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Welcome to MADEC

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 South Australia in both metropolitan and regional locations.

Our broad scope and connection with industry give us 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 Training Advisors are available to speak with you in relation to the career opportunities available to you and can assist you in planning towards your future.

Our Mission

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

Our Vision

‘Stronger Communities’
Contact Details

South Australian Training Sites

Website www.madec.edu.au
Email training@madec.edu.au
Phone 08 8307 2007

Berri
27 Vaughan Terrace, Berri SA 5343
T: (08) 8582-5077
F: (08) 8582-5099

Clare
37 Old North Road, Clare SA 5453
T: (08) 8841-4000
F: (08) 8841-4050

Kadina
27 Frances Terrace, Kadina SA 5554
T: (08) 8821-6000
F: (08) 8821-6050

Murray Bridge
8-12 Bridge Street, Murray Bridge SA 5253
T: (08) 8531-3520
F: (08) 8531-3950

Marion
Shop 2001A Westfield Marion,
Oaklands Park SA 5046
T: (08) 8172-3000
F: (08) 8172-3050

Noarlunga
Centro Colonnades Shop F5,
Noarlunga Centre SA 5168
T: (08) 8307-2007
F: (08) 8307-2050

Renmark
8 Ral Ral Avenue, Renmark SA 5341
T: (08) 8586-1900
F: (08) 8586-3277

Waikerie
2A Ian Oliver Drive, Waikerie SA 5330
T: (08) 8541-3972
F: (08) 8541-4065

Yorketown
Yorketown TeleCentre
33 Stansbury Road, Yorketown SA 5576
T: (08) 8852 1776
F: (08) 8821-6050

Other Training Locations:
Port Pirie
Roxby Downs
Training Scope

MADEC offer a number of workshops, short courses, skill sets and nationally recognised qualifications in the following areas.

- Administration
- Aged Care
- Business
- Cleaning Operations
- Community Services
- Disability
- Early Childhood Education and Care
- Education Support
- First Aid
- Foundation Skills
- Frontline Management
- First Aid
- Home and Community Care
- Horticulture
- Hospitality
- Information Technology
- Project Management
- Retail
- White Card
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 sessions.

- **External**
  
  Students are provided with hardcopy learning and assessment material. Support is available via phone and email. Students are also invited to attend face-to-face workshop sessions 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 learning and assessment material. Support is provided by the students employer however MADEC also provides phone and email support. Students receive workplace visits from their trainer to observe and go through learning 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 your MADEC Training Advisor 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 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.

*For more information refer to MADEC’s Fees and Charges Procedure available on the MADEC website.*
**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. It includes Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC).

- **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.

- **Recognition of Current Competence (RCC)**

  Recognition of Current Competence applies if a client has successfully completed the requirements for a unit of competency or module previously, and is now required to be reassessed to ensure that the competence is being maintained.

- **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 Skills Recognition or Credit Transfer please ask your trainer for a MADEC RPL Guide and for more information refer to MADEC’s Skills Recognition Procedure available on the MADEC website.*
**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

*For more information please refer to MADEC’s Access and Equity procedure available on the MADEC website.*

**Learner Support Services**

Learner Support Services (LSS) is an equity, participation and retention initiative funded by the Department of State Development (DSD) with the aim of improving equity and accessibility of accredited vocational education and training to students with complex needs.

The purpose of LSS is to support students who have barriers to learning, support retention in training and assist students with complex support needs to complete their qualifications and transition to employment or further study through the provision of Learner Support Case Management.

For more information on Learner Support Services please speak with a MADEC staff member.
Code of Conduct

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

This code of practice describes how MADEC Australia,

Ensures you know your rights;

- Provides you with quality training and assessment services and
- Complies with the Australian Quality Training Framework, the standards for NVR 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; and
- Feel safe and welcome.

Students must abide by the following:

- Respect the rights of all students and staff regardless of gender, race, religion, culture, ability or age
- Adhere to Occupational Health and Safety requirements
- Be punctual and regularly attend with a minimum of 80% required to pass
- Actively participate in class
- Ensure mobile phones and electronic devices are turned off in class
- Notify trainers of any absence
- Ensure neat, inoffensive dress standards
- Ensure appropriate use of MADEC computers.

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.

**Misconduct**

Misconduct is broadly defined as actions that breach the Student Code of Conduct Procedure.

Where State or Commonwealth laws appear to have been breached, the matter will be referred to the police.

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.

Where formal disciplinary action is instigated such as suspension or withdrawal the student will be advised in writing. The student will have 10 calendar days, from the date on the letter, to make oral or written representation regarding the matter.

If you have been found guilty of misconduct and disagree with the outcome or the process you can refer to the Complaints and Appeals Procedure.
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 your 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.
Withdrawals and Refunds

- All enrolment transfer and withdrawal requests must be received in writing at least six (6) days prior to the commencement of a Training Course.
- If the student withdraws, by written notice, six (6) days or more prior to the commencement of the Training Course then MADEC Australia will refund fees in full less a $75.00 Administration Fee.
- If the student withdraws with less than five (5) days’ written notice then they will be charged the full fee for the Training Course. MADEC Australia will retain all course fees paid with no refund being available and any course fees outstanding will still be payable. An application in writing may be made for exceptional circumstances, addressed to the State Education and Training Manager.
- If the student withdraws after commencement of the Training Course then they will be charged the full fee for the Training Course. MADEC Australia will retain all course fees paid with not refund being available and any course fees outstanding will still be payable.
- If the student fails to attend then they will be charged the full fee for the Training Course. MADEC Australia will retain all course fees paid with no refund being available and any course fees outstanding will still be payable.
- If MADEC Australia cancels a Training Course, a full refund or transfer to another date or Training Course will apply.
- 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.
- In the case of Skills for All Priority Courses student withdrawals after course commencement will attract a withdrawal fee of $175.00.

For more information please refer to the Withdrawal Terms and Conditions on the MADEC website.
**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 can also be provided through the MADEC website under the ‘Contact Us’ section.

**Grievances and Appeals**

Students can make a formal complaint about the delivery of any training or administrative service offered by MADEC via our 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 State Education and Training Manager.

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

State Education and Training Manager – South Australia
MADEC Australia
PO Box 496
NOARLUNGA CENTRE SA 5168

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.

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 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 not happy and/or you don’t feel that the complaint has been appropriately addressed you can contact ASQA [www.asqa.gov.au](http://www.asqa.gov.au) (additional contacts are included on the feedback forms).
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.

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.

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

Enrolment Forms

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

As part of your enrolment you will complete your Training Plan. This will establish the length of time the training is to be delivered, the delivery method, 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.

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.
Unique Student Identifiers

From 1 January 2015 all students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI).

A USI gives students access to their online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all of a student’s nationally recognised training records and results from 1 January 2015 onwards. A student’s results from 2015 will be available in their USI account in 2016.

When applying for a job or enrolling in further study, students will often need to provide their training records and results. One of the main benefits of the USI is that students will have easy access to their training records and results throughout their life.

Students can access their USI account online from a computer, tablet or smart phone anywhere and anytime.

Who needs a USI?

Students who need a USI include:

- Students who are enrolling in nationally recognised training for the first time;
- School students completing nationally recognised training; and
- Students who have already started their course who have not yet completed.

Once you create your USI you will be able to:

- Give their USI to each training organisation they study with;
- View and update their details in their USI account;
- Give their training organisation permission to view and/or update their USI account;
- Give their training organisation view access to their transcript;
- Control access to their transcript; and
- View online and download their training records and results in the form of a transcript

How do I get a USI?

It is free and easy for students to create their own USI’s online.

For ‘Steps to create a USI’ please click here, the link will take you through to the USI website.

If you have any question please contact MADEC Training on 08 8307 2007.
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.

If, after an absence of two 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 ensure it will not happen again, you will be withdrawn from the 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 and sign out every time they exit the site the sign in folder is located in the training room or reception area.

Access

For your own safety and security, you are not permitted to be on MADEC grounds before 9.00am or remain after 4.30pm unless accompanied by a MADEC staff member.

Assessment

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 an Academic Pass on theory based assessment 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, third party reports 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.

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

Assessments are open book, so you may refer to your 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 workplace experience
- Personal experience

**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 will 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 request an extension from your trainer. Extensions of a maximum 4 weeks will be granted. If your unable to hand in your unit 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 work with an attached assessment 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 encouraged to discuss with their trainer any difficulties with the proposed assessment.

It is recommended that you take a copy of your assessment for your files before handing the original to your trainer. Please ensure you hand, email or send your assessment directly to your trainer or put in the inbox provided.

Online students are required to submit their assessments via the online portal.

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 State Education & Training Manager – South Australia.
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.

For more information refer to MADEC’s Plagiarism Policy available on the MADEC website.

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 another opportunity 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
- Denied recognition of prior learning application
- Fees, charges, levies or refund
- Training and academic status
- Unsuccessful admission or selection to a new course.

All parties to an assessment appeal should have the opportunity to present their case formally and have it considered.
The State Education and Training Manager – South Australia 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.

For more information refer to MADEC’s Student Assessment Appeals procedure available on the MADEC website.
Work Placement

Work Placement is required for the following MADEC qualifications.

- Certificate III Aged Care
- Certificate IV Aged Care
- Certificate III Disability
- Certificate IV Disability
- Certificate IV in Leisure and Health
- Certificate III in Home and Community Care
- Certificate III in Early Childhood Education and Care
- Diploma of Early Childhood Education and Care
- Certificate IV in School Age Education and Care
- Certificate III in Education Support
- Certificate II in Hospitality
- Certificate III in Hospitality

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

For more information and specific placement requirements for each qualification refer to the corresponding Student Course Information Guide.

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.

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 cost $25.00. Please allow 14 days for this to be issued.
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 State Education & Training Manager – South Australia 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
- Work Health & Safety Act 2012
- 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](http://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
## Glossary of Terms

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<td>VET</td>
<td>Vocational Education and Training</td>
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<td>Registered Training Organisation</td>
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