Glossary

NCVER – National Centre for Vocational Education Research

Skills Vic – Dept of Education & Early Childhood Development – Higher Education Skills

RTO – Registered Training Organisation

VET – Vocational Education and Training

MADEC’s Mission

‘MADEC develops and delivers innovative and responsive education training and employment solutions’

MADEC’s Vision

‘Stronger Communities’
Welcome to MADEC
MADEC 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.

Access & Equity
All MADEC students have the opportunity to successfully participate fully in learning and skills development through education and training by adhering to the principles of access and equity and to ensure compliance with the Standards for NVR Registered Training Organisations.

In particular, MADEC aims 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-presented 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

For more information refer to MADEC’s access and equity procedure available on the MADEC webpage.

Suggestions and Complaints
Suggestions or Complaints are encouraged as MADEC view these as Opportunities for Improvement and can be made verbally or in writing. A Feedback Form 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 www.madec.edu.au. Any Suggestions or Complaints will be entered directly into an electronic database (TRACK) and be investigated by the appropriate manager.

In the event of a complaint, an appointment can be made for you to speak to the Manager (e.g. Education and Training) who is the nominated person to handle complaints. If the complaint involves the Manager, the complaint will be directed to the CEO.

What happens after the Feedback Form is received?
On receipt of a written complaint, the 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 encouraged 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 no happy and/or you don’t feel that the complaint has been appropriately addressed you can contact ASQA www.asqa.gov.au.(additional contacts are included on the feedback forms).

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.

- **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 this funding model.

- **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.

- **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. For more information refer to MADEC’s Fees and Charges Procedure available on the MADEC Website.

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 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. 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. The full MADEC Privacy Policy can be provided from any MADEC office or available on the MADEC website www.madec.edu.au

**Pre-Training Review**

The purpose of this procedure is to describe the process MADEC undertakes to assess prospective students’ current competencies including literacy and numeracy skills prior to commencement of training.

This procedure will ensure that MADEC is compliant with the Department of Education and Early Childhood Development VET Funding Contract and demonstrate evidence of meeting each student’s training and assessment needs as required by the Standards for NVR Registered Training Organisations.

For more information refer to MADEC’s Pre-training Review procedure available on the MADEC website.

**Skills Recognition**

**RPL (Recognised Prior learning)**

Is the process of formally recognising prior learning and competencies, work experience and life experience. To apply for RPL you must provide evidence of your experience or previous study to support your claim. It is not possible to award part units as RPL. Please note that if RPL is not granted, normal tuition fees will apply to re-enrol.

**Credit Transfer**

Is the recognition of specified learning previously undertaken where equivalent units of competence have been successfully competed. 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.

For more information refer to MADEC’s Skills Recognition Procedure available on the MADEC website.

**Enrolment**

Prior to enrolment a pre-training review will be done with your trainer, where any previous training can be recognised and a literacy and numeracy evaluation will be done. After course information has been provided and the pre-training review has been done, enrolment will be processed. During this time you will be requested to provide original or certified documents for proof of citizenship.

If necessary you may also be required to provide proof of Age and concession evidence. It is a contractual requirement that we copy and retain this evidence.
Training Plan
If applicable you will be required to negotiate a training 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 plan prior to signing.

Work submission requirements (evidence of participation)
You will need to submit work with an attached assignment cover sheet provided by your trainer. 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 given notice of when all assessments are due on their Training Plan. This indicates the date, time, venue and method of assessment to be undertaken. Students are encouraged to discuss with their trainer any difficulties with the proposed assessment. All work submitted will be copied and kept on file securely and confidentially with the originals being returned to the student.

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 Community College Manager.

NB: plagiarism will not be accepted.

Attendance requirements
You will be required to attend classes or negotiated appointments. It is expected that all students be punctual. Please note you will need to provide Medical certificates for regular absences. Extended absences without a medical certificate or an application for suspension could result in qualification/course withdrawal.

Change of Details
Please notify Administration of any change in your personal details or changes to your original enrolment immediately. Personal Details/Enrolment variation forms are available on our website.

Surveys
Every student may be asked to complete a student satisfaction survey at the end of his or her program. Types of surveys you may expect to receive are written and on occasions, phone contact. Surveys may be conducted by MADEC staff or Government departments for example NCVER. The aim of the research is continuous improvement in VET policy or practice.
Withdrawals and Refunds

If MADEC cancels a program after students have enrolled, the relevant administration officer will inform the student and complete a refund form with all fees associated with the program being refunded.

Students will be formally withdrawn from a program by MADEC where they have not attended for a designated period without an approved reason, or for disciplinary reasons.

If a student fails to be actively engaged in training for a period of longer than two weeks the relevant trainer will arrange for a withdrawal letter to be sent to the student.

- **Government Funded Programs**
  Where the program is cancelled by MADEC a full refund of fees will be refunded to the student.
  Where a student initiates a withdrawal by written notice at any time up until commencement, a full refund of fees will be provided less an administration fee of $50.
  Where a student withdraws after commencement, MADEC will retain all fees except unused materials fee for Victoria.

  If a student receives a valid concession after enrolment and provides evidence of this to MADEC within 30 days (Health Care Card must be dated prior to commencement on enrolment form), the concession rate will be applied. (This applies to Victoria only)
  Where a student has been granted Credit Transfer exemptions for units in the program, the student may apply for a refund of any fees charged for that unit/s.

- **Fee for Service Programs/Short Non-Accredited Programs**
  Where MADEC cancels the program a full refund will be issued. Where a student withdraws prior to commencement of the program they will receive a full refund less an administrative fee of $50.
  Where the student withdraws from a course after commencement (regardless of attendance or non-attendance) the student is not eligible for a refund.
  For more information please refer to the Withdrawal and Refund Procedure available on our website.

Certificates and Statement of Attainments

A certificate is issued on successful completion of an accredited program and is accompanied by a Statement of Results. A Statement of Attainment is issued on partial completion of an accredited program. A Certificate of Participation is issued for non-accredited programs.

Any requests for a reprint will cost $25.00. Please allow 14 days for this to be issued.

Please note: VICTORIAN RSA certificate reprints enquiries need to be directed to [www.vcgr.vic.gov.au](http://www.vcgr.vic.gov.au)

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

Students are requested to not park in the RSL car park - it is a private car park for members’ use only. There is ample day long parking along Madden Avenue.

Qualification and Job Pathways

You can locate qualifications and job pathways from the MADEC website. These pathways will provide you with guidance for further qualification training pathways and provide you examples of potential career opportunities.
http://www.madec.edu.au/career-pathways

Traineeships

MADEC is able to offer training to full time, part time or school based trainees in approved traineeship contracts.

A traineeship is a formal training agreement between an employer and an employee. It must be registered with the relevant state or territory training authority. The agreement duration will vary depending on part time/full time/school based employment factors and also the state and territory it is registered.

Traineeships combine work with study to achieve a qualification. The majority of the practical training delivered during the course of the traineeship will be in the work environment.
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.

MADEC works within Government Legislation, some of which includes:

- Disability Discrimination Act 1992
- Education Services for Overseas Students Act 2000
- Education, Training and Reform Act 2006
- Freedom of Information Act 1983
- Health Records Act 2001
- Immigration Education Act 1971
- Immigration Education Charge Act 1992
- Information Privacy Act 2000
- Occupational Health & Safety Act 2004
- Privacy Act 2000
- Racial and Religious Tolerance Act 2001
- Racial Discrimination Act 1975

Commonwealth Government Legislation Links

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

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