



Victoria

Student Handbook



MADEC Australia

1300 436 332

www.madec.edu.au

TOID 3957

Contents

Welcome to MADEC.....	3
Contact Details.....	4
<i>Victorian and New South Wales MADEC Sites</i>	4
Training Scope.....	4
Training Delivery Modes.....	5
Fees and Charges.....	5
Access & Equity.....	7
Learner Support.....	8
Code of Conduct	8
Privacy Policy	9
Materials and Equipment.....	9
Withdrawals and Refunds.....	10
Student Feedback.....	11
Grievances and Appeals	11
Enrolment.....	13
Attendance Requirements.....	14
Assessment	14
Work Placement.....	19
Legislative Requirements.....	20
Glossary of Terms.....	21



Welcome to MADEC

MADEC (MADEC Australia) delivers National and State Accredited Training Programs as well as non-accredited training programs. MADEC is flexible in its program delivery, conducting full-time, part-time training, on campus, off campus, and 'on the job' (traineeship) delivery in selected Qualifications. MADEC also offers a variety of courses online.

MADEC is focused on creating learning pathways that lead to employment outcomes.

We offer a range of workshops, short courses, skill sets and nationally recognised Qualifications throughout Victoria and New South Wales in our regional locations.

Our broad scope and connection with industry give us the expertise in relation to the job market and employment opportunities available in each region.

Through our consultation with industry, we ensure our training content is current and in line with industry 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](#).

The graphic is divided into two main sections: 'MADEC Vision' on the left and 'MADEC Values' on the right. The 'MADEC Vision' section is further divided into three columns: 'Vision', 'Purpose', and 'Principles'. Each column has a corresponding icon and text. The 'MADEC Values' section lists five values: Empathy, Genuine, Ethical, Passionate, and Responsible, each with a small icon and a brief description. At the bottom of both sections, there is a footer that reads 'Helping people | Addressing needs | Improving lives'.

MADEC Vision		MADEC Values	
Vision To improve the lives of those in need	Purpose 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	Principles Helping people, addressing needs and improving lives	Empathy We are understanding and compassionate.
			Genuine We are true to ourselves and others.
			Ethical We do what is right, just, and fair.
			Passionate We are committed to making a difference.
			Responsible We own our actions.
Helping people Addressing needs Improving lives			Helping people Addressing needs Improving lives



Contact Details

Victorian and New South Wales MADEC Sites

Website www.madec.edu.au
Email training@madec.edu.au
VIC Phone (03) 5023 7233 NSW Phone (02) 6058 5900

Mildura	(03) 5023 7233 133-137 Madden Ave Mildura VIC 3500	Albury	(02) 6058 5900 539-541 Kiewa Street Albury NSW 2640
Ararat	(03) 5352 8400 135 Barkly Street Ararat VIC 3377	Benella	(03) 5764 7200 54-58 Bridge Street East Benalla VIC 3672
Echuca	(03) 5480 8100 193 Annesley St Echuca VIC 3564	Horsham	(03) 5382 8900 50 McLachlan Street Horsham VIC 3400
Kerang	(03) 5452 1766 71 Victoria Street Kerang VIC 3579	Seymour	(03) 5792 5200 Shop 2, 30 Wallis Street, Seymour VIC 3660
Shepparton	(03) 5829 3600 4, 461 Wyndham Street Shepparton VIC 3630	Swan Hill	(03) 5033 0025 186-188 Beveridge Street Swan Hill VIC 3585
Wangaratta	(03) 5722 6000 42 Faithfull Street Wangaratta VIC 3677	Yarrawonga	(03) 5743 9800 Shop 5 106-108 Belmore Street Yarrawonga VIC 3730

Training Scope

MADEC Victoria offer a number of workshops, short courses, Pre-accredited courses and nationally recognised Qualifications in the following areas.

- Aged Care
- Business
- Individual Support
- Disability
- Early Childhood Education and Care
- First Aid
- Education Support (Teacher Aide)
- Hospitality
- Retail

Training Delivery Modes

MADEC offer a number of flexible delivery options.

- **Classroom Based**

Training is delivered face-to-face in a classroom setting. Support is available in class and via phone and email in-between class/training sessions.

- **External**

Students are provided with hardcopy or electronic learning and assessment material. Support is available via phone and email. Students are also invited to attend face-to-face workshop/study sessions/regular progress check appointments to ask questions and go through learning and assessment activities.

- **Online**

Students are provided with an online login to access their learning and assessment material. Support is available via phone and email.

- **Traineeships**

Students are provided with hardcopy or electronic learning and assessment material. Support is provided by the students employer/mentor/supervisor however MADEC also provides phone and email support. Students receive workplace visits from their trainer to observe learning, on the job skills and assessment activities.

While the majority of the programs we deliver have a range of delivery options available not all delivery options are available for all programs, please speak with MADEC Training Administration for more information.

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 (please refer to MADEC's Fee Exemption Procedure) 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 Place**

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.

- **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.

Skills Recognition

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 informal or formal 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 formal recognition of modules/units completed at another training organisation. Credit transfers are essentially administrative processes. These are not formal enrolments in the normal sense, because they involve neither delivery nor assessment of the student's knowledge.

MADEC recognises only formal documentation such as Qualification testamurs, Statements of Results and/or Statements of Attainment. All documents must either be originals or a certified copy of the original document.

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 protect people from any form of discrimination or harassment.

We ensure 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 giving them enabling skills to participate successfully in their training; and
- Develop quality support services that enhance clients and students chances to achieve positive outcomes

Learner Support

MADEC's Pre-Training Review process will identify if a student requires any additional support needs to assist them through their Qualification. If any additional support needs are identified a Learning Support Plan will be completed and put in place for the student and Trainer to work towards.

Code of Conduct

For Training and Assessment Services, and Issuance of Nationally Recognised Qualifications

This code of practice describes how MADEC Australia;

- Provides you with quality training and assessment services and
- Complies with the Australian Quality Framework, the Standards for Registered Training Organisations and the guidelines for Registered Training Organisations
- The Code of Conduct procedure applies to all MADEC students at all sites and includes offsite activities.

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 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 initiated if applicable.

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 to what disciplinary action should be taken if any.

MADEC policy is that students who disrupt the learning of other students can (and may) be asked to leave. Students are expected to follow the directions and abide by the request 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.

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

Information is protected from misuse, interference, loss, unauthorised access, modification or disclosure. Information stored in electronic mediums 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. Contact your local office if you require access.

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.

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.

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 Community College Site Manager or 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

You will be asked to provide us with feedback at the end of your course. 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 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 address on the form. Feedback can also be entered into the feedback section on the MADEC website.

<https://www.madec.edu.au/contact-us/>

Grievances 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 or via the MADEC website.

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 participants'/clients' 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 - Training Services.

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

Director - Training Services

MADEC Australia
111 Beach Road
Christies Beach 5165

MADEC treats the complaints it receives seriously, 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.dewr.gov.au/national-training-complaints-hotline>). Complaints to the Australian Skills Quality Authority (ASQA) (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 our 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 <https://www.dewr.gov.au/national-training-complaints-hotline>

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.

Enrolment

Pre-Training Review

Student eligibility is determined by our 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 and an online Language Literacy and Numeracy up front assessment of needs

The purpose of the pre-training review is to:

- Identify the most appropriate course(s) for the prospective student to undertake – taking into account 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.

Enrolment Forms

After course information has been provided and we have conducted the LLN Pre-Training Review you will receive all the enrolment forms documents for your completion.

Upon training commencement, you will be given your Training schedule/Plan. This will establish the length of time the training is to be delivered, the delivery method, and proposed assessment methods for units. It will also provide you with a timeframe for each unit. Ensure you read and understand the requirements of the training schedule.

Payment of fees or an approved application for a payment plan must be completed prior to commencement of training.

Please ensure you have read and understand MADEC's withdrawal and refund policy prior to signing.

You will receive confirmation of your enrolment via email once your enrolment has been processed.

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 class sessions, you have failed to contact MADEC (either directly or indirectly), you will be contacted to find out whether you intend to continue your program.

If you fail to actively engage in training for a period of longer than 2 weeks (without notification) you will be sent an 'Intent to Withdraw' letter. At this point if you cannot provide MADEC with a good reason for your absence, or provide evidence of progression of your course, you will be withdrawn from the training program.

Sign-in

All MADEC Australia students and visitors attending the MADEC site have a requirement to sign-in each and every time they enter. The sign-in folder for visitors is located in the Admin Office. The sign-in register/class roll for all students will be located within your classroom or upon Trainer 1 on 1 training sessions.

Access

For your own safety and security, you are not permitted to be on MADEC grounds before 8:30am or remain after 4.30pm unless accompanied by a MADEC staff member.

Assessment

MADEC Australia are responsible for the quality of the training and assessment in compliance with AQTF Standards for Registered Training Organisation (RTO's 2015).

Your completed assessment tasks will provide evidence for your assessor to determine whether participants have successfully performed and satisfied all of the requirements to achieve competency.

Before starting your assessment, carefully read the assessment instructions and think about what you are being asked to do. Each assessment task includes clear and explicit instructions detailing how you are to complete the task, and what evidence must be submitted to be successful.

Consider the key words asked of you in your assessment task or question before going ahead. For example:

- List – simply bullet point a list of responses that refer to the question asked
- Explain – make (an idea 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 you to give a detailed account of a situation and provide a description of facts, processes or events
- Define – state or describe exactly the nature, scope, or meaning of a term or concept
- Why – provide a reason or explanation
- What – asking for information specifying something
- Where – in or to what place or position
- Who – what or which person or people
- How – in what way or manner; by what means

How do I demonstrate competency?

The assessment outcomes for a competency-based course are **Competent** when the student can demonstrate competency in all learning outcomes, and **Not Yet Competent** when the student has not yet demonstrated competency in all learning outcomes.

If you are completing a Qualification that requires a work placement you will receive a Continuing result and Competent once you have successfully completed the work placement requirements which make up the practical component of your assessment for that unit.

You are deemed to be Competent when all theory and practical assessment tasks have been successfully completed.

Types of assessment

Depending on the Training Resources you are using assessment will vary, some of the Assessment tasks a may include: knowledge questions, demonstration/observation, projects, activities, case studies, self-assessment, simulations/ third party reports (practical placement) or portfolio of evidence

You are required to complete assessment tasks as directed by your trainer and/or outlined in your Training Schedule and ensure they are handed to your trainer for marking on time.

Where do I find the information required to complete the assessments?

Assessments are open book, so you may refer to your (online) workbook or any other materials at any time whilst you are completing the assessment.

Additionally, responses to assessment activities might be drawn from:

- Knowledge gained in your training
- Additional reading and research both within and outside the workplace
- Practical on job workplace experiences
- Personal experience and previous knowledge experiences

Assessment timeframes

On enrolment to your course, 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 assessment timeframes and expectations.

If you are taking part in a classroom-based assessment – your trainer may also provide you allocated time to complete your assessment in class.

Assessment extensions

If unforeseen circumstances arise and you can't complete an assessment by its due date you are required to request an extension from your trainer. If you are unable to hand in your work by the due date and fail to contact your trainer within 4 weeks of a due date a notice of "Intent to Withdraw" will be sent to you.

Assessment submission requirements (evidence of participation)

Unless specifically directed by your trainer, you are required to complete ALL Assessment Tasks before submitting to your trainer. You will need to submit all hard copy or additional work with an attached assessment cover sheet provided by your trainer. Please check with your trainer when cover sheets are required if you are studying online.

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

It is a requirement that you take a copy of any of your hard copy assessments for your files before handing the original to your trainer. Please ensure you hand, email or send your assessment directly to your trainer or submit at MADEC's administration to sign in any assessments for your trainer.

Online students are required to submit their assessments via the online portal. Or as advised by their trainer.

Following assessment, students will be provided with feedback on their performance. If a student is not satisfied with the outcome of their assessment they may appeal in writing in the first instance to their trainer and if still unsatisfied to the Director - Training Services.

Plagiarism

Plagiarism, either intentional or unintentional is a practice that is not condoned or accepted by MADEC.

You are required to submit your own work and to 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.

Referencing information is provided in your Qualification Student Course Guide and during induction into your course. You will be asked to read and sign the plagiarism procedure for MADEC's records.

Assessment re-submission

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

You will be provided 2 further opportunities to submit your assessment to your trainer. If you are not able to demonstrate competency after your resubmission, there will be a conversation with your trainer about your capability to demonstrate competency and whether another resubmission will be permitted or a final mark of **Not Yet Competent** will be made for 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
- Fees, charges, levies, or refund
- Training and academic status
- Unsuccessful admission or selection to a new course
- Denied recognition of prior learning application.

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

The Director - Training Services will attempt to resolve the assessment appeal and respond to the student concerned within two working days in writing describing the steps taken to correct the problem.

Work Placement

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

Qualification Code	Qualification Name	Hours required to be completed in an approved service
CHC22015	Certificate II in Community Services	Up to 40 hours *depending on the stream elective units selected
CHC33021	Certificate III Individual Support	120
CHC43015	Certificate IV in Ageing Support	120
CHC43121	Certificate IV in Disability	120
CHC30121	Certificate III in Early Childhood Education and Care	160
CHC50121	Diploma of Early Childhood Education and Care	280
CHC30221	Certificate III in School Based Education Support	100
SIT20316	Certificate II in Hospitality	36
SIT30616	Certificate III in Hospitality	72
SIR30216	Certificate III in Retail	72

Students are required to meet certain requirements prior to placement such as successful clearance with the Working with Children's check, National Police Check, Vaccines, First Aid. This will be explained upon your enquiry to the course

For more information and specific placement requirements for each Qualification please ask your trainer or College Admin

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 AQF.

MADEC Australia are responsible for the issuance of the AQF [Australian Qualifications Framework] 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 Statement 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 incur a fee, please ask our admin team. Please allow 14 days for this to be issued.

Please note: VICTORIAN RSA certificate reprint enquiries need to be directed to Liquor Control Victoria (LCV)

Legislative Requirements

MADEC ensures that students and staff have information about and access to relevant Government Legislation that affects their participation in training. Students are encouraged to discuss any matter with the Director - Training Services or visit any of the following websites.

MADEC works within Government Legislation, some of which includes:

- Equal Opportunity
- Freedom of Information
- Health Records
- Immigration Education
- Disability Discrimination
- Education Services for Overseas Students
- Education, Training and Reform
- Immigration Education Charge
- Racial Discrimination
- Information Privacy
- Work Health & Safety
- Privacy
- Racial and Religious Tolerance

Commonwealth Government Legislation Links

The Commonwealth Legislation Link www.comlaw.gov.au will assist with information on -

- Disability Discrimination
- Racial Discrimination
- Sex Discrimination
- Human Rights and Equal Opportunity Commission
- Privacy Act 1998 and Privacy Amendme

Glossary of Terms

VET	Vocational Education and Training
RTO	Registered Training Organisation
SFA	Skills for All
LSS	Learner Support Services
DSD	Department for State Development
NCVER	National Centre for Vocational Education Research
LSS	Learner Support Services

