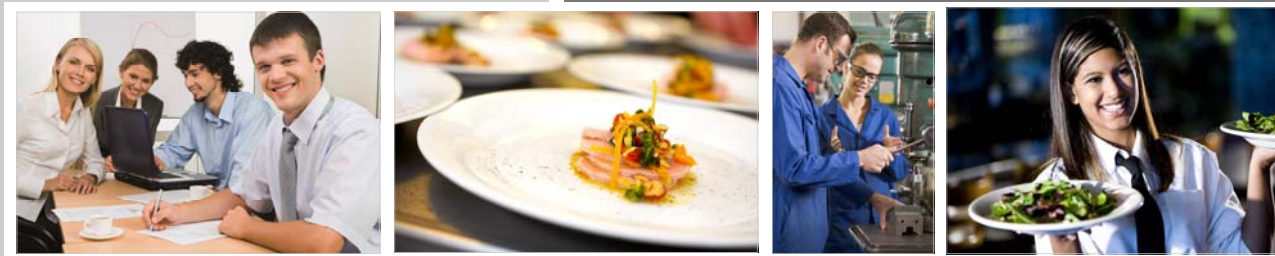


Student Information Guide 2012



'Regional Initiatives, Regional Solutions'

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FEES AND CHARGES

1. 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 guide lines 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 program 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.
6. A Statement of Attainment is available at no cost for students not completing all requirements providing fees and charges have been paid in full.

MANAGING DIVERSITY

MADEC has wheelchair access to all buildings. Students needing assistance with their studies should inform the Community College 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 maybe 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 Non Smoking—Designated smoking area is provided
- Please assist in keeping the grounds tidy by using litter containers provided
- Please keep all kitchen areas neat and tidy
- 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

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 of this policy 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 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. ***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 and are between 16 and 20 hours per week, 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 Community College 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 (*formerly 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 Australian Apprenticeships Training Program Coordinator.

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.

LEARNING MODES AND SERVICES

At MADEC we offer a variety of modes by which you can study. These include full and part time study options, face to face or classroom based, studying externally, studying while you work, or by what is known as blended delivery where you can study maybe partly by external studies supported by regular tutorial workshops. Naturally, the final choice of study mode will be negotiated between yourself and your trainer and is sometimes limited by the subjects or courses on offer, but we aim to provide you with the maximum degree of flexibility in choosing how you study and complete your course with us. Additionally, for the vast majority of our courses we accept continuous enrolment so please enquire for further information about this option.

A wide range of support services are available to assist you to successfully complete your studies. These include support for persons with a disability, or from a non-English speaking background, to career advice and support with language, literacy and numeracy assistance. As a Job Services Australia provider as well, we have extensive employer and business linkages that enable us to both source work placements and assist you in finding work following completion of your studies with us. Finally, as a community based and not for profit organisation we have a respected place in our respective communities with well established local links to specialist referral service agencies who can provide counselling and support services across a wide range of areas. Should you wish to avail yourself of any of our support services, please discuss this with your trainer in the first instance.

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.

COSTS

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 Australian Qualification Framework (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.

ABOUT 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

Strengthening communities by developing and delivering regional initiatives and solutions through innovative and responsive education, training and employment services.

MADEC's VISION

'Regional Initiatives, Regional Solutions'

MADEC's business ethics and 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.

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.

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
- Equal Opportunity Act 1995
- 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 LEGISLATIONS 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)

Human Rights and Equal Opportunity Commission Act (1986)

Privacy Act 1998 and Privacy Amendment Act 2004

Students seeking information about new apprenticeships or traineeships should visit the website 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 - Designated smoking area is provided

SUPPORT TO STUDENTS

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

- Finances (Youth Allowance, Austudy, Abstudy)
- Personal health and welfare
- Grievance and / or conflict resolution
- Academic and study skills
- Choosing courses/subjects
- Tertiary admission applications
- Career counselling
- Centrelink forms

USEFUL WEBSITES

Rights in the Workplace - www.youth.vic.gov.au
Legal Online - www.legalonline.vic.gov.au
Legal Aid - www.legalaid.vic.gov.au
Income Information – www.centrelink.gov.au
Victorian General welfare rights – www.welfarerights.org.au
Victorian Government – www.vic.gov.au
Federal Government - www.fed.gov.au
Drug and alcohol services – www.ysas.org.au
Crisis help line – www.aifs.org.au
Suicide help line – www.hereforlife.org.au

SAFETY AND SECURITY MEANS

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 and the safety of those around them, within the MADEC complex. Any concerns should be directed to your trainer who will inform MADEC's Occupational Health and Safety Manager. In case of fire, all students must vacate the building immediately from the marked exits. Trainers will advise students of evacuation plans and safety issues on induction.

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.

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 Chief Executive Officer

If the grievance cannot be resolved internally, MADEC will take active steps to secure the services of 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.

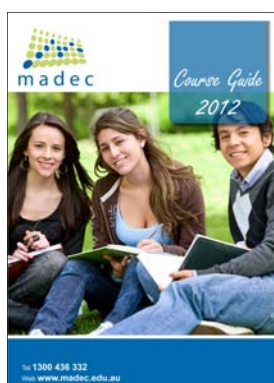
Alternatively, students may provided details of their grievance to the Community College Manager or the Quality Assurance Manager who will seek to resolve the matter in a fair, equitable and effective manner.

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.

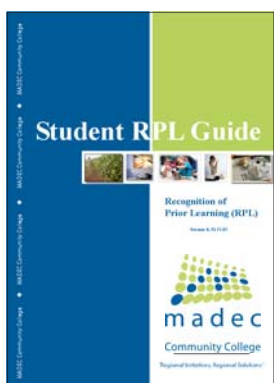
OTHER USEFUL PUBLICATIONS

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



Course Guide

The 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.

Term Dates

2012 Victoria	Term 1	06 February — 30 March
	Term 2	16 April — 29 June
	Term 3	16 July — 21 September
	Term 4	08 October — 21 December

2012 South Australia	Term 1	30 January — 05 April
	Term 2	23 April — 29 June
	Term 3	16 July — 21 September
	Term 4	08 October — 14 December

Public Holidays	2012
New Years Day	01 Jan
Australia Day	26 Jan
Labour Day (Vic)	12 Mar
Adelaide Cup Day (SA)	12 Mar
Good Friday	06 Apr
Easter Monday	09 Apr
Anzac Day Holiday	25 Apr
Queen's Birthday	11 Jun
Labour Day (SA)	01 Oct
Melbourne Cup Day	06 Nov
Xmas/Boxing Day (Vic)	25 Dec/26 Dec
Xmas/Proc Day (SA)	25 Dec/26 Dec

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 TIME

Class times vary depending on the subject and mode of delivery. Classes will not be conducted before 8am or after 10pm or for any period longer than 8 hours in anyone day.



m a d e c

Community College

133-137 Madden Avenue
Mildura VIC 3500

Telephone: (03) 5023-7233
Fax: (03) 5021-2738
Email: madec@madec.edu.au
Web: www.madec.edu.au

Balranald
89b Market Street
Balranald NSW 2715
Telephone: (03) 5020-1816
Fax: (03) 5020-1819
Email: balranald@madec.edu.au

Berri
3 Riverview Drive
Berri SA 5343
Telephone: (08) 8582-5077
Fax: (08) 8582-5099
Email: berri@madec.edu.au

Clare
37 Old North Road
Clare SA 5453
Telephone: (08) 8841-4000
Fax: (08) 8841-4050
Email: clare@madec.edu.au

Kadina
27 Frances Terrace
Kadina SA 5554
Telephone: (08) 8821-6000
Fax: (08) 8821-6050
Email: kadina@madec.edu.au

Kerang
71 Victoria Street
Kerang VIC 3579
Telephone: (03) 5452-1766
Fax: (03) 5452-2580
Email: kerang@madec.edu.au

Loxton
Shop 6, 9 Martha Street
Loxton SA 5333
Telephone: (08) 8584-6834
Fax: (08) 8584-7967
Email: loxton@madec.edu.au

Marion
Shop 2001A, Westfield Marion
Oaklands Park SA 5046
Telephone: (08) 8172-3000
Fax: (08) 8172-3050
Email: marion@madec.edu.au

Mannum
39 Randell Street (CHIPS)
Mannum SA 5238
Telephone: (08) 8531-3520
Fax: (08) 8531-3950
Email: murraybridge@madec.edu.au

McLaren Vale
Shop 4, 112 Main Road
McLaren Vale SA 5171
Telephone: (08) 8323-7459
Fax: (08) 8323-7639
Email: mclarenvale@madec.edu.au

Merbein
99 Commercial Street
Merbein VIC 3505
Telephone: (03) 5025-3344
Fax: (03) 5025-1267
Email: merbein@madec.edu.au

Murray Bridge
8-12 Bridge Street
Murray Bridge SA 5253
Telephone: (08) 8531-3520
Fax: (08) 8531-3950
Email: murraybridge@madec.edu.au

Noarlunga
Centro Colonnades Shop F5
Noarlunga Centre SA 5168
Telephone: (08) 8307-2000
Fax: (08) 8307-2050
Email: noarlunga@madec.edu.au

Ouyen
46 Oke Street
Ouyen VIC 3490
Telephone: (03) 5092-2284
Fax: (03) 5091-0420
Email: ouyen@madec.edu.au

Red Cliffs
13a Indi Avenue
Red Cliffs VIC 3496
Telephone: (03) 5024-3777
Fax: (03) 5024-3750
Email: redcliffs@madec.edu.au

Renmark
8 Ral Ral Avenue
Renmark SA 5341
Telephone: (08) 8586-1900
Fax: (08) 8586-3277
Email: renmark@madec.edu.au

Robinvale
68-72 Herbert Street
Robinvale VIC 3549
Telephone: (03) 5051-8080
Fax: (03) 5051-8088
Email: robinvale@madec.edu.au

Swan Hill
186-188 Beveridge Street
Swan Hill VIC 3585
Telephone: (03) 5033-0025
Fax: (03) 5033-0026
Email: swanhill@madec.edu.au

Waikerie
2A Ian Oliver Drive
Waikerie SA 5330
Telephone: (08) 8541-3972
Fax: (08) 8541-4065
Email: waikerie@madec.edu.au

Wentworth
28 Darling Street
Wentworth NSW 2648
Telephone: (03) 5027-2203
Fax: (03) 5027-2516
Email: wentworth@madec.edu.au

Yorketown
Yorketown TeleCentre
33 Stansbury Road
Yorketown SA 5576
Telephone: (08) 8852 1776
Fax: (08) 8821-6050
Email: yorketown@madec.edu.au