, supervisors and co-workers
- Current CV
- Past or current job descriptions
- Certified copies of certificates or statements of attainment from previous study
- Copies of assessments and documentation from previous study
- Workplace training records and log books
- Copies of workplace performance appraisals.

I have obtained two units of competency at another training organisation, do I need to repeat them?

If they are units of competency that are an exact or equivalent match to any of our current units of competency and you are in possession or able to obtain statements of attainment that prove this, then you do not have to repeat them. This is known as credit transfer. However note that the units of competency must be current (i.e. not superseded by new units).

How will I be assessed?

Competency based training

Competency based training (CBT) is a methodology that emphasises the skills and knowledge individuals require to undertake tasks to a standard of performance expected in the workplace. Learning requirements and outcomes are derived from nationally endorsed units of competency, which are outlines of the skills and knowledge expected of an individual undertaking particular tasks in a workplace situation.



Competency based assessment

Competency based assessment methods are quite different from assessment methods you may have experienced at secondary school or university. Within each unit of competency there are elements of competency and performance criteria. Elements of competency describe actions or outcomes of a particular workplace task, whereas the performance criteria describe and detail activities, skills and knowledge expected in the workplace. To determine if a student is competent in a unit of competency, students must provide evidence (in the form of assessments) which are assessed against the performance criteria.

Our assessment instruments have been designed to reliably, validly and fairly measure the achievement of the competencies stated in the learning outcomes of a unit of competency. The assessment instruments are based on the stated assessment criteria, and include:

- Written forms of assessment
- Research reports (written)
- Case study analysis.

Recognition of prior learning (RPL) is an important component of competency based training and assessment. Competencies regardless of how they are gained are recognised by this training system.

Feedback

Students are provided with feedback after each assessment to ensure they have the opportunity to successfully achieve competency. Feedback is supportive as the aim is to assist a student in achieving competency.

I have had trouble committing to study in the past, what do you recommend?

We understand that combining study with other commitments such as family and work can be a struggle. Before you commit to any type of study be clear in your mind on why you are doing it, what it is that you intend to achieve and what it is that you believe you will gain. Maybe you are looking for a challenge, a promotion, a pay rise or recognition. These are all valid and unique individual reasons for pursuing further education. But if your reasons for study are not clear, perhaps studying now is not right for you. And that's OK, you can always revisit the thought of study when you are ready.

The biggest hurdle most students face initially is setting realistic study goals and working out a new day to day schedule. Although you might want to commit to 10 hours of study a week, it might be more practical to commit to only 5 hours at the outset and work your study into your daily and weekly schedule. Once this is working out and you find you need more time or less, you can then adjust your schedule accordingly.

Additionally, you will need self-motivation. The ability to learn independently is a skill very important to a successful professional career. Although MMLC's trainers and assessors are available to give you study advice and assistance, we cannot make you study. Again from the outset you need to be clear about what it is you want to gain and then do the work required to achieve your goals.



Academic matters

Credit Transfer

MMLC will recognise qualifications and completed units of competency provided that:

- The issuing organisation was an accredited registered training organisation at the time within the Australian Quality Framework
- The qualifications and/or units must be an exact or equivalent match to any that MMLC currently offer. Qualifications or units that are now superseded are not eligible for credit transfer.

Students will need to complete a Credit Transfer Application and provide supporting documentation in the form of statements of attainment or certificates. These must be submitted to MMLC at the time of enrolment (see Credit Transfer Application at the end of this Student Handbook). MMLC will assess the application with the supporting documentation to determine if credit transfer can be granted.

There are no tuition fees or costs incurred as a result of credit transfer.

Recognition of Prior Learning (RPL)

If you have skills and knowledge which have been acquired through previous study, informal or formal learning or from work and/or life experience you may be eligible for recognition of prior learning (RPL). If a student would like to pursue RPL for a particular unit of competency they should contact the Learning Manager to discuss the types of evidence required and the application process in detail. A copy of our RPL Handbook is available upon request.

To demonstrate RPL, the type of evidence that is acceptable includes:

- Workplace observation and demonstration of skills
<http://skillomatic.theworklab.com.au/index.php>
- Samples of past and current work tasks/activities
- References from past or current employers
- Statements from past or current employers, supervisors and co-workers
- Current CV
- Past or current job descriptions
- Certified copies of certificates or statements of attainment from previous study
- Copies of assessments and documentation from previous study
- Workplace training records and log books
- Copies of workplace performance appraisals.

All evidence must address the criteria of the particular unit of competency that a student is pursuing for RPL. The evidence provided must be current. Students may also be required to attend an interview with MMLC's Learning Manager where they will be asked to answer a series of oral or written questions to demonstrate that they have the knowledge and skills in reference to a particular unit of competency.

All processes and fees associated with RPL are detailed in our RPL Handbook.



Language, Literacy and Numeracy Assistance

MMLC has a process in place to identify students with language, literacy or numeracy (LLN) difficulties. Language, literacy and numeracy assessment is available for students. Should students require assistance with a language, literacy or numeracy issue that prevents their successful completion of a qualification, they should contact the MMLC Learning Manager. Students with difficulties may be self-identified or identified by an MMLC trainer. Should students be assessed as requiring assistance with a language, literacy or numeracy difficulty that prevents the successful completion of their qualification, they will be:

- Referred to a LLN service that is able to provide training in language, literacy and/or numeracy. In this instance, any fees for language, literacy and/or numeracy training will need to be paid by the student
- The Learning Manager will provide individual case advice, depending on the student's circumstances, regarding their ability to defer study of their qualification with MMLC and re-entry into the qualification
- Provide reasonable adjustments to training/assessment to allow the successful completion of the student's training as deemed applicable by MMLC.

Orientation

A telephone orientation session is arranged for all students. The orientation session is designed to familiarise students with MMLC's:

- Trainers, assessors and other support staff
- Learning management system
- Learning and assessment requirements applicable to the qualification being studied

Additionally this is an opportunity for new students to ask questions about their qualification, update their personal details, discuss any language, literacy or numeracy issues and to obtain information, if necessary, about matters such as time management and writing skills.

Learning management system

All learning and assessment material is accessed through a learning management system which is located on MMLC's website.

MMLC's learning management system is used to:

- Provide and manage all online learning and assessment materials
- Accept electronic submission of assessments
- Mark, provide feedback and return assessments to students
- Conduct online assessments and student surveys

Passwords

Upon enrolment, and in order to access the learning management system, students are required to create their own username and password. In order to maintain the integrity and security of MMLC's learning management system and to avoid breaches of security, students are reminded to:



- keep their username and password confidential
- never tell another person their username and password.

Personal details

Students are required to notify MMLC in writing of any change of contact details (name, address, phone number/s and email) including changes to credit/debit card information for monthly payment purposes.

Plagiarism and cheating

MMLC has a strict policy on plagiarism and cheating. Plagiarism and cheating can occur when:

- A student directly copies and paraphrases text from a source (such as from a book, website, Workbook) and does not appropriately reference this source in their assessments. This is plagiarism.
- A student submits another student's assessment as theirs. This is cheating.

Plagiarism

The first item above frequently happens and is often unintentional on the student's behalf. Any assessments that are deemed to be plagiarised will in the first instance be brought to the attention of the student. They will be asked to resubmit their assessments with the correct references. Avoiding plagiarism is simple. Always ensure that all sources of information used to answer assessments is referenced. MMLC uses the Harvard author – date system of referencing. For information on Harvard author – date referencing access the following link:

- http://www.swinburne.edu.au/lib/researchhelp/harvard_system.htm

Cheating

Cheating will be dealt with by the CEO of MMLC. To uphold the integrity of the college it may be necessary to terminate a student's enrolment if they are found guilty of cheating.

Issuing certificates and statements of attainment

Certificates and/or statements of attainment will only be issued when study costs are paid in full. Each certificate or statement of attainment meets the Australian Qualifications Framework rules.

Qualification

Upon successful completion of a full qualification, a certificate and academic transcript will be provided to the student. An academic transcript provides a full academic record of the student's achievements in each unit of competency.

Statement of attainment

In the event that the full qualification is not completed, statement/s of attainment will be issued for those units of competency which have been completed to a satisfactory level.

Replacement

If a certificate, statement of attainment or academic transcript is lost or damaged it can be replaced at a cost of \$25.00 + GST per item. No items will be provided in email format.



MMLC's policies and procedures

Compliance with legislation

As a registered training organisation, MMLC is required to comply with the *Standards for Registered Training Organisations 2015* which are enabled by the *National Vocational Education and Training Regulator Act 2011* (Cth).

MMLC complies with the following Commonwealth and state Acts of legislation:

- *Workplace Gender Equality Act 2012* (Cth)
- *Australian Human Rights Commission Act 1986* (Cth)
- *Sex Discrimination Act 1984* (Cth)
- *Racial Discrimination Act 1975* (Cth)
- *Disability Discrimination Act 1992* (Cth)
- *Privacy Act 1988* (Cth)
- *Competition and Consumer Act 2010* (Cth)
- *Corporations Act 2001* (Cth)
- *Copyright Act 1968* (Cth)
- *Work Health and Safety Act 2011* (Qld)
- *Anti-Discrimination Act 1991* (Qld)
- *Further Education and Training Act 2014*

Privacy Policy

Melissa Mahoney Legal College (MMLC) is committed to protecting the privacy of past, current and prospective students in accordance with the requirements of the Australian Privacy Principles (APPs) contained within the *Privacy Act 1988* (Cth). This Act of legislation provides regulations designed to protect private and personal information, which may identify or reasonably identify an individual.

Personal information that is collected and held

The type of private and personal information that MMLC collects from students, employers and schools alike, is as much as is necessary to reasonably conduct its business as a Registered Training Organisation (RTO). MMLC will keep on file personal information regarding students such as:

- name and date of birth
- residential and postal address
- contact telephone numbers
- email address
- occupation
- education and qualifications
- academic records and results
- Unique Student Identifier



- credit card or bank account details
- special learning requirements and needs.

How personal information is collected and held (storage and security)

MMLC collects this information through online Enrolment Forms, discussions with MMLC staff and written correspondence communicated to MMLC.

As an RTO, MMLC is required by legislation to retain student's personal information for at least 30 years. Therefore MMLC takes extreme care ensuring that suitable storage solutions are arranged and security procedures are in place, which includes backup of electronic records. Further reasonable precautionary measures exist to protect personal information from.

- misuse, interference and loss and
- unauthorised access, modification or disclosure.

Additionally, MMLC ensures that extreme care is taken by MMLC employees to ensure that personal information is not released to any party other than those listed below, without written permission.

Purposes for which MMLC collects, holds, uses and discloses personal information

Student personal information by MMLC is collected, held and used to:

- provide students with the educational service they require to successfully complete their qualification
- obtain feedback from students about the qualification, service and facilities MMLC have provided
- advise students of upcoming seminars, tutorials and relevant events
- administer and manage the financial services offered by MMLC
- further develop and improve the educational services offered by MMLC
- inform students about new products and services offered by MMLC.

It may be necessary, in the ordinary course of business for MMLC to disclose a student's personal information to the following organisations:

- service providers who assist MMLC in the provision of information technology, educational services, marketing and debt recovery
- government and regulatory authorities
- organisations involved in the transfer/sale of all or part of the assets or business of MMLC.

Personal information will not be disclosed to any other party (except those listed above) unless written permission is received from the student. Furthermore, MMLC will not disclose personal information of its students to overseas recipients.

Accessing personal information held by MMLC

Students have a right to access their personal information and seek corrections to any information MMLC holds. If students would like to do so, they will need to submit a request in writing to:

CEO
Melissa Mahoney Legal College
PO Box 3160
Hendra Qld 4011



Students may access information in any manner provided it is reasonable and practical to do so. There are no charges involved and students are able to make copies of any personal information held by MMLC free of charge.

Breaches

Students who feel their personal information has been breached by MMLC in the first instance should bring their complaint to the attention of MMLC by following the procedures applicable to non-academic grievances policy. If a student is not satisfied with MMLC's response they may take their complaint to the Office of the Australian Information Commissioner (OAIC) www.oaic.gov.au

For further questions in relation to the treatment of personal information and privacy, please write to:

CEO
Melissa Mahoney Legal College
PO Box 3160
Hendra Qld 4011

Refund Policy

Private Students – payment terms (excluding the Certificate 3 Guarantee)

Once an enrolment has been processed and confirmed and the initial payment received, no refund will be provided should a student not wish to proceed with their studies. The enrolment/initial payment for the Certificate III in Business Administration (Legal) is \$207.50 and for the Certificate IV in Legal Services \$270.00 and Diploma of Legal Services, \$332.50.

Following the initial payment of \$207.50 upon enrolment for the Certificate III in Business Administration (Legal), a monthly direct debit/credit charge of \$207.50 per month will apply for the remaining 11 months following the month of enrolment. Once enrolment has been confirmed and the initial payment and subsequent direct debit payments processed, no refund will be provided should a student not progress with their studies.

Following the initial payment of \$270.00 for the Certificate IV in Legal Services, access to the learning management system and all modules is provided. A payment of \$270.00 per month for months 2-12 is required via direct debit/credit. Once enrolment has been confirmed and the initial payment and subsequent direct debit payments processed, no refund will be provided should a student not progress with their studies.

Following the initial payment of \$332.50 for the Diploma of Legal Services, access to the learning management system and all modules is provided. A payment of \$332.50 per month for months 2-12 is required via direct debit/credit. Once enrolment has been confirmed and the initial payment and subsequent direct debit payments processed, no refund will be provided should a student not progress with their studies.

Private Students – Certificate 3 Guarantee

Once an enrolment for the Certificate III in Business Administration (Legal) has been processed and confirmed and the student co-contribution payment received, no refund will be provided should a student not wish to proceed with their studies. Upon receipt of payment, access to the learning management system is activated.

Traineeships – payment terms

Once an enrolment has been processed and confirmed and the initial payment received, should a student not wish to progress with their training within the 30 day cooling off period, a refund



will be provided to the employer, less an administration fee of \$250.00 + GST. Once the 30 day cooling off period has expired, should either party wish to cancel the training contract, no refund will be provided. The full payment cost upon enrolment for the Certificate III in Business Administration (Legal) is \$1,700.00 (if User Choice funding applies) or \$2,490.00 (if no State funding applies). The enrolment/initial payment both the Certificate IV in Legal Services and Diploma of Legal Services is as above for a private student. Once enrolment has been confirmed and the initial payment and subsequent direct debit payments processed, no refund will be provided should a student not progress with their studies. (Alternatively, the full course cost is able to be invoiced and paid upon enrolment).

Student Grievance and Appeals Policy

MMLC strives to deal with grievances as soon as they emerge in order to avoid further disruption or the need for a formal appeal. MMLC will act upon the subject of any grievance found to be substantiated.

In the first instance the student should discuss or bring the grievance to the attention of the individual or individuals involved. Students can also bring their grievance to the attention of any employee of MMLC. If, after discussions with the individual/s involved, the student is still not satisfied that the issue has been resolved, the student should process to Stage 1 (outlined below). Students may also choose to bypass discussing the matter informally, and choose to raise their grievance by following the Stage 1 steps outlined below.

Stage 1: Written formal grievance

Formal grievances should be provided in writing to the:

Compliance Officer
PO Box 3160
Hendra Qld 4011
Email: info@mmlegalcollege.com.au

The Compliance Officer will review the grievance, conduct an investigation with the parties involved and advise the student of the outcome within 10 days. The student will be provided with a written statement of the outcome of the complaint, including full details of the reasons for the outcome. The student will also be advised on how to proceed to the next stage if they are unsatisfied with the outcome of Stage 1.

Stage 2: Appeal (Internal)

If the matter failed to be resolved to the student's satisfaction through Stage 1, the student may lodge an appeal with the CEO of MMLC, Melissa Mahoney at:

PO Box 3160
Hendra Qld 4011
Email: melissa@mmlegalcollege.com.au

The CEO will review the original grievance, conduct a further investigation with the parties involved and advise the student of the outcome within 20 days. The student will be provided with a written statement of the outcome of the complaint, including full details of the reasons for the outcome. The student will also be advised on how to proceed to the next stage if they are unsatisfied with the outcome of Stage 2.



Stage 3: Appeal (External)

If the student is still not satisfied with the outcomes of Stage 2, they may progress the matter to an external dispute resolution service. The organisation appointed to assist with external appeals is:

Mediation Australia
Anne Street
Brisbane
Ph: 1300 267 268

MMLC will give consideration to the recommendations arising from the external appeal. The cost of this dispute resolution service will be shared equally between the student and MMLC.

Stage 4: Australian Skills Quality Authority (ASQA)

If the student is not satisfied with the independent external appeal they may contact the Australian Skills Quality Authority (ASQA), this organisation is the national regulator for the vocational education and training sector in Australia. For further details about making a complaint through this authority see: <http://www.asqa.gov.au/complaints/making-a-complaint.html>.

Access and Equity Policy

Melissa Mahoney Legal College (MMLC) treats equally and fairly all potential and current students, and other individuals seeking information regarding our qualifications. The purpose of our Equal Benefits and Opportunity Policy demonstrates our commitment to providing a learning environment that:

- considers the needs of all current and potential students
- values diversity
- allocates resources fairly
- is free from discrimination and all forms harassment
- is open fair and transparent
- provides information on government funded training options equally to all students.

Our open, fair and transparent procedures are based on merit for making decisions about:

- a) the selection, of students who seek to enrol with MMLC and
- b) the treatment of students undertaking study with MMLC.

MMLC demonstrates open, fair and transparent procedures in relation to its treatment of students and their individual needs. This is achieved by:

- complying with the *Workplace Gender Equality Act 2012* (Cth) and all anti-discrimination legislation
- providing reasonable adjustments to training delivery and assessment that will support and assist students with a disability or other special requirements to participate fully in the qualification without disadvantage
- interviewing students who express a special need in training delivery and assessment, discussing individual needs, options and preferences and preparing a customised plan for delivery of training and assessment



- making reasonable adjustments to the way in which learning materials are supplied to students including learning materials supplied in alternative formats such as; large format print, computer disk etc
- making reasonable adjustments to the way in which the qualification is assessed by having provision for oral rather than written questioning and alternative assessment modalities such as audio and videotaped answers. MMLC will negotiate other reasonable assessment options available for students with a disability or other special needs if necessary
- providing all students ongoing access to support services, including referral to a LLN service provider
- ensuring that staff are appropriately trained and informed of access and equity issues.

Pre-enrolment

Before students enrol or enter into an agreement with MMLC, information about our qualifications, assessments, support services, entry requirements, funded training options and fees are published on MMLC's website. Additionally if further information is required students should contact MMLC via email or telephone to speak directly with us.

Student selection - entry requirements

There are no entry requirements for our qualifications. Please refer to the preferred pathways outlined in each qualification breakdown towards the end of this document.

Although there are no specific entry requirements, MMLC encourages mature age students and those who have a genuine interest in the legal profession to apply. Sufficient proficiency in written and spoken English is a preferred requirement as this will enable students to successfully complete the coursework and achieve their learning goals. Additionally, it is expected that students have an intermediate proficiency in word processing and computing skills.

All students are required to be 18 years of age or over. Parental/Guardian and/or Workplace guarantee is required for students under 18 years of age.

Code of Conduct and Ethics

As a registered training organisation, MMLC is required to comply with the national *Standards for Registered Training Organisations (RTOs) 2015*. Therefore, MMLC is committed to a high level of professional conduct and strives to maintain trust and confidence in the integrity and professionalism of their education services provided.

MMLC demonstrates its commitment to this policy by:

- Complying with complying with the *Standards for Registered Training Organisations (RTOs) 2015* and other regulatory requirements, understanding that registered training providers who do not meet the obligations may have their registration as training providers withdrawn
- Adopting policies and management practices that maintain high professional standards
- Guaranteeing that enrolment, training and assessment of students will be conducted in an ethical and responsible manner, consistent with the requirements of the curriculum
- Providing fair allocation of resources and the right to equality of opportunity without discrimination
- Marketing qualifications with integrity, accurately and in a professional manner
- Recognising qualifications and statements of attainment issued by other RTOs.



MMLC employees

MMLC's Code of Conduct and Ethics is designed to assist staff by defining their ethical responsibilities, thereby helping to maintain public trust and confidence in the integrity and professionalism of the services provided. In carrying out their duties and responsibilities employees of MMLC are required to:

- Adhere to the highest standards of professional action and service to the students of MMLC
- Maintain the confidentiality of information received in the course of their duties
- Ensure the fair allocation of resources
- Ensure the right to equality of opportunity without discrimination for all stakeholders
- Conduct themselves in a manner which will promote co-operation and good relations among colleagues, students, the community and peers
- Perform their duties efficiently and effectively with integrity and objectivity
- Be fair and candid with students
- Disclose any potential or real conflicts of interest
- Seek to find and employ more efficient, economical and effective ways of accomplishing their tasks
- Strive to improve personal competence and quality of work.

Continuous improvement

MMLC is open to and acts upon opportunities for further improvement concerning learning materials, resources and assessment procedures. Continuous improvement is an ongoing process which ensures our qualifications are current and maintain their high quality.

Evaluation is an important element of the MMLC continuous improvement process. To determine whether MMLC's qualifications achieve their stated objectives, it is important for students, industry and trainers to provide feedback. Information received is analysed and used to inform future decisions on qualification content, delivery and assessment.

- Student Evaluation – Upon completion of a qualification, students are requested to complete our Student Feedback form
- Industry Evaluation - MMLC consults with industry to ensure the course content and outcomes meet with the requirements of the relevant Training Package
- Trainer Evaluation - Trainers and assessors are requested to provide feedback to the Learning Manager regarding improvement and modification of the learning and assessment materials in each unit of competency to better suit the needs of students.

Marketing and advertising

MMLC ensures its marketing and advertising of AQF qualifications to prospective clients is ethical, accurate and consistent with its scope of registration. In addition MMLC:

- Gains an individual's or organisation's permission before information which refers to that individual or organisation is used in any marketing materials
- Ensures training and assessment products and services and their potential outcomes are accurately and completely represented to prospective students



- Ensures that students are provided with full details of conditions in any contractual arrangements made between them and MMLC
- Ensures that no false or misleading comparisons are drawn with any other training organisation, and/or training and assessment products and services
- Ensures identification of national training packages and qualifications listed in marketing material complies fully with the AQF guidelines
- Advertises only those qualifications that MMLC is authorised to offer as per its scope of registration
- Uses the nationally recognised training logo in accordance with its conditions of use
- All marketing and advertising material has to be authorised by the CEO.

Equal Employment Opportunity

MMLC is committed to ensuring that all staff have an equal opportunity to develop skills, advance their careers and balance work and personal commitments. MMLC strives to create a positive work environment where individual achievements are recognised and individual differences are valued.

Copyright and intellectual property

All Workbooks, Learning Portfolios, Assessment Guides and Assessment Resources are considered the intellectual property of MMLC and are protected by copyright and cannot be reproduced, copied or given to any other person or institution.



BSB31015 Certificate III in Business Administration (Legal)

Through an online virtual environment, students assume the role of a legal administration assistant for a virtual legal firm. There are 10 online tutorials that simulate the type of activities a legal administration assistant would undertake in a real legal office. Each tutorial contains instructions and resources for completing a series of activities related to that particular tutorial.

To successfully complete and obtain this qualification, a student is required to complete 13 units of competency. These 13 competencies are clustered in a meaningful manner throughout the 10 tutorials. The 13 units of competency are as follows:

Core subjects: The 2 core units are listed below:		
BSBITU307	Develop keyboarding speed and accuracy	50-100hrs
BSBWHS201	Contribute to health and safety of self and others	20-100hrs
Elective subjects: The 11 elective units are listed below:		
BSBLEG301	Apply knowledge of the legal system to complete tasks	80-150hrs
BSBLEG303	Deliver court documentation	10-60hrs
BSBLEG304	Apply the principles of confidentiality and security within the legal environment	20-60hrs
BSBLEG305	Use legal terminology in order to carry out tasks	40-100hrs
BSBLEG306	Maintain records for time and disbursements in a legal practice	40-100hrs
BSBLEG308	Assist in prioritising and planning activities in a legal practice	10-60hrs
BSBINM303	Handle receipt and despatch of information	15-60hrs
BSBADM307	Organise schedules	15-60hrs
BSBITU312	Create electronic presentations	20-100hrs
BSBITU306	Design and produce business documents	80-150hrs
BSBWRT301	Write simple documents	30-100hrs
TOTAL		430-1200 hrs*

* This is the average amount of hours it might take for a student to read through the Workbooks, undertake research and complete all the assessments.

Order of study

Students are to commence their studies with Task 1 and work through until Task 10 is completed.



Assessment Process

There are assessment tasks that are required to be completed for each unit of competency. Assessments provide evidence that a student has obtained the necessary skills and knowledge within each unit of competency. For each task, the process requires you to work through the Workbook and then commence the assessments as per the Assessment Guide. The Assessment Guide for each module, clearly outlines assessment requirements and criteria for each assessment. Once the assessment pieces for Task 1 have been completed, they are to be submitted for assessment and once deemed 'competent' the student is able to continue with Task 2 and so on. Once all assessments for the 13 units have been successfully completed you will be awarded the Certificate III in Business Administration (Legal) qualification. If for some reason you are unable to complete all 13 units of the Certificate III in Business Administration (Legal), a statement of attainment will be awarded to you upon successful completion of assessments for each unit of competency completed.

Additional learning resources

To complete this qualification, students require the following learning resources:

- *Design and produce business documents*
- *Create and use electronic presentations*

These learning resources are available as hard copy textbook or e-books through MMLC and the cost is incorporated in the course fee.

Employment and Further Study Options

After successfully completing this qualification students will have obtained the skills and experience necessary to gain employment in an entry level role in a legal firm or legal environment. MMLC has close local networks with several law firms who can assist students who are studying or who have completed the qualification to gain employment within the legal industry. Students can also use some of the units of competency within Certificate III in Business Administration (Legal) as recognition of prior learning (RPL) if they choose to study other qualifications under the Business Services Training Packages framework.

Entry requirements

There are no entry requirements for this qualification.



BSB42215 Certificate IV in Legal Services

To successfully obtain the **BSB42215 Certificate IV in Legal Services**, 12 units of competency are required to be completed:

Core subjects: The 8 core units are listed below:		
BSBLEG418	Produce complex legal documents	80-160hrs
BSBLEG413	Identify and apply the legal framework	60-120hrs
BSBCOM406	Conduct work within a compliance framework	30-60hrs
BSBCMM402	Implement effective communication strategies	40-80hrs
BSBLEG414	Establish and maintain a file in legal services	50-100hrs
BSBRES404	Research legal information using primary sources	40-80hrs
BSBLEG415	Apply the principles of contract law	60-120hrs
BSBLEG416	Apply the principles of the law of torts	60-120hrs
Elective subjects: The 4 elective units are listed below:		
BSBLEG403	Maintain trust accounts	50-100hrs
BSBLEG417	Apply the principles of evidence law	60-120hrs
BSBSUS401	Implement and monitor environmentally sustainable work practices	40-80hrs
BSBLEG510	Apply legal principles in family law	60-120hrs
TOTAL		630-1260 hrs*

* This is the average amount of hours it might take for a student to read through the Workbooks, undertake research and complete all the assessments.

Order of study

We recommend that you start with **BSBLEG418 Produce complex legal documents** as this unit and learning resources provide a good overall introduction to complex word processing and legal documents that you may not be familiar with. As it is a Microsoft Word based unit of competency you will pick up tips that will assist you with your assessment preparation!

Assessment Process

There are assessment tasks that are required to be completed for each unit of competency. You are required to complete the assessments for each individual unit at the conclusion of each module and submit for marking/assessment. You can continue with your next module of study, whilst awaiting the result of your assessment (generally within a week of receipt). The process is designed to assess you as competent / not yet competent for each unit of competency as it is completed and provide assistance and feedback throughout the duration of your study.

Assessments provide evidence that a student has obtained the necessary skills and knowledge within each unit of competency. For each module, the process requires you to work through the Workbook and then commence the assessments as per the Assessment Guide. The Assessment Guide for each module, clearly outlines assessment requirements and criteria for



each assessment. Once all assessments for the core and elective units have been successfully completed a student will be awarded the Certificate IV in Legal Services. If for some reason you are unable to complete all 12 units of the Certificate IV in Legal Services, a statement of attainment will be awarded to you upon successful completion of each unit of competency completed.

Workbooks

MMLC has developed individual Workbooks for each unit of competency within the Certificate IV in Legal Services. All Workbooks contain a range of readings and learning activities. It is very important that students complete these readings and learning activities. They are designed to help students understand the topic and prepare them for the assessments.

Additional learning resources

There are no additional learning resources required to undertake this qualification.

Employment and further study options

After successfully completing this qualification students will be able to demonstrate the skills and experience necessary for employment as a legal administration assistant, legal secretary or paralegal in a legal firm or legal environment. MMLC has close local networks with several law firms who can assist students who are studying or who have completed the qualification to gain employment within the legal industry.

Students who complete the Certificate IV in Legal Services may wish to continue with further studies including the Diploma of Legal Services, which is offered through our college.

Entry requirements

There are no entry requirements for this qualification. Preferred pathways for candidates considering this qualification include

- after achieving BSB31015 Certificate III in Business Administration (Legal) or other relevant qualifications
OR
- providing evidence of the completion of all units of competency required for BSB31015 Certificate III in Business Administration (Legal) or other relevant qualifications; with evidence of competency in BSBITU307 Develop keyboarding speed and accuracy being mandatory
OR
- with some vocational experience working in a range of business settings in support roles without a formal qualification.

Although there are no specific entry requirements, MMLC encourages mature age students and those who have a genuine interest in the legal profession to apply. Sufficient proficiency in written and spoken English is a preferred requirement as this will enable students to successfully complete the coursework and achieve their learning goals. Additionally, it is expected that students have an intermediate proficiency in word processing and computing skills.



BSB52215 Diploma of Legal Services

To successfully obtain the **BSB52215 Diploma of Legal Services**, 10 units of competency are required to be completed:

Core subjects: The 4 core units are listed below:		
BSBRES502	Research legal information using secondary sources	40-130hrs
BSBCOM501	Identify and interpret compliance requirements	20-100hrs
BSBCMM501	Develop and nurture relationships	40-130hrs
BSBLED503	Maintain and enhance professional practice	30-100hrs
Elective subjects: The 6 elective units are listed below:		
BSBLEG510	Apply legal principles in family law matters	60-130hrs
BSBLEG511	Apply legal principles in criminal law matters	60-130hrs
BSBLEG512	Apply legal principles in property law matters	60-130hrs
BSBLEG513	Apply legal principles in corporation law matters	60-130hrs
BSBLEG514	Assist with civil procedure	60-130hrs
BSBLEG515	Apply legal principles in wills and probate matters	60-130hrs
TOTAL		490-1210 hrs*

* This is the average amount of hours it might take for a student to read through the Workbooks, undertake research and complete all the assessments.

Order of study

We recommend that you start the Diploma with **BSBRES502 Research legal information using secondary sources** and then continue with the remaining 3 Core units in any order, before commencing the Elective units. Aspects of study acquired throughout the Core units may assist in completing the Assessments for the Elective units.

Assessment Process

There are assessment tasks that are required to be completed for each unit of competency. You are required to complete the assessments for each individual unit at the conclusion of each module and submit for marking/assessment. You can continue with your next module of study, whilst awaiting the result of your assessment (generally within a week of receipt). The process is designed to assess you as competent / not yet competent for each unit of competency as it is completed and provide assistance and feedback throughout the duration of your study.

Assessments provide evidence that a student has obtained the necessary skills and knowledge within each unit of competency. For each module, the process requires you to work through the Workbook and then commence the assessments as per the Assessment Guide. The Assessment Guide for each module, clearly outlines assessment requirements and criteria for each assessment.

Once all assessments for the core and elective units have been successfully completed a student will be awarded the Diploma of Legal Services. If for some reason you are unable to



complete all 10 units, a statement of attainment will be awarded to you upon successful completion of each unit of competency completed.

Workbooks

MMLC has developed individual Workbooks for each unit of competency within the Diploma of Legal Services. All Workbooks contain a range of readings and learning activities. It is very important that students complete these readings and learning activities. They are designed to help students understand the topic and prepare them for the assessments.

Additional learning resources

There are no additional learning resources required to undertake this qualification.

Employment and further study options

After successfully completing this qualification students will be able to demonstrate the skills and experience necessary for employment as a legal administration assistant, legal secretary or paralegal in a legal firm or legal environment. MMLC has close local networks with several law firms who can assist students who are studying or who have completed the qualification to gain employment within the legal industry.

Entry requirements

There are no entry requirements for the Diploma of Legal Services qualification. Preferred pathways for candidates considering this qualification include:

- after achieving BSB42215 Certificate IV in Legal Services or other relevant qualifications in addition to competency in BSBITU307 Develop keyboarding speed and accuracy
OR
- providing evidence of the completion of all units of competency required for BSB42215 Certificate IV in Legal Services as well as evidence of competency in BSBITU307 Develop keyboarding speed and accuracy
OR
- with vocational experience in a range of settings without a formal business qualification.

Although there are no specific entry requirements, MMLC encourages mature age students and those who have a genuine interest in the legal profession to apply. Sufficient proficiency in written and spoken English is a preferred requirement as this will enable students to successfully complete the coursework and achieve their learning goals. Additionally, it is expected that students have an intermediate proficiency in word processing and computing skills.

Credit Transfer Application

MMLC will recognise and credit any previous study provided that the qualification and/or units obtained are an exact or equivalent match to any that MMLC currently and that they were issued from an accredited RTO.

Applicant details:	
Name	
Address	
Telephone	
Email	
Signature	Date:

Please fill out the table below with information regarding the units or qualifications you would like to have assessed for credit transfer.

Credit transfer details:		
Student to insert: Qualification name or units of competency name	Office use only	
	Comments	Granted
		Yes / No

Supporting documentation:
<i>List supporting documentation here (attach to this Application certified copies of your supporting documents. DO NOT submit originals).</i>

An MMLC assessor will review the documentation supplied and will contact you to advise on the outcome of your application within 5 working days.

Office use only	
Received date:	
Assessor name, signature and date:	
Student notified and date:	