Student Information Guide

2010

Version 2. 12. 09

Community College

‘Regional Initiatives, Regional Solutions’
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FEES AND CHARGES

1 2010 Students are required to pay tuition fees based on the number of student contact hours for the relevant accredited government funded programs. These fees are determined by the Ministerial Fees and Charges guidelines in the state in which you are enrolling, and contained in our Fees and Charges Policy which can be found on our website www.madec.edu.au

2 The minimum and maximum tuition fee payable will be dependant on the course and category. Students meeting the eligibility criteria for concession fees will pay the minimum tuition component only, plus any materials required to complete the course. Students suffering financial hardship may apply for a waiver of tuition fees, and should apply to the Manager, Community College, who can assist with your application.

3 Some programs will apply a materials fee that covers the cost of materials used by or provided to a student to complete a program. The resources provided by the materials fee become the property of the student.

4 Students enrolling in Short/Fee for Service programs are charged a single fee that covers all tuition, materials and other associated costs with running the program. Each fee is specific to each program.

5 All fees paid in advance by students are separately identified and accounted for within MADEC’s accounts and cash reserves maintained to ensure a full refund of fees (if necessary) under the refund of fees policy.

MANAGING DIVERSITY

MADEC has wheelchair access to all buildings. Students needing assistance with their studies should inform the ETS Manager prior to commencement of training. MADEC recognises the diversity of its students and seeks to provide access and equity to all.

ONE TO ONE PROGRAM

Trainers are available to assist those students with reading, writing or maths issues. Requests for assistance in this area must be made through the relevant Trainer or Community College Manager.

STUDENT CONDUCT

As a MADEC participant in a training course, you are asked to note the following:
• All MADEC buildings are designated Non Smoking areas.
• Please assist in keeping the grounds tidy by using litter containers provided.
• Please keep all kitchen areas neat and tidy by washing and drying your cup, spoon, etc and returning them to the cupboards provided.
• Please respect the right of all people to participate in programs free of inappropriate behaviours, which may impair the learning or social well-being of others.
• Timing of tea or other breaks is at the discretion of trainers.
• We aim to provide quality programs and quality customer service. We welcome feedback and suggestions, and encourage you to complete the satisfaction survey form at the end of your program.
MADEC hopes you enjoy your program, and wishes you every success in achieving your training objectives.

STUDENT RECORDS

MADEC’s Privacy policy ensures that information about a student is not disclosed to a third party without the written consent of the student. A copy can be found at www.madec.edu.au
Student results and enrolment details are kept and maintained by MADEC electronically for a period of 30 years. Upon request, students are provided with access to their personal records.

**MADEC TRAINING PROGRAMS**

MADEC conducts National and State Accredited Programs as well as non-accredited programs. MADEC is very flexible in its program delivery, conducting full-time or part-time training. Australia’s new National Training Program, in order of lowest to highest qualification, is as follows:

- Certificate I
- Certificate II
- Certificate III
- Certificate IV
- Diploma
- Advanced Diploma
- Bachelor Degree

A certificate is issued on successful completion of an accredited program. A Statement of Attainment is issued on partial completion of an accredited program. A Certificate of Participation is issued for non-accredited programs. A statement of results will be issued on request. A cost of $15.00 applies for certificate re-prints.

THE ABOVE CERTIFICATES WILL ONLY BE ISSUED IF ALL PROGRAM FEES HAVE BEEN PAID IN FULL.

**Full-time Programs**

Full-time programs may be a semester (6 months), one year or more in duration. Full-time programs run between 16 and 20 hours per week. Daytime programs generally start at 9am and finish at 3pm. Tea breaks are provided in the morning and afternoon with an hour for lunch unless otherwise advised. Training may be completed at MADEC campuses, in the workplace or a combination of both.

**Part-time Programs**

Part-time programs may run 4 – 20 hours per week depending upon the student needs and the program. This is determined in consultation with the ETS Manager.

**Short Programs / Fee for Service**

Short courses may run from a few hours to a few weeks, with some based on accredited units of competency and other preparatory or enrichment programs. Places are limited in these programs, so enrolments must be confirmed as soon as possible by payment of the program fee.

**Australian Apprenticeships (formally New Apprenticeships)**

MADEC conducts training and assessment of Australian Apprenticeship Training Programs. The first year of an Australian Apprenticeship is a Traineeship or a Certificate II level. Successful completion of Certificate II can lead into Certificate III or an Apprenticeship. For more information about the programs, please contact the Apprenticeships Training Program Coordinator.

[www.madec.edu.au](http://www.madec.edu.au)
Program Evaluation

Every participant may be asked to complete a student satisfaction survey at the end of his or her program. This information is used to further improve programs.

CHANGE OF DETAILS

Please notify Administration of any change in personal details or changes to your original enrolment immediately, otherwise certificates may go astray in the mail. A cost of $15.00 will be charged for each re-printed certificate lost due to change of address details not being advised. Personal details/Enrolment variation forms are available on our website. You will be advised of this requirement on enrolment.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) acknowledges skills and knowledge obtained through:

- Formal Training
- Work Experience
- Life Experience

If you believe you may be eligible for RPL, ask your Trainer for a copy of the Student RPL Guide and RPL Application Form. These are also available on the MADEC website: www.madec.edu.au . If you are unsure whether to apply for RPL, please discuss your situation with the Trainer. If you decide to apply for RPL you should advise your Trainer, who will advise you on how to complete the Application form and, where applicable, organise an interview before an RPL panel.

Cost: The cost will vary dependent upon the number and types of modules/units of competency requiring RPL. You will be advised of the cost prior to the commencement of the RPL process.

DIRECT CREDIT TRANSFER

Credit transfer assesses the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the client’s initial course or subject is equivalent to the required learning outcomes, or standards in a qualification. This may include credit transfer based on formal training outside the AQF. Students should speak to their trainer, and if credit is granted, they are exempt from that unit of study.

WITHDRAWAL FROM TRAINING PROGRAMS

 Withdrawal from all or part of a MADEC training program requires completion, including your signature, of a withdrawal/refund form. It is a legal requirement that this form is completed.

REFUNDS

Conditions in relation to refunds in general are as follows:
1. A full refund will be granted if MADEC cancels the program before it commences.
2. The refund is subject to the return of any property or materials belonging to MADEC.
3. A minimum of 10 days is required to process a refund application.
4. All refunds must be applied for within the semester of enrolment.
5. There will be no refund of fees for RPL or Credit Transfer exemptions that have been granted.
WELCOME TO MADEC

MADEC is a community-based, not for profit organisation, which has served the Mallee since 1969.
MADEC is recognised as a leader, model and major provider of community services in regional Australia. MADEC has campuses at Mildura, Ouyen, Robinvale, Merbein, Red Cliffs, Wentworth, Balranald, Berri, Loxton, Renmark, Waikerie, Murray Bridge, Swan Hill and Kerang, Noarlunga, Marion, Kadina and Clare.

MADEC’s Mission is:
Strengthening communities by developing and delivering regional initiatives and solutions through innovative and responsive education, training and employment services.

MADEC’s Vision is:
‘Regional Initiatives, Regional Solutions’
MADEC’s Code of Practice and Policy documents are available to students upon request or can be accessed at our website: www.madec.edu.au. Free internet access is available to students wishing to access the MADEC website. Please contact the Community College Manager for further information.

ENROLMENT CONDITIONS

1. Enrolments can be paid by cash, cheque, (made payable to MADEC), Bankcard, Visa or MasterCard. Enrolments by phone are also accepted. The enrolment fee must be paid at the time of enrolment otherwise the enrolment is not valid and training cannot commence. Enrolments remain valid for a period of twelve months only, after which time payment of a re-enrolment fee must be made.

2. The program fee must accompany mailed enrolments except where students are wishing to undertake courses which have a selection process. In this case they should ensure their place has been secured prior to sending payments. To do so please consult with the course Coordinator/Trainer.

3. The MADEC Administration office is open from 8.30am to 5.00pm Monday to Friday, Programs, however, are conducted during the day, evenings and weekends, with the exception of gazetted public holidays.

4. Students may be required to purchase materials for some courses. Ask for a materials list to be supplied.

5. A certificate will not be issued until fees are paid in full.

6. Progressive payment arrangements may be approved in some instances – all requests will be actioned upon the student completing the application form which is, in turn, assessed and the outcome determined by MADEC staff/management. As a guide, if you should have your application for progressive payment approved, the “up front” fee would include all compulsory units and a tuition fee. All remaining units must then be paid prior to commencement of that unit. For further information please contact the Community College Manager.

www.madec.edu.au
Government Funded Programs:

1. If a student withdraws within the first four (4) weeks of a funded program, the student is entitled to a refund of the tuition fee less the minimum fee applicable to the program. A pro-rata payment of the materials fee will also be deducted.
2. If the student withdraws after the first four (4) weeks of the program, a refund of the tuition fee will be made for any tuition component beyond 10 weeks of the date of withdrawal and a pro-rata deduction of the materials fee will be calculated.
3. Students transferring from full-time to part-time study may apply for a refund of the difference in program fees.
4. If a student can show proof of transfer to another educational organisation that student is entitled to a full refund of fees if the student withdraws within four (4) weeks of enrolment.

Short Programs / Fee for Service Programs:

1. There is no refund of fees for short programs (less than one month in duration) or for fee for service programs, once the participant has commenced the program.
2. To be eligible for a refund for a short or fee for service program, a participant must withdraw at least seven (7) days prior to the commencement date of the program.
3. Please contact your Trainer or the Community College Manager to discuss refunds and withdrawals from training programs and courses

ASSESSMENT PROCEDURES

Students will be given adequate notice of all assessments. This notice will indicate the date, time, venue and method of assessment to be undertaken.
A range of methods and tools are used in the assessment process but all assessments must meet the rules of evidence of validity, sufficiency, currency and authenticity and the principles of assessment of validity, reliability, flexibility and fairness.
Students should immediately discuss with their trainer any difficulties with the proposed assessment.
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 the first instance to their trainer and if still unsatisfied to the Community College Manager.

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 Community College Manager or visit any of the following websites.

Victorian Government Legislation Links

The Victorian Legislation Link [http://www.dms.dpc.vic.gov.au](http://www.dms.dpc.vic.gov.au) will assist with information on:

- Health Records Act (2001)
- Information Privacy Act (2000)
- Education and Training Reform Act (2006)
- Whistleblowers Protection Act (2001)
Commonwealth Government Legislation Links:


- Disability Discrimination Act (1992) (and amendments)
- Racial Discrimination Act (1975) (and amendments)
- Sex Discrimination Act (1984)
- Privacy Act 1998 and Privacy Amendment Act 2004

Students seeking information about new apprenticeships or traineeships should visit the website [www.newapprenticeships.gov.au](http://www.newapprenticeships.gov.au) or use the free telephone number 1800 639629.

STUDENT FACILITIES AND SERVICES

CHILD CARE

MADEC does not provide child care facilities.

SMOKING POLICY

All MADEC buildings are totally Smoke Free

SUPPORT TO STUDENTS

The Community College Manager can provide students information, support and/or referral on issues related to:

- 1 Finances (Youth Allowance, Austudy, Abstudy)
- 2 Personal health and welfare
- 3 Grievance and / or conflict resolution
- 4 Academic and study skills
- 5 Choosing courses/subjects
- 6 Tertiary admission applications
- 7 Career counselling
- 8 Centrelink forms

Students may find the following websites useful:

- Drug and alcohol services – [www.ysas.org.au](http://www.ysas.org.au)
- Suicide help line – [www.hereforlife.org.au](http://www.hereforlife.org.au)
OCCUPATIONAL HEALTH & SAFETY

Both trainers and students must at all times be aware of Occupational Health and Safety issues, and students need to be responsible for their own safety within the MADEC complex. Any concerns should be directed to your trainer who will inform MADEC’s Occupational Health and Safety Officer.
In case of fire, all students must vacate the building immediately from the marked exits.

FIRST AID

MADEC has a first aid officer on site and first aid kits are located in each building. In case of illness or accident please notify your trainer or the Site Manager.
Staff members are not permitted to:
• issue or give medication to students (including analgesics such as Panadol or Aspirin)
• transport students to hospital or doctor.
It is advisable for students to be members of the ambulance fund as any costs borne by such transportation will be the responsibility of the student.

STUDENT GRIEVANCE POLICY AND PROCEDURES

Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues, which may arise.
The policy and procedures provides an avenue for grievances to be addressed.
MADEC will encourage the parties to approach a grievance with an open view and to attempt to resolve problems through discussion and conciliation. Where a grievance cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate agent to mediate between the parties and, if needed, make a determination.

GRIEVANCE PROCEDURE:
TRAINING DELIVERY AND/OR ASSESSMENT

The grievance procedures relating to the delivery of training and/or the assessment involves the student initiating the following:
• discussion with relevant trainer about the grievance.
• if it is unable to be resolved, at this level, the grievance can then be referred to the Community College Manager
• if the grievance is still unresolved, it may be referred to the General Manager.
If the grievance cannot be resolved internally, MADEC has an agreement in place with another Registered Training Organisation (Sunraysia Skills Centre) who will act as an independent mediator in determining the matter.

OTHER MATTERS

There is a suggestion box located in the Reception area of the Community College where clients can place any ideas or complaints for consideration.

Alternatively, students may provided details of their grievance to the Community College Manager who will seek to resolve the matter in a fair, equitable and effective manner.

If a student remains unsatisfied with the outcome the matter will be referred to the Chief Executive Officer for hearing and determination.
If the grievance cannot be resolved internally, MADEC will advise the student of the appropriate body where he/she can seek further assistance. In all instances the student will be provided with a written response to their grievance within five days of lodgement.

Other useful Publications

Available from our Campus or on-line at www.madec.edu.au

2010 Course Guide
The 2010 Course Guide has a comprehensive listing of the available courses and delivery modes available at MADEC.

Student RPL Guide
Designed to give students information and assistance in determining their suitability for RPL and guidance in how best to complete their application
MADEC schedules its full time courses based on the School terms in the State in which you have enrolled. Students are not generally required to attend during normal holiday periods. There may be exceptions to this rule however, where additional attendance is required to satisfy the student contact requirements of the qualification. Please consult your program Coordinator to establish the requirements of your study course.

Other courses may be timetabled during normal school holidays, evenings and weekends.

We observe all public holidays as scheduled by Government, a list of which is displayed on this page. MADEC reserves the right to declare additional student free (Curriculum) days as may be required for staff to undertake personal development activities.

### Class Times

Class times vary depending on the subject and mode of delivery. In the case of full-time on-campus courses the hours anticipated are 9am—3pm on class days, with one hour allotted for lunch. This is an indication only, however, and may be varied by agreement to accommodate the delivery of that day’s subject matter.

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### Public Holidays 2010

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<th>Holiday</th>
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<td>Fri 01/01/10</td>
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<td>Australia Day</td>
<td>Tue 26/01/10</td>
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<td>Labour Day (Vic)</td>
<td>Mon 08/03/10</td>
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<td>Adelaide Cup Day (SA)</td>
<td>Mon 08/03/10</td>
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<td>Good Friday</td>
<td>Fri 02/04/10</td>
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<td>Easter Monday</td>
<td>Mon 05/04/10</td>
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<td>Anzac Day Holiday</td>
<td>Mon 26/04/10</td>
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<td>Queen's Birthday</td>
<td>Mon 14/06/10</td>
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<tr>
<td>Labour Day (SA)</td>
<td>Mon 04/10/10</td>
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<tr>
<td>Melbourne Cup Day</td>
<td>Tue 03/11/09</td>
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<td>Christmas Day Holiday</td>
<td>Mon 27/12/10</td>
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<tr>
<td>Boxing Day Holiday</td>
<td>Tue 28/12/10</td>
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Courses available in:

- Aged Care
- Business
- Children’s Services
- Computer Software Training
- Corporate Training
- First Aid
- General Education for Adults
- Governance for not-for-profit groups
- Hospitality
- Horticulture
- Information Technology
- Job Search Training
- Retail
- Volunteer Training

On-Campus, Off-Campus and Traineeships

Full-time, Part-time and flexible delivery available for some courses.

MADEC Training Campuses at the following locations;

- Mildura (Main Campus) (03) 5023 7233
- Berri (SA) (08) 8582 5077
- Kadina (SA) (08) 8821 6000
- Kerang (Vic) (03) 5452 1766
- Marion (SA) (08) 8172 3000
- Murray Bridge (SA) (08) 8531 3520
- Noarlunga (SA) (08) 8307 2000
- Swan Hill (Vic) (03) 5033 0025