



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 (AEST)
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:

- BSB30320 Certificate III in Legal Services
- BSB40620 Certificate IV in Legal Services
- BSB50720 Diploma of Paralegal 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:

- BSB30320 Certificate III in Legal Services
- BSB40620 Certificate IV in Legal Services
- BSB50720 Diploma of Paralegal Services.

All qualifications are offered on an external flexible learning basis, which means you can commence studies 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 Legal Services 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 Legal Services	Up to 12 months
Certificate IV in Legal Services	Up to 12 months
Diploma of Paralegal Services (without pre-requisites)	Up to 12 months
Diploma of Paralegal Services (with pre-requisites)	Up to 15 months

In extenuating circumstances, MMLC will consider extensions for study for private students, however this is at the discretion of the CEO. Monthly extension fees incur a fee of \$81.50 + 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 assessments 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 Legal Services - Private Student (Fee for Services)	\$2,850.00	\$237.50 payable upon enrolment & per month as direct debit/credit for months 2-12.
Certificate III in Legal Services - Private Student (Certificate 3 Guarantee) Concessional student co-contribution Non-concessional student co-contribution	\$795.00 C \$1,395.00 NC	Concessional fee payable over 3mths @ \$265.00 per month Non-concessional fee payable over 6mths @ \$232.50 per month. First month instalment payable upon enrolment
Certificate III in Legal Services - Traineeship (User Choice funding available) This charge is invoiced and payable by the host employer and includes the Government mandated student co-contribution fee of \$1.60 per nominal hour plus training/admin fees.	\$1,395.00	Invoiced in full and payable upon enrolment/sign-up
Certificate III in Legal Services - Traineeship (Fee for Service – no funding available)	\$2,850.00	Invoiced in full and payable upon enrolment/sign-up
Certificate IV in Legal Services - Private Student or Traineeship	\$3,750.00	\$312.50 payable upon enrolment and per month as direct debit/credit for months 2-12.
Diploma of Paralegal Services (excluding pre-requisite units / entry requirements) - Private Student or Traineeship	\$4,740.00	\$395.00 payable upon enrolment and per month as direct debit/credit for months 2-12.
Diploma of Paralegal Services (including pre-requisite units / entry requirements) - Private Student or Traineeship	\$5,736.00	\$382.40 payable upon enrolment and per month as direct debit/credit for months 2-12.

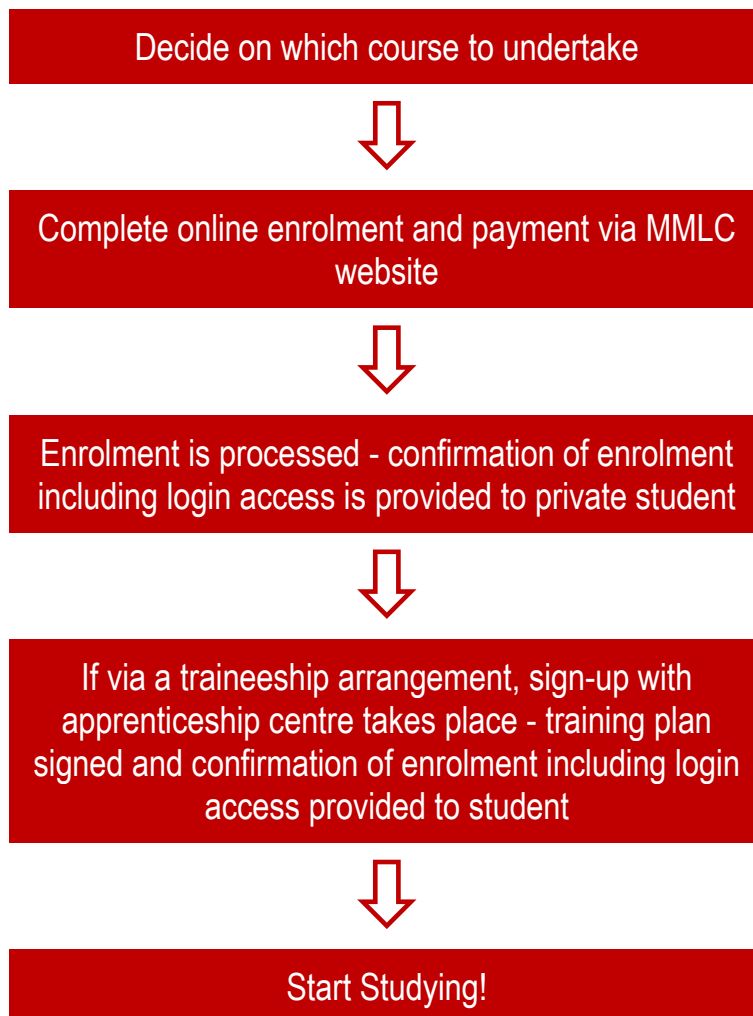


Do I have to undertake the whole qualification, or can I complete individual units?

All three courses we offer are 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 (15 months for the Diploma of Paralegal Services when the pre-requisite units are to be completed) from the date of enrolment and payment of fees. As mentioned previously on Page 6, extensions can be requested for monthly fee. A student's enrolment into an individual unit of competency is valid for 3 months from the date of enrolment and payment of fees. The timeframe provided when multiple units of competency are selected (but not a full qualification), is provided upon enrolment. 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 (AEST), 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 for all qualifications. Access to Microsoft Excel and PowerPoint is a requirement to the Certificate III in Legal Services. We prefer our students use the Microsoft Office suite rather than Google docs (due to formatting of templates).

Are there entry requirements for these courses?

Yes – there are entry requirements for the Diploma of Paralegal Services.

Entry to this qualification is limited to those who have completed the following units: BSBLEG314 Protect information in a legal services environment; BSBLEG423 Conduct simple legal research; and BSBLEG424 Support the drafting of complex legal documents

Or

Have two years equivalent full-time relevant work experience

There are no pre-requisite or entry requirements for the Certificate III in Legal Services or the Certificate IV in Legal Services, however there are 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.

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 can 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.

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

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:

<https://libraryguides.vu.edu.au/harvard/getting-started-with-harvard-referencing#:~:text=The%20Harvard%20style%20is%20an,the%20end%20of%20the%20document.>

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.



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

Once an enrolment has been processed and confirmed and the initial payment received a 'cooling-off / cancellation period' of 7 days from the enrolment date is provided. A refund of the enrolment payment will be provided **less an administration fee of \$125.00+GST (Total \$137.50)**. Beyond this 7 day period, no refund or cancellation will be provided should a student decide at any time to not continue with their studies. The enrolment/initial payment for the Certificate III in Legal Services (Fee for Service) is \$237.50, Certificate 3 Guarantee (\$232.50 Non-concessional or \$265.00 Concessional), and for the Certificate IV in Legal Services \$312.50 and Diploma of Paralegal Services, \$382.40 or \$395.00 (depending on whether you are required to complete the pre-requisite units of competency).

Following the initial payment of \$237.50 upon enrolment for the Certificate III in Legal Services, access to the learning management system and all course content is provided. A monthly direct debit/credit charge of \$237.50 per month will apply for the remaining 11 months following the month of enrolment.

Following the initial payment of \$312.50 for the Certificate IV in Legal Services, access to the learning management system and all courses content is provided. A monthly direct debit/credit charge of \$312.50 per month will apply for the remaining 11 months following the month of enrolment.

Following the initial payment of either \$382.40 or \$395.00 for the Diploma of Paralegal Services, access to the learning management system and all course content is provided. A monthly direct debit/credit charge of \$382.40 or \$395.00 per month will apply for the remaining 11 months (completing Diploma excluding pre-requisites) or 14 months (including pre-requisites) following the month of enrolment.

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 60 day cooling off period, a refund will be provided to the employer, less an administration fee of \$250.00 + GST. Once the 60 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 Legal Services is



\$1,395.00 (if User Choice funding applies) or \$2,850.00 (if no State funding applies). The enrolment/initial payment both the Certificate IV in Legal Services and Diploma of Paralegal 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 the Certificate III in Legal Services and the Certificate IV in Legal Services. Although there are no specific entry requirements for these 2 qualifications, sufficient proficiency in written and spoken English is a requirement as this will enable students to successfully complete the coursework and achieve their learning goals. Additionally, it is expected that students have basic proficiency in word processing and computing skills.

Entry to the Diploma of Paralegal Services is limited to those who have completed the following units: BSBLEG314 Protect information in a legal services environment; BSBLEG423 Conduct simple legal research; and BSBLEG424 Support the drafting of complex legal documents

Or

Have two years equivalent full-time relevant work experience

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 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 course content is the intellectual property of MMLC and is protected by copyright and cannot be reproduced, copied or given to any other person or institution.



BSB30320 Certificate III in Legal Services

Through an online virtual environment, students assume the role of a legal administration assistant for a virtual legal firm. To successfully complete and obtain this qualification, a student is required to complete 10 units of competency. The 10 online units of competency simulate the type of activities a legal administration assistant would undertake in a real legal office. Each online module contains instructions and resources for completing a series of activities related to that particular unit of competency.

The 10 units of competency are as follows:

Core subjects: The 2 core units are listed below:		
BSBLEG311	Work in a legal services environment	60hrs
BSBLEG314	Protect information in a legal services environment	20hrs
BSBTEC201	Use business software applications	60hrs
BSBXCM301	Engage in workplace communication	40hrs
Elective subjects: The 6 elective units are listed below:		
BSBLEG313	Lodge documents in a legal services environment	10hrs
BSBLEG315	Assist in planning activities in a legal services environment	10hrs
BSBLEG421	Apply understanding of the Australian legal system	60hrs
BSBLEG423	Conduct simple legal research	40hrs
BSBWHS211	Contribute to health and safety of self and others	20hrs
BSBWRT311	Write simple documents	30hrs
TOTAL		350 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 Unit 1 and work through until Unit 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 online learning content and complete the assessment tasks. The assessment tasks for each unit clearly outline assessment requirements and criteria for each assessment. Once the assessments for each unit have been completed, they are to be submitted for assessment by uploading the required documentation on the learning management system. Once deemed 'competent' the student is able to continue with Unit 2 and so on. Once all assessments for the 10 units have been successfully completed you will be awarded the Certificate III in Legal Services qualification. If for some reason you are unable to complete all 10 units of the Certificate III in Legal Services, a statement of attainment will be awarded to you upon successful completion of assessments for each unit of competency completed.



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 Legal Services 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.



BSB40620 Certificate IV in Legal Services

To successfully obtain the **BSB40620 Certificate IV in Legal Services**, 10 units of competency are required to be completed:

Core subjects: The 5 core units are listed below:		
BSBLEG424	Support the drafting of complex legal documents	80hrs
BSBLEG421	Apply understanding of the Australian legal system	60hrs
BSBLEG314	Protect information in a legal services environment	20hrs
BSBLEG423	Conduct simple legal research	40hrs
BSBXCM401	Apply communication strategies in the workplace	50hrs
Elective subjects: The 5 elective units are listed below:		
BSBLEG422	Maintain a file in a legal services environment	50hrs
BSBLEG522	Apply legal principles in contract law matters	60hrs
BSBLEG523	Apply legal principles in tort law matters	60hrs
BSBLEG524	Apply principles of evidence law in matters under investigation	60hrs
BSBTWK401	Build and maintain business relationships	35hrs
TOTAL		515 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 **BSBLEG424 Support the drafting of complex legal documents** as this unit provides an 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 document production and formatting which will be helpful with future assessment preparation! We suggest continuing with the units in order of the list above and the order in which they appear in the Learning Management System.

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 online learning content and complete the assessment tasks. The assessment tasks for each unit clearly outline assessment requirements and criteria for each assessment. Once the assessments for each unit have been completed, they are to be submitted for assessment by uploading the required documentation on the learning management system. Once deemed 'competent' the student is able to continue with Unit 2 and so on. Once all assessments for the 10 units have been successfully completed you will be awarded the Certificate IV in Legal Services qualification. If for some reason you are unable to complete all 10 units of the



Certificate IV in Legal Services, a statement of attainment will be awarded to you upon successful completion of assessments for each unit of competency completed.

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 Paralegal Services, which is offered through our college.

Entry requirements

There are no entry requirements for this qualification.



BSB50720 Diploma of Paralegal Services

To successfully obtain the **BSB50720 Diploma of Paralegal Services**, 12 units of competency are required to be completed:

Core subjects: The 5 core units are listed below:		
BSBLEG421	Apply understanding of the Australian legal system	60hrs
BSBLEG422	Maintain a file in a legal services environment	50hrs
BSBLEG521	Conduct and apply legal research	40hrs
BSBLEG534	Take instructions in a legal services environment	40hrs
BSBWRT411	Write complex documents	50hrs
Elective subjects: The 7 elective units are listed below:		
BSBLEG526	Apply legal principles in criminal law matters	60hrs
BSBLEG527	Apply legal principles in family law matters	60hrs
BSBLEG529	Apply legal principles in corporation law matters	60hrs
BSBLEG530	Apply legal principles in wills and probate matters	60hrs
BSBLEG532	Assist with court procedure	60hrs
BSBPEF501	Manage personal and professional development	60hrs
BSBTWK401	Build and maintain business relationships	35hrs
TOTAL		635 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 **BSBLEG421 Apply understanding of the Australian legal system** and then continue with the remaining 4 Core units 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. 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 online learning content and complete the assessment tasks. The assessment tasks for each unit clearly outline assessment requirements and criteria for each assessment. Once the assessments for each unit have been completed, they are to be submitted for assessment by uploading the required documentation on the learning management system. Once deemed 'competent' the student is able to continue with Unit 2 and so on. Once all assessments for the 12 units have been successfully completed you will be awarded the Diploma of Paralegal Services qualification. If for some reason you are unable to complete all 12 units of the Diploma



of Paralegal Services, a statement of attainment will be awarded to you upon successful completion of assessments for each unit of competency completed.

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

Entry to the Diploma of Paralegal Services is limited to those who have completed the following units: BSBLEG314 Protect information in a legal services environment; BSBLEG423 Conduct simple legal research; and BSBLEG424 Support the drafting of complex legal documents

Or

Have two years equivalent full-time relevant work experience

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
		Yes / No
		Yes / No
		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:	