



Student Handbook

Student Information

For NMAS and professional development courses



MEDIATION



INSTITUTE

The Dispute Resolution Training and Membership Specialist

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The contact details for your course trainers will be available from the home page of your course.

To log into your course, go to <https://mi.study247.online>.

When you enrol, you will receive an email with the link and log in information via the email address you supplied to Mediation Institute when you enrolled. Please let us know if you want to change the login email address. Click on the *I do not know my password* link to set or reset your password.

You can write down your password hint and login name below.

Login name (usually your email):

Password hint:

Congratulations on your decision to study with Mediation Institute.

We aim to offer you a safe, fair, and supportive learning environment. This handbook provides general information about our systems, processes, and your rights and responsibilities when undertaking training with Mediation Institute.

Please note that it does not have specific information about our courses. Which can be found on our website at www.mediationinstitute.edu.au and in individual Course Guides.

This document covers policies and procedures for all our training courses, excluding our Vocational Education and Training (VET) courses delivered in partnership with Inspiritive Pty Ltd, RTO Code 21178. For information specific to our Grad. Dip. FDR course, you can download the current Student Handbook from [Mediation Institute Guides and Forms](#).

About Mediation Institute

Mediation Institute Pty Ltd (Mi) specialises in dispute resolution and interpersonal skills training. Our courses cover negotiation, mediation, family dispute resolution, family group conferencing, and more. As a Recognised Mediator Accreditation Body (RMAB), we can accredit mediators under the National Mediator Accreditation System (NMAS). We offer continuous support to dispute resolution professionals through our member services and host the Dispute Resolution Agency in Australasia.

We prioritise innovation, flexibility, and accessibility in our service delivery. By leveraging technology, we enhance training effectiveness while maintaining a personal touch. This approach earned Mi the eLearning Excellence Award for the VET sector in 2014 and finalist status in the Victorian Telstra Best of Business Awards in 2023.

We work in partnership with Registered Training Organisations to deliver Vocational Education and Training (VET).



Personalised Student Support

Our training and support services are tailored to your individual needs. If you need help, please don't hesitate to ask, and if we identify that you need extra support, we'll proactively offer it.

Our goal is to understand each student and their career aspirations. We are here to address any issues, whether related to the course or external factors affecting your studies. While our courses have recommended completion times, we are flexible in accommodating any necessary constraints for educational purposes.

Mi is committed to supporting all students in accessing training and successfully completing their courses. This support includes adaptable training and assessment methods, opportunities to discuss challenges with the course coordinator and help in understanding course materials.

We also prioritise maintaining a safe learning environment for all students, balancing individual needs with the well-being of others.

Acknowledgement of Country

Acknowledgement of Country is a way for both indigenous and non-indigenous people to bring to the front of mind the continuing and ongoing role that indigenous peoples have in Australia.

We are proud to provide training and support to many First Nations people, as many are attracted to mediation as a culturally appropriate way to resolve disputes and conflict.

Mediation Institute acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of Australia and pays our respect to Elders past, present and emerging.

We recognise the continuing connection to the lands, waters, and communities within which we live, work and learn.

To find out more, visit – <https://www.mediationinstitute.edu.au/general-information/acknowledgement-of-country/>

Our Values and Approaches



We constantly strive to improve. When something isn't working, we fix it. When it works, we find ways to make it even better. Our innovations may bring changes to how you experience your learning journey with Mi.



At Mi, we support you by respecting your priorities and tailoring your learning journey to meet your needs. We recognise your prior knowledge and encourage active participation through webinars and peer feedback. Our support extends as you progress, enabling you to mentor others and provide constructive feedback that focuses on strengths and areas for improvement. Together, we create an environment where your impact helps others grow and refine their skills.



We focus on your success, equipping you with skills for workplace excellence in government, private business, or independent practice. We never cut corners and prioritise your growth every step of the way. At Mediation Institute, we ensure that every student completes their studies with the necessary knowledge and skills. If you face barriers, let us know—we're here to help. Connect with fellow students to collaborate and create new opportunities during and after your studies.



Our training adapts to busy professionals, but we know flexibility can lead to challenges like procrastination. If you have trouble during your course, please contact our team. We make reasonable adjustments to address learning barriers and support your unique journey. Let us know if something isn't working—we're here to help.



Mediation Institute prioritises accessibility, supporting those in regional areas or with disabilities that limit online attendance. If your disability doesn't affect your ability to perform coursework, we ensure our processes remain barrier-free.

We accommodate individuals with vision impairments or physical disabilities. If you face challenges, talk to our staff for tailored assistance. For concerns related to trauma or triggers, particularly with topics like family violence, contact us to explore how we can support you.

Access to Quality Education

Mediation Institute is committed to providing relevant, accessible, fair, and inclusive programs and services. We aim to address past disadvantages and enhance the standing of various societal groups, including:

- Aboriginal and Torres Strait Islander people
- People of non-English speaking backgrounds
- People with disabilities
- Geographically isolated individuals

For students needing assistance in our programs, we offer:

- Language, literacy, and numeracy support or referral to specialist support
- One-on-one tuition
- One-on-one intensive student support
- Email and telephone contact
- Use of adaptive technology

Our online course is fully accessible to the vision impaired, and we can provide Word versions of PDF documents and other necessary assistance. If you want more information or to discuss your needs confidentially, contact our office at 1300 781 533 or email office@mediationinstitute.edu.au.

Our Learning Philosophy

These principles guide our approach to education and learning.

Learner Focused

We measure the value of training by how effectively it supports your learning. We focus on your satisfaction and course completion. We believe that when learning fails, teaching often falls short. If you enrol with a genuine desire to succeed, we will do everything possible to help you achieve your goals.

Recognising and valuing life experience

Learning and skill development occurs in many situations and contexts, including formal and information training, on the job and through other relevant activities. Our courses are structured to allow you to move through your studies based on your learning needs.

Leveraging technology to support people

In today's world, technology plays a significant role in supporting learning. We use an online system and encourage students to ask questions and share ideas. Our course designers understand that students have unique learning styles and needs. That's why we provide the theory component of our courses online, allowing you to learn at your own pace. We also host regular webinars and role plays where you can engage, ask questions, and explore ideas.

Due dates are advisory, allowing you to finish faster or slower than the suggested timeline. We offer various ways to interact with other students and accredited practitioners, but you need to be proactive and attend events. While we don't require you to participate in webinars, most courses include role plays and/or workshops you must attend.

Trainers who care about student success

For us, student success means completing your studies and applying what you learn in real life. That's why we offer ongoing support through our membership services.

Our trainers view their role as not only training but also coaching, mentoring, and supporting learners. We provide detailed feedback to help you develop your skills. Learning is an interactive process, not a passive transfer of knowledge.

Our trainers and assessors are fully qualified to teach the courses they offer and bring current industry experience to their roles. They stay updated through professional development and client work whenever possible.

In addition to training, they coach and mentor, ensuring that you benefit from their expertise in the field. Your trainers will work with you to create a supportive learning environment that helps you achieve competence in your area of study. At Mi, we deliver theory through eLearning and skills development through role plays, either via video meetings or at workshops.

Phone and email support are always available, and we offer individual and group coaching, as well as webinars, on a scheduled or ad hoc basis as needed.

Expectations of Students

Mi requires all students to contribute to a safe and collaborative learning environment.

By enrolling in training with Mi, you agree to adhere to the following Learning Principles Agreement:

- Collaborate with the intent to learn, fostering active listening, asking clarifying questions, and maintaining open communication.
- Uphold the right of learners and staff to be treated with respect, ensuring a discrimination- and denigration-free environment.
- Contribute positively to the learning process, promoting harmony and positivity, regardless of gender, race, sexual preference, political affiliation, marital status, disability, or religious belief.
- Demonstrate honesty and respect by avoiding plagiarism, falsifying work or information, and engaging in behaviours that may harm or offend others.

Roleplays

Roleplays, except for specialised in-house programs or in-person workshops, typically take place online. They offer learners a safe space to practice new skills, requiring honesty and sincerity from all participants to ensure effectiveness.

Guidelines for participants:

Realistic Client Experience: Those playing the "client" should provide a realistic experience to help learners practice. Avoid extreme behaviours, attitudes, or scenarios that could disrupt the safe learning environment. Stay mindful of your role.

Respectful Participation: Treat fellow learners and trainers with respect, maintaining professional conduct suitable for a workplace setting.

Inappropriate Conduct: Disrespectful language or outrageous behaviour during roleplays is unacceptable. Participants may be asked to leave the session, and persistent issues could lead to suspension of studies until resolved.

Feedback

- Acquiring new skills requires practice and feedback on performance. Learners are encouraged to evaluate their role-play performances to encourage self-reflection and self-awareness.
- We provide constructive feedback after role plays and other assessments, which may include live feedback in front of staff, learners, or observers. We use group feedback to enhance learning for all participants.
- Learners can request private feedback sessions with trainers or coaches. If no private session is requested, we provide role-play feedback in a group setting.
- In assessment role plays where a student is deemed "not yet competent," the assessor will ask if the student prefers private feedback after confirming the assessment status.
- Mi uses the Feedback Sandwich approach to ensure effective feedback. This includes specific commendations, insights into errors or areas for improvement, strategies for performance enhancement, and overall progress feedback.
- We provide feedback to support, encourage, and develop your skills and understanding. It's essential to listen openly to positive feedback and improvement areas while setting aside ego and negative self-beliefs. Overly self-critical or resistant attitudes hinder learning—stay in the learning zone!
- We provide constructive feedback that is never humiliating, discriminatory, or focused on personal characteristics. If you feel unfairly treated, please contact the office.

Resistance Zone

Unwilling to accept feedback on errors or improvement suggestions. Defensive rather than accepting feedback.

Learning Zone

Willing to listen, asks clarifying questions and adjusts behaviour based on feedback.
Active learner

Resistance Zone

Unwilling to accept positive feedback. Too hard on yourself.

Mi Supervision and Webinars

Engaging in discussions and exploring various topics with peers benefits your learning journey.

- Group Supervision sessions or Webinars may be integral to your course. Learners are encouraged to make the most of these opportunities by actively participating and considering the various times and dates provided.
- Mi Supervision follows positive supervision principles, aiming to create an enjoyable and constructive experience.
- In the event of disagreements among group members regarding beliefs, values, opinions, or any other matter, discussions should be conducted respectfully and thoughtfully, recognising and valuing diversity.
- Personal attacks, insults, aggressive language, or any behaviour intended to intimidate or impose upon others is strictly unacceptable.
- Ensuring the confidentiality of client information is paramount. Please avoid using client names during supervision; descriptions of their circumstances should be vague or modified to prevent their identity from being shared.

Workshops

Mediation Institute primarily offers online workshops rather than in-person sessions. However, in-person workshops enhance course content and facilitate hands-on skills development when available.

While online participation is the norm, there are exceptions, such as the Family Group Conferencing course, where workshop attendance is mandatory. Your course enrolment and information will specify if a workshop is compulsory.

You must apply for an exemption if you cannot attend a workshop. Sometimes, depending on the course requirements, you may need to engage in additional online activities or attend a later workshop.

Learners are responsible for covering any costs associated with travel or attendance at workshops related to their course.

Work Placements

Work placements are not required for non-VET training options.

Privacy

At Mediation Institute, we prioritize the privacy of our students and comply with all legislative requirements, including the Privacy Act 1988 and Australian Privacy Principles.

Here's how we handle your information:

- **Visibility:** Your name is visible to other students in your course, especially on shared documents like the Role Play Scheduler.
- **Contact Information:** We share your email address, suburb or town, and contact details with your course trainers to facilitate communication. Other students can contact you through the course inbox but cannot see your email address.
- **Profile Details:** Any contact details you provide in your learning management system profile will be visible to other students in the course.
- **Photograph:** We encourage you to upload a photo to your course profile. This can be a personal photo or any image you're comfortable with.
- **Privacy Concerns:** If you have any privacy concerns, please contact Mediation Institute to discuss how we can address them.
- **Media Recordings:** Mediation Institute may capture videos or photographs during learning activities. These may be used for creating learning resources and marketing or shared on public platforms like Facebook, Vimeo, and YouTube. If you have concerns about the use of your image or voice, you can opt out by informing us.
- **Enrolment Agreement:** By enrolling in a course with Mediation Institute, you agree to these terms. If you have any issues, please let us know.
- **Complaints:** Under the Privacy Act 1988, you have the right to file a complaint with the Office of the Australian Information Commissioner (OAIC) about how we handle your personal information. For more information on filing a privacy complaint, visit the OAIC website: <http://www.oaic.gov.au/privacy/privacy-complaints>.

Student Safety

At Mediation Institute, we prioritise creating a secure environment for our students and staff, in line with the legal requirements of the Work Health and Safety Act 2011 and our ethical responsibilities.

Most of your training will be in the comfort of your home or office. However, we encourage you to observe standard risk prevention measures related to workplace ergonomics and safe working practices.

Be mindful of your work environment, and take advantage of the many online resources available to help you maintain a safe workspace. For example, you can refer to the [Working from Home Checklist provided by Safe Work Australia](#).

Enrolment

Pre-Enrolment Procedures

If you're unsure about your readiness for one of our courses, we encourage you to request a pre-enrolment meeting with a member of our training team. During this meeting, we will review various aspects, including prerequisite qualifications or experience, language, literacy, and numeracy (LLN) needs, computer literacy, and career goals. This conversation is designed to help you gain clarity before confirming your enrolment.

You are welcome to request a meeting even if it's not a requirement for your chosen course.

Please note, all Mediation Institute courses require internet access.

Languages, Literacy, and Numeracy (LLN)

If you require language, literacy, or numeracy support, please inform us during the enrolment process. If you need minimal support, we can arrange additional assistance from the trainer or staff member.

We strongly recommend that students have proficient English language, literacy, communication, and interpersonal skills, essential for success in our courses.

Verbal communication in English is vital for completing course assessments. If your skills in this area are not yet sufficient, we suggest seeking LLN support from a specialized organization like TAFE. Once your communication skills are improved, you can re-enrol in our program.

If your communication skills are not at the required level for the course and we cannot provide the necessary LLN support, we may decline your enrolment.

Student Orientation Sessions

After completing your enrolment including payment, you will receive an email inviting you to log into the course. To support your transition into your studies, we offer weekly question-and-answer sessions you are encouraged to attend.

Please feel free to request one anytime if your course does not include an individual orientation session by default. We are here to guide you and help you familiarise yourself with your studies.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) provides an alternative assessment method for individuals with prior formal or informal learning experiences and workplace expertise. It allows you to demonstrate your competence based on past experiences.

RPL generally applies to Vocational Education and Training (VET) or Higher Education studies and typically does not apply to our non-VET courses.

If your experience or qualifications may be relevant, or if there is a specific RPL process for your course, please contact the office to request a review of your prior learning.

To be eligible for RPL credits, you must provide evidence of competence that is:

- Authentic
- Valid
- Reliable
- Current (within the past year or two)
- Sufficient

If you wish to seek recognition for all or part of your qualifications, you must complete the Recognition Application Kit and submit it to the Institute.

Deferral of Study

If you cannot complete your course within the expected duration due to life circumstances, you can request a deferral of study.

You can access the required form here: [Leave of Absence Form](#).

Fees and Refunds

Course payment

Please refer to the course information on our website for full details on course fees.

[Mediation Training With Mediation Institute](#)

Generally, courses require full payment before commencement; however, we may approve a payment plan in some cases.

The fee or first instalment must be paid before beginning your training.

Mi may suspend access to your course if instalments are not paid as required. Tuition fees are GST-free and are provided for certain courses.

Substitutions

If you need to request a student substitution, please submit your request in writing. Substitutions can be made up to 2 working days before the program's start date. The substitute must meet all the entry criteria for the specific program.

Student Cancellations

If you wish to cancel your enrolment during a training program, you must notify Mi via email at office@mediationinstitute.edu.au.

Refunds will not be granted to students who cancel their enrolment after the program has started unless Mediation Institute has not formally enrolled the student in the course. This policy applies regardless of the student's engagement or progress.

If you cannot engage in studies for a period, we encourage you to explore alternative options, such as requesting a leave of absence, as seen on the previous page.

Refunds

As a general principle, course fees are non-refundable.

Purchasing training is similar to buying a gym membership. You gain full access to learning materials and receive support from trainers and mentors. However, it is your responsibility to make use of these opportunities. You are not entitled to one if you choose not to and later request a refund.

You can begin your studies within one or two days of receiving your first payment. The login details for your online course are provided on the commencement date.

Exceptions

Mi will issue a full refund of course fees if Mediation Institute cancels the course or is unable to offer it in an accessible format.

A full refund will also be granted if the commencement date is postponed by more than six weeks from the initially advertised date at the time of enrolment unless mutually agreeable alternative arrangements are made.

In rare cases, Mi may consider a partial refund on an ex-gratia basis. The calculation for such a refund will consider:

- Administrative costs for processing the enrolment.
- Payment processing fees, including credit card charges.
- Training costs incurred to date, covering training, assessment, and mentoring.
- Any other relevant circumstances.
-

The minimum administrative charge for ex-gratia cancellations, with no refund entitlement, is \$500. This amount may be higher based on the specific situation.

Payment Plans

Your course certificate will only be issued once you have paid the full course fees.

We will invoice the due amount, including the agreed payment plan details. If you do not follow the payment plan, the following actions may occur:

- Mediation Institute may attempt to re-debit your account for direct debit payment plans. Any bank fees or charges incurred will be your responsibility.
- If payment is not received within 30 days, your enrolment may be temporarily suspended until the payment plan is reinstated or an alternative payment plan is arranged. This suspension does not waive our right to take further action at a later date.

If you have difficulty meeting a payment due date, please contact Mediation Institute as soon as possible to discuss your situation. We are happy to consider individual circumstances and work out alternative payment options.

Mediation Institute may cancel your enrolment if your payment plan is not up to date or alternative arrangements are not made within 60 days of non-payment. We reserve the right to take action even if we do not cancel your enrolment within these 60 days.

Course Fee Changes

Fees may change without notice before enrolment.

Once you have completed your enrolment, the fees will remain fixed for the duration of the course.

Mediation Institute may charge additional fees for enrolment extensions if it takes longer than six months for you to complete your studies, as outlined in the fee schedule.

Other Information and Conditions

- Mediation Institute does not guarantee employment or job placement after course completion.
- This agreement and the availability of complaints and appeals processes do not remove your right to take action under Australia's consumer protection laws.

Assessment

Assessment focuses on collecting evidence that demonstrates your skills, knowledge, and abilities in line with course requirements. Mediation Institute (Mi) uses various methods to gather this evidence, such as written questions, direct observation, structured activities, third-party feedback, portfolios, and evaluation of documents or products you create during the course.

These approaches ensure evidence is gathered from direct, indirect, and supplementary sources, validating your competence. Each course typically combines these assessment methods.

You can find the specific assessment tasks required for your course in the Learning Management System (LMS).

Reassessment

If you are assessed as "not yet competent," you will receive detailed verbal and written feedback to help identify areas where you need improvement. This feedback will guide you toward additional training to address knowledge and skills gaps.

You are entitled to one reassessment and additional training at no extra cost. A fee will apply if you require further training and reassessment beyond the initial opportunity. Please refer to the current fee schedule for the reassessment fee.

If you need extra learning support, please let Mi team know so we can closely monitor your progress and apply appropriate support services before considering an additional fee for reassessment. If a student consistently fails to demonstrate competence despite significant support, we may mutually agree to terminate the enrolment.

Issuing Certificates

Once you have completed all course requirements, Mediation Institute will issue your Certificate of Completion or, where applicable, Certificate of Assessment.

Course Standards

We provide NMAS Mediator Training and Assessment in line with the National Mediator Accreditation System (NMAS). Download the complete guidelines from the www.msb.org website.

All other training is designed by Mediation Institute, with input from our expert trainers and assessors, based on their industry experience and knowledge, especially where no alternative standards are available.

If your coursework or assessments do not meet the required standard, we will mark them as "not yet competent." We will provide detailed feedback and ask you to resubmit the work to improve performance.

Some role plays and activities are only for skill development and are not part of the formal assessment. Our trainers and assessors will provide verbal and written feedback to guide you through any competency gaps.

Expected Course Durations

- NMAS Mediator Training: This course typically spans 38 hours, with six months to complete.
- We generally offer six months to complete other courses, though the duration may vary. Refer to course details for specific timelines.

Access to your records

You will have continuous access to your learning and assessment records via the Learning Management System (LMS) for the entire course and at least 30 days after receiving your certificate.

You can download the work you submitted within the LMS and track your progress.

Mi maintains student records, which include participation and assessment results within the LMS.

You can assess your progress at any time through the LMS by reviewing your marks.

If you'd like to discuss your progress with your course coordinator or the Training Manager, you are welcome to schedule a time that works for you.

Course Enrolment by Employers for their Students

If your employer funds your course fully or partially, Mediation Institute may share specific information with them upon request. This includes details about your attendance, participation, and assessment results.

Active Participation in Training

Mediation Institute courses combine group and individual activities. We encourage and expect all participants to actively and fully engage in both training and assessment processes.

Updating Personal Details

You must notify Mediation Institute of any changes to your address, phone number, or email within seven days. We are not responsible for undelivered information if you don't update your contact details.

Privacy Commitment

Mediation Institute is committed to maintaining the confidentiality and privacy of student information, except in the circumstances outlined in this document.

Participation and Progress

Mediation Institute aims to provide high-quality learning experiences, ensuring safe and practical student and staff engagement.

- **Learning Support:** Courses include access to an online platform, role plays, webinars, and group supervision sessions.
- **Feedback:** Students will receive progress updates through verbal and written feedback.
- **Student Role:** You are a very important partner in the learning process and are expected to actively participate in discussions and activities while seeking clarification as needed.

If you have difficulty meeting competency standards, we will discuss options such as transferring to a different program, changing qualifications, or exiting the course based on your circumstances.

Behavioural Expectations

Disrespectful or disruptive behaviour will not be tolerated, especially if it compromises safety. Confirmed complaints may result in:

1. **Counselling and Behavioural Agreement:** For initial incidents.
2. **Suspension:** To complete behaviour change work for repeated offences.
3. **Expulsion:** For extreme or unresolved cases.

We are committed to supporting your learning journey and maintaining a respectful, safe, and productive environment for all.

Timely Completion

Mediation Institute (Mi) provides self-paced learning, allowing students the flexibility to manage their schedules. However, students must practice self-discipline by dedicating time to their studies and participating in skill development activities.

Facilities

Mi delivers online training and conducts skills development through Video Mediation Role Plays. Students coordinate these role plays using the Role Plays Scheduler, accessible to everyone enrolled.

Please note that Mi does not provide on-campus facilities.

Working with Children and Vulnerable People

Mi focuses exclusively on adult education and does not offer training or assessment to individuals under 18. Our programs prioritise the safety and well-being of children and vulnerable people. All trainers and assessors strictly adhere to industry standards relevant to their courses.

Student Feedback

Mi highly values feedback from students and employers to improve our programs continually. Please feel free to share your feedback verbally or in writing with your course coordinator, facilitator, or assessor.

Complaints and appeals

At Mi, we are committed to a fair and transparent process for handling complaints and appeals. If needed, you can seek help from an independent external body.

Complaints: Complaints are expressions of dissatisfaction with any part of the process, system, product, or service provided by Mi. You or a third party can submit a complaint in writing or verbally.

Our internal complaint handling process ensures a fair and impartial procedure for resolving concerns.

Appeals: An appeal is a request to review an unfavourable decision or finding during your training or assessment.

To submit an appeal:

1. Write down the details of the decision or finding you wish to challenge.
2. Submit the appeal to Mi within 28 days of being notified of the decision or finding.

Equity and Respect

Mi is dedicated to maintaining a training and assessment environment free from discrimination and harassment.

- **Zero Tolerance Policy:** Discrimination or harassment by staff, including contractors, is unacceptable. Violations will result in disciplinary action, and criminal behaviour will be reported to the police.
- **Commitment to Fairness:** All staff treat students fairly and respectfully, following the Australian Human Rights and Equal Opportunity Commission (HREOC) guidelines.

Reporting Issues

If you believe you have experienced discrimination or harassment:

1. Report the issue to a trusted staff member.
2. Contact Mi at 1300 781 533 or email office@mediationinstitute.edu.au.

You can also report incidents to the HREOC Complaints Info-line at 1300 656 419. Your concerns matter, and we are here to support you.

Processes to resolve complaints and appeals

If you have a problem with your course or want to appeal an assessment decision, the first step is to talk to your course trainer or assessor. If this isn't practical or you prefer to speak with someone else, you can escalate the issue to a course coordinator, the Training Manager, or the Director of Studies. Contact details for these individuals can be found on page two of this guide. If the issue remains unresolved, an independent Complaint Manager, who is not involved in the situation, may investigate and recommend a resolution.

Complaints and appeals can be resolved in several ways, such as through a meeting with everyone involved, reassessment opportunities, mediation, or an investigation report with recommendations. You are welcome to bring a support person to any meetings, and there is little to no cost for participating in this process.

We aim to address all complaints and appeals promptly. Your issue will be reviewed or assigned to a Complaint Manager within seven days. Within 14 days, you will receive a written outcome or an update if more time is needed. Most complaints and appeals are resolved within 60 days. If more time is required, you will receive an update explaining the reason for the delay and a new timeline for resolution.

Your enrolment will not be affected during this process, and there are no negative consequences for raising a complaint or appeal. All information is handled confidentially, with details shared only with necessary individuals. We will discuss any information sharing with you beforehand and only release information to third parties with your permission. Complaints and appeals also provide valuable feedback that helps us improve our policies, processes, and staff training.

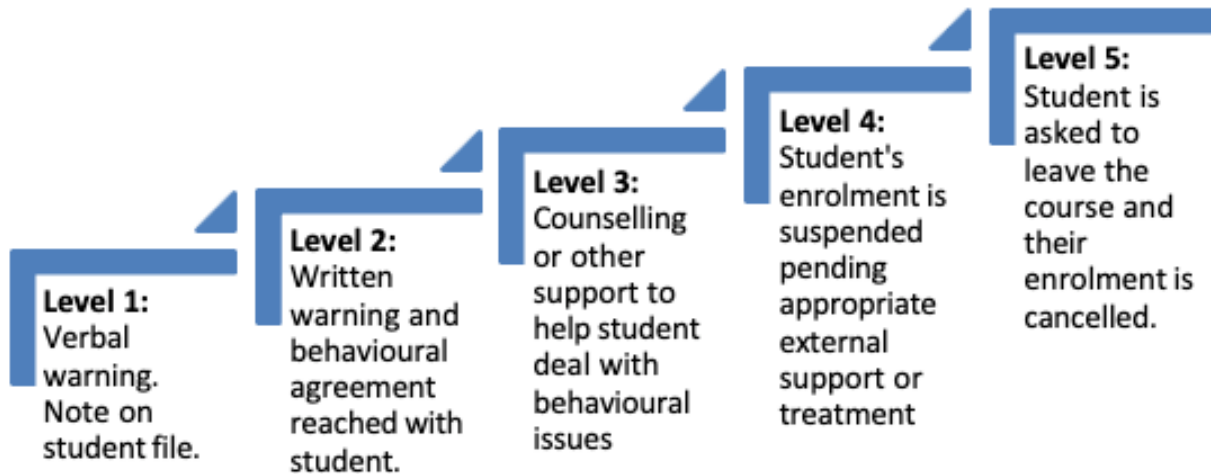
Review by External Agency

If you are dissatisfied with how your complaint or appeal is handled, please contact external agencies for further support. For consumer-related issues, you may contact the Office of Fair Trading. For concerns about NMAS Training and Assessment, the Mediator Standards Board (www.msb.org.au) can help you out.

We are committed to ensuring a fair, supportive, and transparent process for resolving complaints and appeals. If you have any concerns, don't hesitate to reach out—we're here to help.

Disciplinary Action

Students who disrupt the learning environment or endanger the safety of others, including classmates, trainers, or assessors, may face disciplinary action. The level of action will depend on the severity of the behaviour. For serious or unsafe behaviour, immediate expulsion may be necessary.



Policies and procedures

Policies and procedures are crucial documents that outline the strategies used by our organisation to manage key quality factors.

Please ensure you are familiar with the following important policies and procedures:

- Sexual harassment
- Workplace health and safety
- Confidentiality and privacy
-

These policies and procedures are reviewed regularly and may change during your enrolment. The Training Manager or course coordinator will communicate any significant changes to you.

Behavioural Agreement

The Behavioural Agreement sets out the expected standards of behaviour during training with Mediation Institute. We work closely with students and staff to ensure they are fully aware of the expectations and the consequences of breaching the agreement.

Continuous Improvement

Mediation Institute is committed to continually improving our training, assessment, student services, and management systems. This ongoing improvement is a key part of our approach.

Suggesting Improvements

We encourage students to report suggestions for improvement, which can be shared through email or by speaking with our training team.

Legislative and Regulatory Responsibilities

Mi operates in strict accordance with the law, obliging us to adhere to legislative and regulatory conditions governing our activities. The following section outlines the Acts to which Mi has compliance responsibilities, representing obligations for students training with Mediation Institute.

In your daily work and training participation, it's crucial to be aware of relevant legislation impacting your conduct and behaviour.

Copies of State and Federal legislation can be accessed on the Internet at www.australia.gov.au/state-legislation (State) and www.comlaw.gov.au (Federal).

The following is a summary of legislation generally applicable to your daily work and training:

Copyright Act 1968 Copyright, an intellectual property example, is based on creative skill and labour. It aims to prevent unauthorised use of the original expression of an idea or information by the creator, referred to as a "Work."

Copyright is intangible, encompassing exclusive economic rights to perform specific acts with an original work or other copyrighted subject matter. These rights include copying, publishing, communicating (e.g., broadcasting, making available online), and publicly performing the copyrighted material.

No general exception permits the reproduction of a work without infringing copyright. When copying a part of a work, the determination hinges on whether a substantial part has been reproduced, constituting an infringement.

However, there's a rule for fair dealing copying for research or study purposes. A reasonable portion of a work, deemed 10% of a book exceeding ten pages or 10% of the words in electronic form, may be copied for that purpose.

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 aims to establish a consistent national framework for ensuring the health and safety of workers and workplaces across Australia. This legislation is designed to safeguard workers and other individuals from harm and health hazards, with a focus on enhancing safety and well-being by regulating and documenting the elimination or reduction of risks arising from work, substances, or specific types of equipment.

The WHS Act provides a unified set of national work health and safety laws, covering various categories such as employees, contractors, sub-contractors, out workers, casual workers, trainees, work experience students, volunteers, and employers engaged in work activities.

In addition to protecting workers, the WHS Act also legislates for the safety of the general public, ensuring that work-related activities do not compromise their health and well-being.

Section 29 of the WHS Act outlines the responsibility of any person at a workplace, including customers and visitors, to take reasonable care of their health and safety and that of others affected by their actions. This includes cooperation with measures taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

For more details, please take a look at the Work Health and Safety Act 2011 at legislation.gov.au.

Privacy Act 1988

The Privacy Act 1988 is reinforced by the Australian Privacy Principles, effective from March 12, 2014, aiming to ensure transparent and responsible management of personal information by businesses and government agencies.

Please take a look at the relevant section of this handbook for comprehensive information on privacy protection. It covers:

- The types of personal information collected and held by Mi and Inspiritive.
- The procedures for collecting and storing personal information by Mi and Inspiritive.
- The purposes behind collecting, holding, using, and disclosing personal information by Mi and Inspiritive.
- Procedures for individuals to access and correct their personal information held by the entity.
- A mechanism for individuals to lodge complaints about breaches of the Australian Privacy Principles and how the entity handles such complaints.
- Considerations regarding the likelihood of the entity disclosing personal information to overseas recipients.

Fair Work Act 2009

The Fair Work Act 2009 establishes a balanced framework for workplace relations, aiming to create cooperative and productive relationships while ensuring fairness, flexibility, and economic growth. The legislation sets out minimum terms and conditions through the National Employment Standards, modern awards, and national minimum wage orders. It prioritises fairness, representation, and prevention of discrimination, upholding the right to freedom of association. The Act mandates accessible grievance resolution procedures and effective compliance mechanisms in workplaces. For details, visit the Fair Work Act 2009 on legislation.gov.au.

Disability Discrimination Act 1992

The Disability Discrimination Act 1992 defines discrimination on the grounds of disability. According to this Act, a person (discriminator) engages in discrimination against another person (aggrieved person) based on the aggrieved person's disability if, due to their disability, the discriminator treats or intends to treat the aggrieved person less favourably than a person without a disability would be treated in similar circumstances. The Act emphasises that circumstances are not considered materially different solely because a person with a disability may require different accommodations or services.

For more detailed information, refer to the [Disability Discrimination Act 1992](#).

Sex Discrimination Act 1984

The Sex Discrimination Act 1984 aims to:

- Implement specific provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- Eliminate, to the greatest extent possible, discrimination based on sex, marital status, pregnancy, or potential pregnancy in various areas such as work, accommodation, education, provision of goods, facilities and services, disposal of land, activities of clubs, and administration of Commonwealth laws and programs; and
- Minimise, as much as possible, discrimination involving the dismissal of employees based on family responsibilities and
- Reduce, as much as possible, discrimination involving sexual harassment in the workplace, educational institutions, and other areas of public activity; and
- Promote recognition and acceptance within the community of the principle of the equality of men and women.

For more detailed information, refer to the [Sex Discrimination Act 1984](#).

Age Discrimination 2004

The Age Discrimination Act 2004 aims to:

- Eliminate, to the extent possible, discrimination against individuals based on age in areas such as work, education, access to premises, provision of goods, services and facilities, accommodation, disposal of land, administration of Commonwealth laws and programs, and requests for information; and
- Ensure, as far as practicable, that everyone enjoys equal rights before the law, regardless of age, as the rest of the community and
- Permit appropriate benefits and assistance to be provided to individuals of a certain age, particularly younger and older persons, recognizing their specific circumstances and
- Promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights and
- Respond to demographic changes by eliminating barriers to older people participating in society, particularly in the workforce, and challenging negative stereotypes about older individuals.

If you would like more detailed information, please refer to the [Age Discrimination Act 2004](#).

Racial Discrimination Act 1975

The Racial Discrimination Act 1975 is designed to fulfil Australia's commitments under the International Convention on the Elimination of All Forms of Racial Discrimination. Its primary goals include:

- Advancing equality before the law for all individuals, irrespective of their race, colour, or national or ethnic origin, and
- Prohibition of discrimination against individuals based on their race, colour, descent, or national or ethnic origin.

For more comprehensive details, you can refer to the [Racial Discrimination Act 1975](#).