



# MADEC Student Handbook

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# Welcome to MADEC

Thank you for considering MADEC to complete your Qualification.

MADEC is a Nationally Recognised Training Organisation registered in Australia, through the Australian Skills Quality Authority (ASQA).

First established in 1969 and recognised as *Mildura And District Educational Council*, MADEC proudly services selected regions throughout South Australia, Victoria and New South Wales.

MADEC delivers and facilitates National and State Accredited Training Programs, as well as non-accredited training programs. MADEC is flexible in its program delivery, having the ability to provide full-time and part-time training, on-campus, off-campus and on the job delivery models in selected Qualifications.

MADEC is focussed on creating learning pathways that lead to employment outcomes by providing our students the opportunity to explore and grow throughout their study.

We offer a wide range of workshops, short courses, skillsets and nationally recognised Qualifications throughout South Australia within an approximately 100km radius of Metropolitan Adelaide, whilst working in conjunction with Government funded programs to upskill those in employment and to assist unemployed people gain the skills, knowledge and attitude to achieve employment outcomes.

Our broad scope and connection with industry gives us the expertise in relation to the job market and employment opportunities available in every region. Through our consultations with industry, we are able to ensure our training content is current and in-line with industry growth, trends, needs and expectations.

MADEC professional staff and Trainers are available to speak with in relation to the career opportunities available after successful completion of your Qualification, and the policies and procedures mentioned within this document are available for your review on the [MADEC Website](#).

<b>MADEC Vision</b>				<b>MADEC Values</b>			
<b>Vision</b>  To improve the lives of those in need	<b>Purpose</b>  To improve individual life outcomes by providing support, education, opportunity, and guidance that will lead to the alleviation of poverty or distress for those we help	<b>Principles</b>  Helping people, addressing needs and improving lives	 <b>Empathy</b> We are understanding and compassionate.	 <b>Genuine</b> We are true to ourselves and others.	 <b>Ethical</b> We do what is right, just, and fair.	 <b>Passionate</b> We are committed to making a difference.	 <b>Responsible</b> We own our actions.
Helping people   Addressing needs   Improving lives				Helping people   Addressing needs   Improving lives			



## MADEC Contact Details

### *South Australian contact details:*

**Address:** 111 Beach Road  
Christies Beach SA 5165

**Phone:** (08) 8307 2007

**Email:** [training@madec.edu.au](mailto:training@madec.edu.au)

**Website:** [madec.edu.au](http://madec.edu.au)

## Entry Requirements

In some circumstances, entry into a Qualification may require some pre-requisite skills and underpinning knowledge. Should this be the case, you will be informed at your pre-entry interview where you will have the opportunity to confirm suitability for entry into the study program.

Where a program is subsidised for eligible student's, additional entry requirements will apply. This includes a formal Language, Literacy and Numeracy (LLN) assessment to ensure you are provided with any additional bridging units and support to give you the best possible path to successful study.

## Unique Student Identifier (USI)

The Australian Government requires that if you are undertaking nationally recognised training, delivered by a Registered Training Organisation such as MADEC, you will need to have a Unique Student Identifier (USI). This includes completing a traineeship or apprenticeship, skill set, certificate or diploma Qualification.

The Unique Student Identifier (USI) scheme, enabled by the *Student Identifiers Act 2014*, allows learners to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other Registered Training Organisations.

A USI provides you access to a personal online USI account, which is made up of ten numbers and letters. Your USI will provide access and evidence of any training you have completed since January 1, 2015. Your USI access will produce a comprehensive transcript of your training, which can be used when applying for a job, seeking credit transfer, recognition of prior learning or demonstrating pre-requisites when undertaking further training.

If you already have a valid USI, you can allow MADEC (as your current Training Provider) to view your transcript(s) online. By allowing MADEC to view your transcript(s), it can assist in determining if any previous study you have completed can be used as a credit towards the current Qualification that you are undertaking through MADEC.

To give MADEC access to your transcript, you will need to follow the below steps:

1. Log into your USI account
2. Click on the 'Provide you USI' tile and scroll to the 'Set up access to your USI/Permissions'
3. Select 'Add Organisation'
4. Search for 'MADEC'

You can access your USI account online from a computer, tablet or smartphone anywhere at any time.

Please be aware that the Australian Government requires students to have a valid USI prior to obtaining their Statement of Attainments or Certificates from the training organisation where they are undertaking study.

If you do not provide a valid USI to your training organisation, your training cannot appear in your transcript. Your USI training record commences from January 2015 and will only include training that you have completed since generating a USI account.

Training Organisations are not permitted to issue a Statement of Attainment or Certificate to a student who does not have a valid USI.

For more information and how you can apply for a USI, please visit the Skilling Australia website <http://usi.gov.au> or you can make contact by email to [usi@industry.gov.au](mailto:usi@industry.gov.au) or phone the Skilling Australia Information line on 13 38 73.

Alternatively, if you do not have a Unique Student Identifier (USI) and you would like MADEC to apply for a USI on your behalf, you will need to provide written permission by selecting this option when completing your enrolment form.

## MADEC Training Scope

Training services provided to students follow policy and procedures developed to meet the National Training Framework and the Australian Skills Quality Authority (ASQA) *Standards for Registered Training Organisations (RTOs) 2015*, made under the *National Vocational Education and Training Regulator Act 2011*.

MADEC runs a variety of programs that are both accredited and non-accredited. Accredited programs have been ratified by State and/or Commonwealth Government and include the following Qualifications.

**Note:** This is a list of training courses that MADEC has approval to deliver training and/or assessments in. It is not an indication of what training products MADEC is actually delivering at any given point in time.

BSB20120 Certificate II in Workplace Skills	CHC43120 Certificate IV in Disability Support
BSB30120 Certificate III in Business	CHC50121 Diploma of Early Childhood Education and Care
BSB40120 Certificate IV in Business	FSK10219 Certificate I in Skills for Vocational Pathways
BSB40520 Certificate IV in Leadership & Management	FSK20119 Certificate II in Skills for Vocational Pathways
CHC22015 Certificate II in Community Services	SIR20216 Certificate II in Retail Services
CHC30121 Certificate III in Early Childhood Education and Care	SIR30216 Certificate III in Retail
CHC30221 Certificate III in School Based Education Support	SIT20322 Certificate II in Hospitality
CHC33021 Certificate III in Individual Support	SIT30622 Certificate III in Hospitality
CHC43015 Certificate IV in Ageing Support	

## Training Delivery Modes

MADEC offers several flexible delivery options. These include:

- **Classroom Based**  
Training is delivered face-to-face in a classroom setting at our Christies Beach office with one of MADEC's industry qualified and knowledgeable Trainers. Support by your Trainer is available in class and via phone and email in-between class sessions.
- **External**  
Students are provided with access to an electronic Learner Management System for learning and assessment material. Support by your industry qualified Trainer is available via phone and email. Students may also be invited to attend face-to-face workshop sessions to ask questions and complete learning and assessment activities.
- **Traineeships**  
Students are provided with access to an electronic Learner Management System for learning and assessment material.. Support is provided by the student's employer as well as by your MADEC industry qualified Trainer via phone, email and during face-to-face visits. Students receive workplace and industry visits from their Trainers to facilitate learning as well as to observe and complete assessment activities in accordance with the Training Package.

Whilst majority of the programs that MADEC delivers have a variety of delivery options, not all options are available for all programs. For further information, you can contact MADEC's Training and Education department, or discuss options with your Trainer.

## Third Party Agreements

MADEC currently have selected Third-Party Agreements for delivery and assessment to take place by and/or through designated schools.

If you are enrolling into a school program where this may affect your enrolment, you will be notified prior to your enrolment by the school and also prior to acceptance of your enrolment via phone by a MADEC Administration Consultant.

**Please note:** This does not affect the quality of the training and assessment delivered and remains consistent with MADEC's high standards.

If a Third-Party provider closes or ceases to deliver any part of the training product that a student is enrolled in and currently completing, MADEC will take full responsibility and one of MADEC's industry qualified Trainers will continue to train as to not disadvantage students.

## Fees and Charges

MADEC is committed to providing students access to training services that are competitive and at a reasonable cost. MADEC sets and collects fees and charges for its services and facilities, including concessions and financial support to eligible students in accordance with relevant regulatory, contractual and business requirements.



- **Payment Options**

MADEC accepts payments via cash, cheque, EFTPOS or Authority to Invoice. Payment of fees or an approved application for a payment plan must be completed prior to commencement of training.

MADEC is committed to supporting students by providing equitable access to training opportunities by offering a Direct Debit Payment Plan Agreement or a Centrepay Payment Plan Agreement prior to the commencement of training.

- **Government Subsidised Training**

All students are assessed at the time of enrolment to determine eligibility for a Government subsidised place. Those students that do meet the eligibility criteria for Government subsidised training will be enrolled under a fee arrangement and notified at commencement of the course by a MADEC Administration Consultant.

- **Concessions**

If you meet the eligibility criteria and hold a current healthcare card or pension card, you may be eligible to receive a fee concession. This can be discussed at enrolment with a MADEC Administration Consultant.

## Skills Recognition

National Centre for Vocational Education Research (NCVER) defines Skills Recognition as:

*“The recognition, acknowledgement or verification of skills and Qualifications by educational institutions, professional bodies, employers, registration authorities and other organisations.”*

It is the process by which people can gain entry to, or credit in, recognised courses based on competencies gained through experience in the workplace, in voluntary work, social or domestic activities or through formal and informal training.

- **Recognition of Prior Learning (RPL)**

Recognition of Prior Learning is the process of formally recognising a prospective student's skills, knowledge and experience gained through working and learning against the requirements of a unit of competency. To apply for RPL, you must provide evidence of your experience to support your claim.

*Please note: It is not possible to award part units as RPL.*

- **Credit Transfer**

Credit Transfer is a formal recognition of modules/units completed at another training organisation. Credit transfers are an administration process, given that evidence of the units requesting Credit Transfer has been provided. These are not formal enrolments, as Credit Transfers do not involve the delivery nor assessment of the unit of competency or the student's knowledge.

MADEC recognises only formal documentation such as Qualification testamurs, Statements of Results and/or Statements of Attainments. All documents must either be originals or a certified copy of the original documentation. You will also be required to provide MADEC permission to verify your documentation with the issuing Registered Training Organisation (RTO).

*If you believe you may be eligible for RPL or Credit Transfer, please indicate this on the Enrolment Form prior to admission to the course.*



## Access & Equity

MADEC believes that all students have the right to study in a positive environment which values diversity and protects from any form of discrimination or harassment.

At MADEC, we value ensuring that all students have the opportunity to fully participate in learning and skills development, and in particular aim to:

- Incorporate access and equity principles and practices in key processes that affect the outcomes for students;
- Achieve equitable access for all current and potential students regardless of disability, race, socio-economic status, gender, language, ethnicity, geographic isolation, sexuality, work commitments and family responsibilities;
- Increase the participation of people who are under-represented in Vocational Education Training;
- Increase participation in decision-making processes by people from under-represented groups;
- Encourage positive outcomes for students by providing them with the ability to enable their skills to participate successfully in their training; and
- Develop quality support services that enhance clients and students' chances to achieve a positive outcome.

## Learner Support Services

Learner Support Services (LSS) is an equity, participation and retention initiative funded by the Department for Innovation and Skills (DIS) with the aim of improving equity and accessibility of accredited Vocational Education and Training to students with complex needs.

The purpose of Learner Support Services is to support students who may be facing personal and/or learning barriers to manage these while completing their Qualifications and transition to employment or further study through the provision of Learner Support Case Management.

Students who are facing significant barriers to completing their training, who are falling behind or at risk of withdrawing from training, are the focus of Learner Support Services.

Learner Support Services assists students to stay in training and complete their Qualification by:

- Helping them to navigate the training system;
- Addressing life issues interfering with training;
- Addressing study skill support needs;
- Obtaining supports available in the community

To be eligible for Learner Support Services, you must be:

- Studying a Qualification on the Subsidised Training List (STL) – this includes trainees and apprentices;
- Have complex support needs interfering with your studies.

## Code of Conduct

MADEC is committed to providing students with a safe and supportive adult learning environment that celebrates diversity and embraces equal opportunity. The purpose of MADEC's code of conduct is to outline a student's rights and responsibilities.

The code of conduct applies to all MADEC staff and all enrolled students at all MADEC sites, including off site when attending excursions or industry practical work placement. Students must abide by all MADEC's Policies and Procedures, and all relevant regulations and laws.

Students have the right to:

- Be treated by others with dignity and respect
- Be free from bullying or harassment
- Receive fair and equitable assessment
- Receive services without discrimination
- Complain without fear of recrimination
- Feel safe and welcome

Students must not behave in a manner which is dangerous, discriminatory, offensive or disruptive to normal site activities or which is likely to negatively affect the reputation of MADEC.

Alcohol and/or drugs must not be consumed or administered in MADEC buildings or in external training venues. Any offence will result in students being permanently removed and barred from all classes and police action will be initiated if applicable.

Students must not behave in a manner which detracts from the learning, safety and wellbeing of other students and staff.

Assaults, threats of assault, intimidation or inappropriate language against fellow students or staff will not be tolerated. Any offence will result in students being permanently removed and barred from all classes, and police action will be initiated if required.

A member of staff may, in respect to any misconduct during a class, ask the student to remove themselves for the rest of the day while a decision is made in regards to disciplinary action.

MADEC Trainers have the right to ask a student who disrupts the learning of others to remove themselves from the environment.

Students are expected to follow the directions and abide by the requests of MADEC Trainers and staff.

## Privacy Policy

To ensure that only personal information is collected that is reasonably necessary for the primary purpose of delivering Employment, Community, Education and Training Services and is managed in accordance with relevant Privacy Acts, Regulations and Guidelines.

In order to provide the best service possible, MADEC will only collect personal information if the information is reasonably necessary for, or directly related to one or more service functions. MADEC will not disclose your personal information to a third-party without your consent other than those that the organisation is mandated to disclose.

The types of personal information MADEC may collect include:

- Identifying information such as name and date of birth;
- Education details including current and previous education history;
- Contact information such as home address, home and mobile phone numbers and email addresses;
- Government-issued identifiers including Centrelink;
- Sensitive information, including information about your ethnic background; and
- Information about involvement in other programs you participate in.

Students are encouraged to keep personal information accurate, complete, up-to-date and relevant by contacting us and informing us of any changes to their details.

All clients will be requested to sign a disclosure form on registration/enrolment/commencement. The contents of the form will be explained to the client to ensure you understand what information you are authorising to be released/disclosed. The information will only be collected by fair and lawful means and not in an intrusive manner. We will endeavour to collect personal information directly from the client unless it is unreasonable and impracticable to do so. In some cases, the information may be collected from a third party such as Centrelink or an employer as part of employment.

Information is protected from misuse, interference, loss, unauthorised access, modification or disclosure. Information stored in electronic medians are protected by individual password access and access is only given to those staff who require access to deliver a particular service.

The client will be provided with the opportunity to access the personal information we hold and where appropriate, clients may be able to correct that information if it is deemed to be incorrect or misleading.

MADEC will not collect personal 'sensitive' information unless the individual consents to the collection of the information and it is reasonably necessary for delivery of one or more services.

MADEC may use your personal information for the purposes of:

- Processing your application for Education and Employment Services and provide you with information on such services;
- Manage our relationship with you;
- Manage and develop Education and Employment Services;
- Access your suitability for and contact you about Education and Employment Services that we believe may be of benefit to you;
- Manage and develop our business and operational processes and systems;
- Conduct marketing, feedback and research activities;
- Comply with our legal obligations

If clients believe that their privacy has been infringed or a breach has occurred, they are entitled to complain. All complaints whether verbal or in writing will be responded to within five (5) working days.

## Enrolment

### Pre-Training Review

Student eligibility is determined by MADEC's Pre-Training Review process.

All prospective students who apply to undertake a course at MADEC are required to participate in a Pre-Training Review Interview.

The purpose of the pre-training review is to:

- Identify the most appropriate course(s) for the prospective student to undertake – taking into consideration the minimum course entry requirements, career and personal goals and preferred learning style(s).
- Inform the student of the funding options available to them, ensuring they understand how each funding program works and what their financial contribution will be.
- Identify areas of competency previously acquired to ensure all eligible students are offered Recognition of Prior Learning and Credit Transfer before commencement of structured training.
- Determine if the student will require additional support either due to personal circumstances or low literacy and numeracy levels

### Materials and Equipment

You will be notified of any materials, resources, or equipment you will be required to obtain or have access to in order to complete your Qualification during your Pre-Training Review and, in more detail, during your induction. This may include items such as a personal computer or laptop, reliable internet access, a suitable place to study etc.

### Enrolment Forms

After course information has been provided and we have conducted the Pre-Training Review, you will receive all the enrolment forms and documentation from a MADEC Training Administration Consultant for your completion.

As part of your enrolment, you will complete your Training Plan. This will establish the length of time the training is to be delivered, the delivery method that you have discussed and the proposed assessment methods for the units of competency. It will also provide you with a timeframe for each unit and advise of the nominal hours which is allocated to the unit by the Australian Skills Quality Authority (ASQA). Ensure you read and understand the requirements of the Training Plan prior to signing.

Payment of fees or an approved application for a payment plan must be completed and returned to a MADEC Training Administration Consultant prior to the commencement of training.

Please ensure you have read and understood MADEC's Withdrawal and Refund policy prior to signing. This can be found on page 17 or on the MADEC website, [madec.edu.au](http://madec.edu.au).

Once your enrolment has been formally processed and all details are on the MADEC student management system, you will receive an email of your enrolment confirmation via email from a MADEC Training Administration Consultant.

## Attendance Requirements

You will be required to attend classes or negotiated appointments as per your Training Schedule. It is expected that all students be punctual. **Please note:** You will need to provide medical certificates for regular absences.

If, after an absence of two (2) sessions, you have failed to contact MADEC (either directly or indirectly), you will be contacted to find out whether you intend to continue your Qualification.

If you fail to actively engage in training for a period of longer than two (2) weeks, without notification, you will be sent an *'Intent to Withdraw'* letter. At this point, if you are unable to provide MADEC with a good reason for your absence, or ensure it will not happen again, you will be withdrawn from the Qualification.

## Access to MADEC

For the safety of our students and staff, students are not permitted to be on MADEC grounds before 9:00am or after 4:30pm, unless accompanied by a MADEC staff member.

## Sign-in

On each day of attendance to training, you will be required to sign in. This is evidence that you attended the day of training, and this is then recorded on MADEC's system.

## Assessment

MADEC are responsible for the quality of the training and assessment materials in compliance with Australian Quality Training Framework (AQTF), *Standards for Registered Training Organisation (RTOs) 2015*.

Any completed assessment tasks will provide evidence for your Trainer to determine whether you have successfully performed and satisfied all of the requirements to achieve competency. Before commencing your assessment, carefully read the assessment instructions and think about what is required for the assessment to be deemed competent. Each assessment task includes clear, concise, and explicit instructions detailing how the task is to be completed, and what evidence must be submitted for the assessment to be deemed competent.

Consider the key words asked of you in the assessment task or discuss with your Trainer before moving forward. For example:

- List – Simply bullet point a list of responses that refer to the question asked.
- Explain – Make an idea and/or situation clear to someone by describing it in more detail or revealing relevant facts. Giving a detailed explanation in your own words of a topic or concept.
- Describe – Is asking for a detailed account of a situation and providing a description of facts, processes, events etc.
- Define – State or describe the exact nature, scope or meaning of a term and/or concept.
- Why – Provide a reason or explanation.
- Where – In or to what place or position.
- Who – What or which person and/or people.
- How – In what way or manner; by what means.\

## How to demonstrate competency

The assessment outcomes for a competency-based course are **Competent** when the student can demonstrate competency in all learning outcomes, by providing and meeting the assessment criteria and requirements. **Not Yet Competent** is resulted when a student has not yet demonstrated competency in all learning outcomes and fails to meet the assessment criteria and requirements.

If you are completing a Qualification that requires completion of work placement, you will receive an **Academic Pass** on theory-based assessments. A **Competent** result will be successfully issued when the completion of work placement has been successfully met and the practical components of the unit of competency have been met and completed.

A unit of competency will be deemed **Competent** when all theory and practical assessment criteria and requirements have been met and successfully completed.

## Types of Assessment

Depending on the Training Resources that you have been issued, the types of assessment will vary. Some of the assessment tasks may include:

- Knowledge questions
- Demonstrations and/or observations
- Project tasks
- Activity tasks
- Case studies
- Self-assessment
- Third-party reports
- Portfolio of evidence

You are required to complete the assessments tasks as directed by your MADEC Trainer in accordance with your Training Schedule.

## Assessment Information Location

Assessments are open book. You may refer to your workbook or any other materials at any time whilst completing your assessment i.e., research via internet, textbooks, class discussions etc.

Additionally, responses to assessment activities can be drawn from:

- Knowledge gained from training;
- Additional reading and research – both within and outside training;
- Additional research – both within and outside of your workplace;
- Practical workplace experience; and
- Personal experience

## Assessment Timeframes

At enrolment and commencement of your Qualification, you will receive a Training Schedule which will outline the unit delivery dates and due dates for assessments. Your Trainer will also provide you with information regarding your assessment timeframe and expectations relating to the completion of your assessments.

If you are taking part in a classroom-based assessment, your Trainer will provide you allocated times to complete the assessment in class.

## Assessment Extensions

If unforeseen circumstances arise and you are unable to complete an assessment by the scheduled due date, you are required to request an extension from your Trainer. Extensions up to a maximum of four (4) weeks may be granted.

If you are unable to submit the assessment by the extended due date, failure to contact your Trainer within four (4) weeks of a due date, a notice of *'Intent to Withdraw'* will be sent to you.

## Assessment Submission Requirements

Unless specifically directed by your Trainer, you are required to complete all assessment tasks before submitting your assessment. You will be required to submit your research and/or work with your assessment coversheet, as provided by your Trainer, to your Trainer.

If there are extended periods of non-submission of assessments without accompanying research and/or work evidence without an appropriate reason, you will be withdrawn from the Qualification. Students are encouraged to discuss with their Trainer and difficulties with the proposed assessment.

It is a requirement that you take a copy of your assessment for personal filing prior to handing up the original to your Trainer for marking. Please ensure you submit your assessment in person to your Trainer or by emailing it directly to your Trainer.

Following the submission of assessments, students will be provided with feedback on their performance. If a student has failed to meet the satisfactory outcome for their assessment, they may appeal the outcome in writing in the first instance to their Trainer and if still unsatisfied, they may direct the appeal to the Director of Training Services.

## Plagiarism

MADEC has an expectation that all students produce their own independent work and comply with standard agreements for authorship. In addition, all forms of intellectual material must be used appropriately and with full acknowledgement to authors, websites etc. As such, plagiarism either intentional or unintentional is a practice that MADEC does not accept or condone.

You are required to submit your own assessment work and sign a statement that the completed assessment contains no material that has been written by another person, except where due reference is made.

If the statement is found to be false, you will be subject to action by MADEC, which may lead to termination of your enrolment or the withdrawal of a Statement of Attainment or Qualification.

## Definition of Plagiarism

Plagiarism is defined as the act of using the ideas or work of another person or persons as if they were one's own without giving proper credit to the source. Such an act is not plagiarism if it is ascertained that the ideas were arrived through independent reasoning or logic or where the thought or idea is common knowledge. Acknowledgement of an original author or source must be made through appropriate references i.e., quotation marks, footnotes, bibliography, or commentary.

Examples of plagiarism include, but are not limited to, the following: the submissions of a work, either in part or in whole completed by another; failure to give credit for ideas, statements, facts or conclusions which rightfully belong to another; failure to use quotation marks when quoting directly from another, whether it be a paragraph, a sentence or even a part or thereof; close and lengthy paraphrasing of another's writing without credit or originality; use of another's project ,programs or part thereof without giving credit where due, using artificial intelligence technology to produce work without citing the program used to create the work.

## Definition of Cheating

Cheating is defined as obtaining or attempting to obtain, or aiding another to obtain credit for work, or any improvement in evaluation of performance, by any dishonest or deceptive means. Cheating includes, but is not limited to: lying; copying from another's test or examination; discussion at any time of answers or questions on an examination or test, unless such discussion is specifically authorised by the instructor; taking or receiving copies of an exam without the permission of the instructor; using or displaying notes, "cheat sheets", or other information devices inappropriate to the prescribed test conditions; allowing someone other than the officially enrolled student to represent the same.

It is cheating to:

- Use notes or other resources without permission during formal testing;
- Hand in another person's work as your own (with or without that person's permission);
- Hand in a completely duplicated assessment;
- Take work without the author's knowledge;
- Allow someone else to hand up your assessment as their own;
- Have several people write one task or activity and hand up multiple copies, all represented (implicitly or explicitly) as individual work;
- Use any part of someone else's assessment without the proper acknowledgement;
- Steal an examination or solution from a Trainer.

It is not cheating to:

- Discuss assessments with your Trainer or other students to understand what the activity may be requesting;
- Hand in work done alone or with the help of your Trainer;
- Get help to correct minor errors in spelling, grammar, or syntax (sentence construction);
- Discuss assessment requirements and course materials so that you can better understand the unit of competency;
- Submit one assessment from a group of students where this is explicitly permitted or required;
- Use other people's ideas where they are acknowledged in the appropriate way, such as referencing using footnotes, indentations, bibliography, quotations, end notes or the Harvard system for referencing.



## Assessment Re-submission

If your assessment has been found to be **Not Yet Competent**, your Trainer will provide you with feedback either verbally or in writing. Your Trainer will identify additional training needs and where appropriate, provide training to address any skill gaps identified in the assessment process.

You will be provided two (2) further opportunities to submit your assessment to your Trainer. If you are not able to demonstrate competency with your assessment resubmissions, there will be a conversation with your Trainer about the capability to demonstrate competency and whether another resubmission will be permitted or a final mark of **Not Yet Competent** will be made against the unit.

## Assessment Appeals

Students shall be provided with the opportunity to review and to question their;

- Assessment methods and procedures by which a student's progress and performance is measured;
- Denied or incorrect enrolment;
- Denied or incorrect placement;
- Denied recognition of prior learning application;
- Fees, charges, levies, or refunds;
- Training and academic status;
- Unsuccessful admission or selection to a new course

All parties to an assessment appeal should have the opportunity to present their case formally and have it considered.

The Director of Training Services will attempt to resolve the assessment appeal and respond to the student concerned within two (2) business days in writing, describing the steps taken to correct the problem.

## Language, Literacy and Numeracy (LLN)

LLN support is available to provide students with advice and support services in the provision of language, literacy, and numeracy assessment services. Student's needing assistance with their learning should be identified upon enrolment. Trainers and staff at MADEC can provide students with support to assist the student throughout the learning process.

Language, Literacy and Numeracy skills are generally included and identified in Training Products and accredited course programs. In identifying language, literacy and numeracy requirements, students are required to have basic skills in count, check, and record accurately; read and interpret; and estimate, calculate and measure.

This is all identified during the enrolment process when the prospective student undertakes the Language, Literacy and Numeracy (LLN) Assessment as part of the Upfront Assessment of Needs (UAN).

## Withdrawals and Refunds

You will be provided with information prior to commencement on the Withdrawal and Refund Terms via the Enrolment Form, which you will be required to sign.

All enrolment transfer and withdrawal requests must be received in writing to be actioned by Training staff.

Where a student initiates a withdrawal six (6) days or more prior to the course commencement date, a full refund of fees will be provided, less an administration fee of \$75.00.

No refund is available where a student:

- withdraws within five (5) business days prior to the course commencement date, or
- after the course commencement date, or
- fails to attend after being enrolled.

If MADEC cancels a training course, a full refund will be issued.

A refund is subject to eligibility as outlined above, as well as the return of any property or material belonging to MADEC, which may be in the possession of the student.

Outstanding liabilities to MADEC, including non-payment of any fee, will be deducted from the refund due and the remaining balance paid to the student, organisation or third-party responsible for the original payment.

If any fees are not paid and MADEC deems it necessary to engage a debt collection agency, all costs associated with the debt recovery will be payable by the student, organisation or third-party specified on the enrolment form, and added to the outstanding debt.

The MADEC RTO Compliance and Administration Manager will be responsible assessing and processing refunds based on the refund criteria.

Students may choose to withdraw themselves from their Training Course at any time and will be subject to the abovementioned refund conditions. The withdrawal from a Training Course may be MADEC initiated.

## Student Feedback

At the end of your Qualification and/or Training Course, you will be asked to provide MADEC some feedback. We appreciate the feedback provided to us by students as it enables us to continuously review and improve the services and products, we offer to all of our students.

Feedback Forms are available from MADEC reception and can be completed and given to any MADEC staff member, placed in any suggestion box at any MADEC site or posted to the return address on the form.

Feedback can also be entered into the feedback section on the contact us page of the MADEC website, [madec.edu.au/contact-us/](http://madec.edu.au/contact-us/).

## Certificates and Statement of Attainments

A Certificate is issued on successful completion of an accredited program and is accompanied by a Statement of Results and issued in line with compliance requirements of the Australian Qualifications Framework (AQF). MADEC are responsible for the issuance of the Australian Qualifications Framework (AQF) certification documentation. A Statement of Attainment is issued on partial completion of an accredited program.

A Certificate of Participation is issued for non-accredited programs.

Certificates and Statements of Attainments will only be issued if all program fees have been paid in full.

Any requests for a Certificate or Statement of Attainment reprint will cost \$25.00. Please allow fourteen (14) business days for this to be issued.

## Work Placement

Work placement hours are required to be completed in full for the following MADEC Qualifications:

Qualification Code	Qualification Name	Minimum hours required to be completed in an approved service
CHC30121	Certificate III in Early Childhood Education and Care	160 hours
CHC30221	Certificate III in School Based Education Support	100 hours
CHC33021	Certificate III in Individual Support	120 hours
CHC43015	Certificate IV in Ageing Support	120 hours
CHC43121	Certificate IV in Disability Support	120 hours
CHC50121	Diploma of Early Childhood Education and Care	280 hours
SIR30216	Certificate III in Retail	72 hours
SIT20322	Certificate II in Hospitality	36 hours
SIT30622	Certificate III in Hospitality	72 hours

Students are required to meet certain requirements prior to placement. Such as successful clearance with the Working with Children Check, National Police Check, Department of Communities and Social Inclusion (DCSI) or completion of specific training programs such as Child Safe Environments, Responsible Service of Alcohol or First Aid.

Some Qualifications will have mandated requirements as a condition of work placement. These include Flu and COVID-19 vaccination. Your Trainer will guide you through the specific and current requirements for our Qualification during Induction.

## Grievance and Appeals

Students can make a formal complaint about the delivery of any training or administrative service offered by MADEC via our Evaluation Forms, Feedback Forms, MADEC website or in writing to the Director of Training Services.

MADEC ensures that participants and clients have access to a fair and equitable process for dealing with grievances and provides an avenue for participants to appeal against decisions that affect the participants' progress.

We will make every effort to resolve participant's and/or client's grievances without the need to lodge a formal appeal or grievance.

Grievances are initially handled within the local area responsible for the service or process about which the complaint is being made. If students remain dissatisfied with the outcome of attempts at local resolution, they may make an appeal to the Director of Training Services.

Should you wish to lodge a formal grievance or appeal, it should be addressed to:

### Director of Training Services

MADEC  
111 Beach Road,  
Christies Beach SA 5165

MADEC treats the complaints it receives with the utmost seriousness, and ensures that the processes involved are clear, prompt, confidential and fair to all parties to ensure we reach a mutually acceptable resolution.

Where a grievance cannot be resolved to your satisfaction by MADEC, please contact The National Training Complaints Hotline, <https://www.dese.gov.au/national-training-complaints-hotline>. Complaints to the Australian Skills Quality Authority (ASQA), [www.asqa.gov.au](http://www.asqa.gov.au), should only be lodged after all other processes have been followed.

## What happens after the complaint is received?

On receipt of a written complaint, the local Manager will investigate and consider most appropriate method of resolution. The Manager will acknowledge your complaint in writing, advising you of the name of your contact and the process that is to be followed. Appropriate methods could involve relevant State or Federal Awards, State/Territory authorities in accordance with the law, discrimination, or equal opportunity matters.

## Can I bypass the internal complaints process?

Students are required to lodge the complaint directly with the Training Provider, MADEC, in the first instance and follow the internal complaints process.

However, if you are still not happy and/or you don't feel that the complaint has been appropriately addressed you can register your complaint through The National Training Complaints Hotline, [via this link](#).

You should only submit a complaint to The National Training Complaints Hotline if:

- You have made a complaint directly to MADEC; and
- You have received a response which does not resolve your issue; and
- You have requested an independent review of your complaint and your issue is still not resolved.

## Dress Code

Whilst studying with MADEC, students are expected to maintain an appropriate standard of dress and personal hygiene. During your studies, you will be involved in activities which bring you into close contact with other students and therefore attention to detail in presentation is essential. **Please note:** some training courses may have specified clothing requirements.

Course participants are expected to comply with MADEC's uniform policy as noted below:

- Neat casual attire
- No offensive tops
- No singlets
- No ripped jeans
- Enclosed shoes

## Drugs, Alcohol and Offensive Behaviours

The consumption of or being under the influence of alcohol or illicit substances during training hours is unacceptable and will result in the student being asked to leave the MADEC premises. Continuing to abuse this policy may result in the removal from the course and/or your Qualification.

A student's behaviour must not disrupt or threaten other students or MADEC personnel. Abusive behaviour or physical violence can result in instant withdrawal from the program and referral onto the appropriate authorities.

## Mobile Phones

Mobile phones are to be switched off or on silent whilst participating in training and assessment unless specifically required to undertake these activities. Your Trainer will advise when this is relevant.

## Workplace Health and Safety

MADEC ensures that all staff, students, and visitors are fully informed of the safety and health requirements including Emergency Procedures that effect their duties or participation in Vocational Education and Training.

MADEC is responsible for:

- Ensuring the workplace health and safety of all staff they supervise, students, clients or visitors who enter the premises;
- Identifying, evaluating, and controlling hazards throughout the workplace;
- Evaluating workplace practices with a view of mitigating hazards

Students of MADEC are responsible for their own safety and other participants by:

- Ensuring that their behaviour does not put them or others in harm's way;
- Reporting to the Trainer any situation which may be hazardous;
- Reporting near misses.

If students have any concerns, or notice a condition or practice that seems unsafe, it is important to report this to your Trainer urgently.

## Legislative Requirements

MADEC ensures that's students and staff have information about and access to relevant Government Legislation that affects their participation in training and ensures that compliance with Commonwealth, state/territory and regulatory requirements to its operation is integrated into its policies and procedures.

Students are encouraged to discuss any matter with the Direct of Training Services or visit any of the following websites.

MADEC complies with relevant Commonwealth, state/territory legislation and regulatory requirements including, but not limited to:

Vocational Education and Training Legislation	State Legislation	Federal Legislation
<p>New South Wales</p> <p><a href="#">Vocational Education and Training (Commonwealth Powers) Act 2010</a></p> <p>South Australia</p> <p><a href="#">Vocational Education and Training (Commonwealth Powers) Act 2012</a></p> <p>Victoria</p> <p><a href="#">Education and Training Reform Act 2006</a></p>	<p>New South Wales</p> <p><a href="#">Anti-Discrimination Act 1977</a> <a href="#">Work Health and Safety Act 2011 No 10</a></p> <p>South Australia</p> <p><a href="#">Equal Opportunity Act 1984 (SA)</a> <a href="#">Racial Vilification Act 1996 (SA)</a> <a href="#">Work Health and Safety Act 2012</a></p> <p>Victoria</p> <p><a href="#">Equal Opportunity and Anti-Discrimination Policy</a> <a href="#">Occupational Health and Safety Act 2004</a></p>	<p><a href="#">Age Discrimination Act 2004 Commonwealth of Australia</a> <a href="#">Constitution Act</a> <a href="#">Disability Discrimination Act 1992</a> <a href="#">Fair Work Act 2009</a> <a href="#">Human Rights and Equal Opportunity Commission (Transitional Provisions and Consequential Amendments) Act 1986</a> <a href="#">Privacy Act 1988</a> <a href="#">Racial Discrimination Act 1975</a> <a href="#">Sex Discrimination Act 1984</a> <a href="#">Sex Discrimination Amendment (Sexual Orientation, Gender Identity and Intersex Status) Act 2013</a> <a href="#">Work Health and Safety Act 2011</a></p>



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