



ma d e c

# CHOOSE TO SUCCEED CHOOSE MADEC

**COURSE  
GUIDE 2019**

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

**MADEC Australia**  
TOID 3957 ABN 48 086 804 015

real skills for  
real careers



**Disclaimer:**

Please note that the information given is intended as a guide for current and prospective students or interested persons. However, changes may have occurred since printing. Nationally Accredited qualifications are subject to change in training package specifications. Please contact MADEC Australia should you have any queries South Australia 08 8307 2007 or Victoria 03 5023 7233.

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# **MADEC AUSTRALIA IS A NOT-FOR-PROFIT COMMUNITY BASED ORGANISATION FOCUSED ON CREATING TRAINING PATHWAYS THAT LEAD TO EMPLOYMENT OUTCOMES**

We provide opportunities for individuals to gain the skills and knowledge they need to enter or re-enter the workforce, and we develop existing workers so they can improve performance within their current role or move into a new role.

MADEC Australia have proudly provided a wide range of employment, recruitment and training programs for over 40 years across South Australia, Victoria and New South Wales. We continue to position ourselves as one of the most prominent and recognised service providers in metropolitan and regional areas.

MADEC Australia currently has a total of 60 sites across South Australia, Victoria and New South Wales

## **WHY CHOOSE MADEC AUSTRALIA FOR TRAINING?**

As one of Australia's largest jobactive providers, MADEC Australia has significant experience working with job seekers providing direct links to industry and jobs. MADEC Australia has current and tangible relationships with employers, with proven ability in providing real job outcomes.

MADEC Australia Employment Pathways have been developed to align with identified employment opportunities in growth areas, and our programs will continually reflect the current and future employment trends.

## **WHY IS MADEC AUSTRALIA TRAINING DELIVERY SUCCESSFUL?**

- Engagement with industry and employers
- Training delivery – practical and industry relevant
- Quality trainers & assessors

## **HOW IS MADEC AUSTRALIA TRAINING SUCCESS MEASURED?**

- Successful education outcomes for students (both accredited and non-accredited)
- Successful employment outcomes for individuals and organisations
- Recognition as a quality provider within industry

## EMPLOYMENT SERVICES

MADEC Australia is contracted to provide jobactive services across 6 employment regions and Disability Employment Service (DES) in one region. Our employment services are designed to meet the needs of job seekers and employers. We assist eligible job seekers to find and retain a job and ensure employers are receiving the best candidates to meet their business needs. This is achieved by working with our clients to ensure we understand their barriers to employment, upskilling and providing training solutions.

## LABOUR HIRE

MADEC Australia's Labour Hire Service provides individualised services to employers by ensuring that they have a pool of available workers with an appropriate skills base. The service provides employers with employment options that reduce risk, administration costs and provide flexibility. Labour Hire can provide employers with an overview of employees' suitability, thus reducing the risk for an organisation before progressing the employee to a permanent employee.

## HARVEST LABOUR SERVICES

To meet market requirements the Harvest Labour Service provides seasonal labour. Harvest Labour officers liaise with growers, industry leaders and industry groups to keep informed with regional trends and industry employment needs. This service provides opportunity for MADEC Australia to work with employers to hire job seekers in preference to overseas working holiday makers.

## NATIONAL HARVEST LABOUR INFORMATION SERVICE

Supports the harvest requirements of growers in the horticulture industry by coordinating information about harvest opportunities across Australia. The service maintains the Harvest Trail website and produces the National Harvest Guide to ensure that job seekers have access to the most up to date vacancies.

## INDIGENOUS WELLBEING SUPPORT

MADEC Australia Indigenous Wellbeing Support service provides support to indigenous communities in 6 employment regions. The program aims to improve health, social and emotional wellbeing by identifying and referring indigenous people to supported services. MADEC Australia also provides cultural awareness training to staff to ensure staff understand cultural beliefs and values which assists them to engage with job seekers. These strategies are also supported with an Indigenous Employment Strategy and Opportunities Policy.

## DISABILITY EMPLOYMENT SERVICES

MADEC Australia provides Disability Employment Services across the Kadina/Clare region.

Range of services:

- Assist in preparation for work, including training in specific job skills
- Job search support, such as résumé development, training in interview skills, and help with looking for suitable jobs
- Support when initially placed into a job, including on the job training and co-worker and employer interaction
- Ongoing support in a job
- The purchase of vocational training and other employment related assistance
- Access to help with workplace modifications, support services, and Auslan interpreting in the workplace

# INFORMATION

## **MADEC AUSTRALIA OFFER A RANGE OF SHORT COURSES AND NATIONALLY RECOGNISED QUALIFICATIONS DELIVERED THROUGHOUT SOUTH AUSTRALIA AND VICTORIA**

MADEC Australia training is practical, interactive and engaging. Our trainers have direct industry experience and our small class sizes allow for customised learning and support.

MADEC Australia training representatives are available to discuss your training needs, offer advice, advise you on available funding and help you with the enrolment process.

### **DELIVERY METHOD & DURATION**

MADEC Australia offer a range of delivery methods including classroom, online, flexible, external or traineeships. It will depend on your location and requirements and also the requirements of the qualification, as to which delivery method can be offered. Please contact our helpful training staff to discuss your needs and find further information on how MADEC Australia can assist you.

### **ENROLLING**

Before enrolling we will schedule a time for you to meet with one of our training representatives to go through a pre-training review and up front assessment of needs process which will include assessment of ACSF levels, your suitability to the industry of your vocational course and also an assessment of any complex barriers you may have. This process will allow us to best understand your needs and requirements and tailor our services to meet these.

The pre-training review is an opportunity for you to ask any questions about your course. It also gives us an opportunity to ensure we understand what you're hoping to achieve by undertaking training so we can ensure you're enrolling into the right course at the right level.

You will complete the application for enrolment form, we will advise you if you are eligible for any available government funding and provide you with an outline of fees. Payment, or an authorised payment plan, must be confirmed prior to the commencement of any course.

## AUSTRALIAN CORE SKILLS FRAMEWORK (ACSF)

The Australian Core Skills Framework (ACSF) contains the endorsed language, literacy and numeracy (LLN) standards that are to be reflected in all training packages.

Framework is used to:

- Assess and benchmark an individual's core skills performance
- Describe core skills relevant to the workplace and employment
- Tailor approaches to teaching and learning
- Inform decisions regarding funding and referrals

The ACSF describes six levels of performance in the five core skills of:

- Learning
- Reading
- Writing
- Oral communication
- Numeracy

MADEC Australia follow a pre-training review procedure to assess each individuals ACSF levels and suitability for the course they would like to enrol in. This process allows us to gain information about how we can best assist you in your chosen course.

## CLASS TIMES

Class times will vary depending on the subject and selected mode of delivery. Class times may also vary depending on the qualification chosen and in what region you are situated.

Please contact MADEC Australia training for confirmation of class times for your selected course.

## ACCESS AND EQUITY

MADEC Australia believes that all students have the right to study in a positive environment which values diversity and protects you from any form of discrimination and harassment.

People with physical and/or learning disabilities are encouraged to apply for enrolment into MADEC Australia programs, and assistance and/or referral to a range of services is available to assist students to meet minimum entry requirements and then continue on to complete study successfully.

## USI AND HOW TO CREATE ONE

If you're studying Nationally Recognised Training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI).

Your USI links to an online account that contains all your training records and results that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life.

It's free and easy to create your own USI and will only take a few minutes of your time. Or if you like you can learn more about the steps to create a USI.

For more information contact **1300 857 536** or visit **[www.usi.gov.au](http://www.usi.gov.au)** and follow the links.

# INDUSTRY & EMPLOYERS

## **MADEC AUSTRALIA HAS A DEDICATED BUSINESS DEVELOPMENT TEAM WHO SPECIALISE IN ORGANISATIONAL DEVELOPMENT**

During consultation with businesses we highlight the importance of workforce planning. Workforce gap analysis is often looked at when we are assessing whether or not a business is in a position to take on additional employees.

Our engagement with business supports us in strengthening our holistic outlook and approach to Employment Services. By ensuring businesses are sustainable (profitable, growing and developing) we can ensure our job seekers and future job seekers have access to jobs. Through our extensive experience working in this sector MADEC Australia know that businesses achieve success through the versatility and capability of their people.

MADEC Australia work with organisations to identify workforce gaps and develop strategies and training solutions that meet the organisation's objectives, cultural nuances and specific industry needs.

Every business and industry sector has its own unique challenges and MADEC Australia strives to continually build a better understanding of each business it engages with, including the industry sector and operational environment. A primary focus of MADEC Australia is to identify growth opportunities within organisations. Once opportunities have been identified MADEC Australia can then work together with the organisation to determine the gap between the current workforce skills capability and an imminent workforce skills capability allowing the business to exploit the growth opportunity and thrive.

MADEC Australia has extensive project management experience and has delivered on many small to large customised projects under Regional Development Australia funding, SA Works funding and a range of other models.

As a WorkReady provider developing strategic employment projects, MADEC Australia is able to provide advice, project management, training delivery, case management, and support to assist organisations through workforce development, recruitment, retention and training needs.



# ORGANISATIONAL TRAINING

## AS WELL AS **FULL QUALIFICATIONS** AND **SHORT COURSES** FOR **INDIVIDUALS**, MADEC AUSTRALIA ALSO **OFFERS A RANGE OF ORGANISATIONAL TRAINING SOLUTIONS FOR BUSINESSES**

MADEC Australia understand that in the current economic climate businesses do not have large training budgets and time is equally as precious as money.

MADEC Australia's organisational training solutions can be delivered in-house and allows you to address specific areas that are of priority to your business, giving you control and enabling you to target your training dollar more effectively. Depending on your needs we can develop a one-off training session, or build a program that can be delivered progressively over a period of time. MADEC Australia will customise training times and duration to suit your schedule and business.

Most importantly our organisational training solutions gives your organisation flexibility by:

- Customising training times and duration to fit with your business needs
- Offering face to face training, online learning or a blended model
- Delivering the training on your premises or at an external location

Topics we partner to deliver include:

- Pre-employment programs
- Customer service
- Conflict resolution
- Time management
- First aid
- Business writing skills
- Introduction to project management
- Developing effective teams

Every business and industry sector has its own unique challenges and MADEC Australia strive to continually build a better understanding of each business it engages with, including the industry sector and operational environment. By having a skilled and motivated workforce businesses can significantly improve your competitiveness and business productivity.

Furthermore, we can also work with your organisation to develop a customised staff team building day which will promote cohesion within your organisation, and perhaps even incorporate something a little different, like cocktail making, barista skills, or an outdoor experiential.

# INVESTMENT & FUNDING

## VICTORIA

### SKILLS FIRST

Skills first is a set of reforms for the training sector. They are our commitment to provide high-quality training that leads learners to real jobs. The reforms also ensure Victoria's training system is better managed to deliver training.

#### SKILLS FIRST IS MADE UP OF:

High-quality training that students and industry can trust, aligned to industry and workforce needs

- A real voice for industry in training
- Funding for high needs learners who need additional support to engage with and succeed in education and training
- Access to targeted, relevant training for students in regional areas.

<https://www.education.vic.gov.au/skillsfirst/Pages/about.aspx>

### TRAINING PAYMENT PLAN

MADEC Australia offer flexible payment plan options – that allow you to pay off your qualification as you study.

Our student support team is available to discuss payment plan options phone **03 5023 7233**.

\*Please note that some courses are not funded by the government. No concessions are available for non-government funded (fee for service) courses.



### FEES AND CONCESSIONS

All students are assessed at time of enrolment to determine eligibility for Government subsidised training.

Course tuition fees are set in line with the guidelines of the State Government. Please see our student fees and charges policy on our website for full details. Additional costs may apply for text books, course materials, licences or checks required as a part of any course. These costs will be explained at the time of your enrolment.

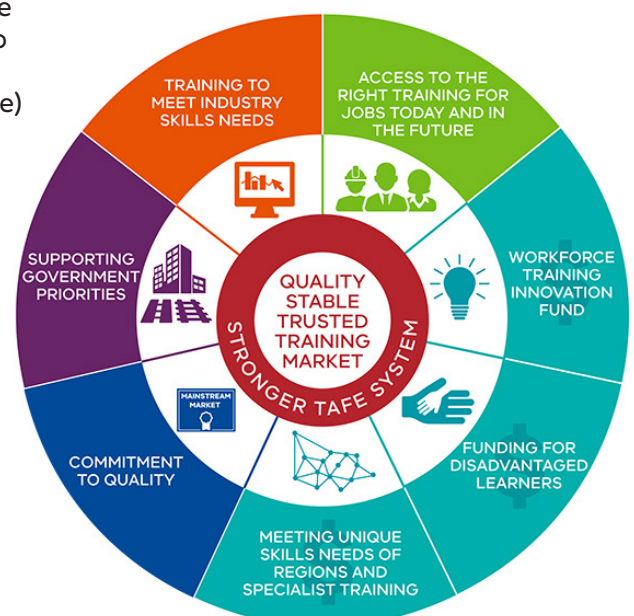
Tuition fee concession may apply if a student holds one of the following concession cards:

1. Commonwealth Health Care Card
2. Pensioner Concession Card
3. Veteran's Gold Card

The concession provided for 1 and 2 also applies to dependent spouse or child listed on the card.

Concession fees are not available for students enrolling into a Diploma.

Indigenous students will only pay the concession fee rate regardless of which course they are enrolling into.



# SOUTH AUSTRALIA

## WORKREADY

WorkReady commenced 1 July 2015 and is being phased in to ensure that Government investment in training, employment and skills is targeting the areas of greatest strategic need to industry and a transforming economy.

It aims to ensure the public investment in training is aligned to strategic industry sectors and growth areas such as agriculture and fishing, resources and construction, electrical and electronic engineering, childcare and aged care.

It has been designed to improve training completion rates and employment by supporting a skilled and capable workforce to fill current and emerging jobs in priority areas.

WorkReady will support direct connections between training and jobs at the local level and connect people to the training and employment activity best suited to them over a working lifetime to build a skilled and capable workforce able to fill current and emerging job opportunities, will be the hallmark of WorkReady's success.

**<http://www.workready.statedevelopment.sa.gov.au>**

MADEC Australia is approved as a WorkReady provider and can offer subsidised training under the WorkReady scheme **[www.skills.sa.gov.au](http://www.skills.sa.gov.au)**

To check your funding eligibility visit **<http://www.skills.sa.gov.au/training-learning/check-your-eligibility>**

To check the WorkReady Training Funded List visit **<http://skills.sa.gov.au/for-training-providers/workready-subsidies/subsidised-training-list>**

Find out more information including your eligibility by contacting **08 8307 2007** or **[training@madec.edu.au](mailto:training@madec.edu.au)**

## TRAINING GUARANTEE FOR SACE STUDENTS (TGSS)

The Training Guarantee for SACE Students (TGSS) is for South Australian students, 16 years and over, who are enrolled in and working towards completing SACE (or equivalent).

Eligible students will receive funding to start a planned vocational pathway while at school and are then guaranteed a funded training place at a WorkReady training provider when they leave school.

## TRAINING PAYMENT PLAN

MADEC Australia offer flexible payment plan options that allow you to pay off your qualification as you study.

Our student support team is available to discuss payment plan options phone **08 8307 2007**.

**WorkReady**



Supported by  
**Government of  
South Australia**

# ICAN PREFERRED PROVIDER

## SOUTH AUSTRALIA

**AS AN APPROVED PROVIDER OF ICAN FLEXIBLE LEARNING, MADEC AUSTRALIA IS ABLE TO DELIVER A RANGE OF FLEXIBLE LEARNING PROGRAMS SUITABLE FOR FLO (FLEXIBLE LEARNING OPTION) STUDENTS IN SOUTH AUSTRALIA.**

MADEC Australia programs focus on supporting students who have disengaged from school, and are enrolled through the FLO enrolment strategy.

MADEC Australia trainers have significant experience in training disengaged and/or disadvantaged students in a range of accredited programs which assist students to achieve SACE (South Australian Certificate of Education) outcomes. While ultimately our goal is to see young people successfully complete education and training activity linked to a career pathway it is important that we first focus on building foundations to ensure success.

For FLO students who may benefit from further language, literacy and numeracy development, MADEC Australia delivers the Certificate I in Skills for Vocational Pathways and Certificate II in Skills for Work and Vocation Pathways – assisting students to progress LLN (language literacy and numeracy) and employability skills and form essential skills for students to move further in their vocational and employment pathways.

MADEC Australia also deliver a range of accredited short courses that are customised to meet the needs of learners. Our suite of foundation programs focus on developing confidence, self-esteem, communication, life and work skills.

## SOUTH AUSTRALIA

MADEC Australia has an excellent history in providing quality, engaging training to students in a range of courses and qualifications through the Training Guarantee SACE Student (TGSS) program, and fee for service options. Delivering in both short courses and full qualifications, MADEC Australia is able to tailor a range of products to suit the needs of your school and your students.

As a Registered Training Organisation (TOID 3957) MADEC Australia offers a range of Nationally Recognised Training that assists students in receiving engaging, practical and enjoyable pathways. Our training includes, Aged Care, Children's Services, Business, Hospitality, Food Processing, Disability and Retail. A delivery methodology which supports active learning and participation is used throughout all of MADEC Australia's training programs. Our approach balances information based delivery with action learning opportunities allowing students to reflect on their experiences and aspirations and develop appropriate personal skills and behaviours.

MADEC Australia work with secondary schools, (in both metropolitan and regional areas) delivering a variety of short courses including Barista, First Aid, Retail Essentials, Hospitality Essentials and Business Essentials. All short courses have accredited units of competency with nominal hours of VET enabling students to achieve important SACE credits and valuable skills for future employment.

As part of the SACE students will receive credits for many different forms of education and training provided they are recognised by the SACE Board.

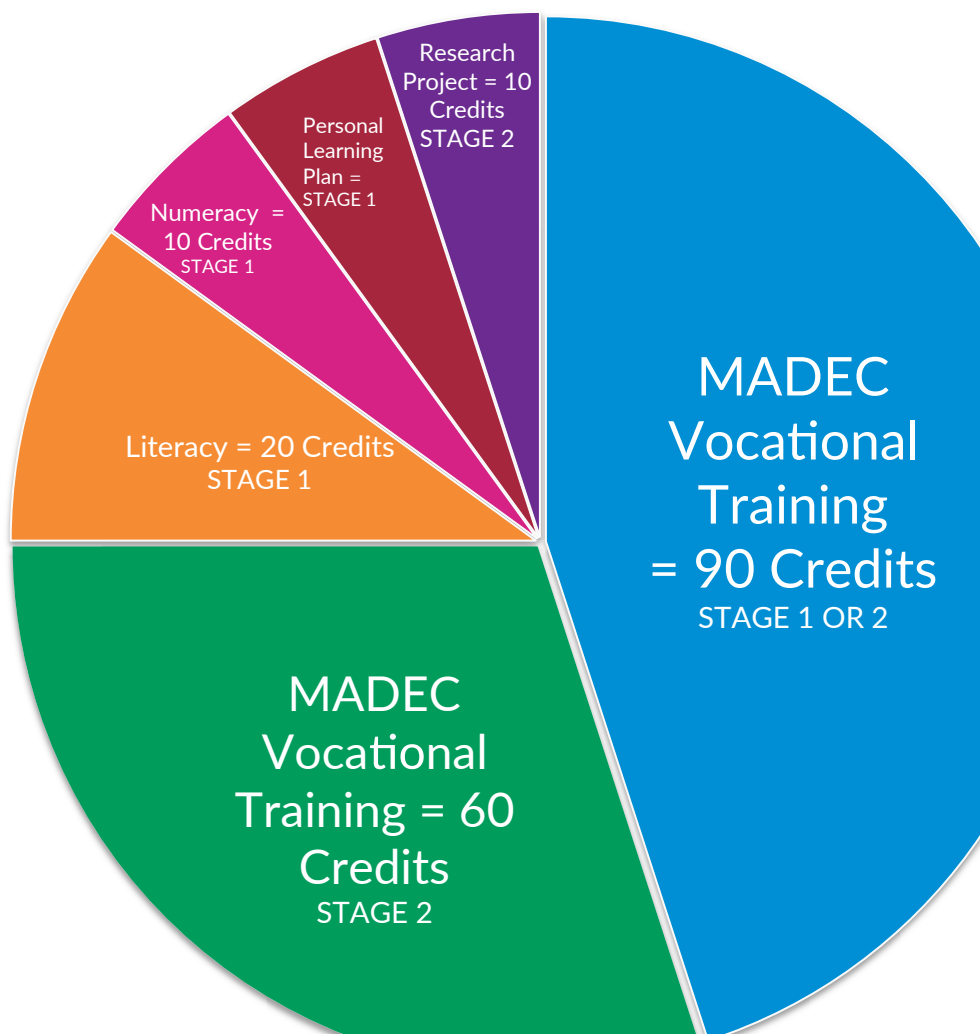
This includes:

- MADEC Australia vocational training
- Academic subjects
- Learning a trade
- Community service

To complete the SACE, students must achieve at least 200 SACE credits; 150 credits can be gained through MADEC Australia vocational training.

\* For MADEC Australia vocational training the actual SACE credits granted to the student is dependent on the units of competency and nominal hours completed by the student towards the qualification.

# VET IN SCHOOLS



# TRAINEESHIPS

## **MADEC AUSTRALIA TRAINEESHIPS PROVIDE THE OPPORTUNITY TO COMBINE WORK AND TRAINING WHILE UNDERTAKING A NATIONALLY RECOGNISED QUALIFICATION**

Trainees are trained in vocational areas, such as office administration, hospitality, retail, children's services, aged care, disability. Traineeships are available as a full-time, part-time or school-based option.

Many employers use the apprenticeship system to provide qualifications for new employees as well as training and development opportunities for existing employees. By employing a trainee, businesses can provide relevant training aligned to 'their way of doing the job'—by ensuring staff are trained to the specific business requirements from the beginning.

### **MADEC AUSTRALIA TRAINEESHIP DELIVERY MODEL**

MADEC Australia provide advice on units of competency within the relative training package to ensure the units selected meet the needs of both the trainee and the employer. If required MADEC Australia will work with the employer to customise delivery to incorporate workplace policies and procedures or other relevant workplace documentation.

Once the units have been selected MADEC Australia will organise for the trainee and the selected trainer to connect for an induction session. During the induction session the trainer will go through the learning and assessment material to familiarise the trainee with the layout and requirements of each unit, coordinate and implement a support

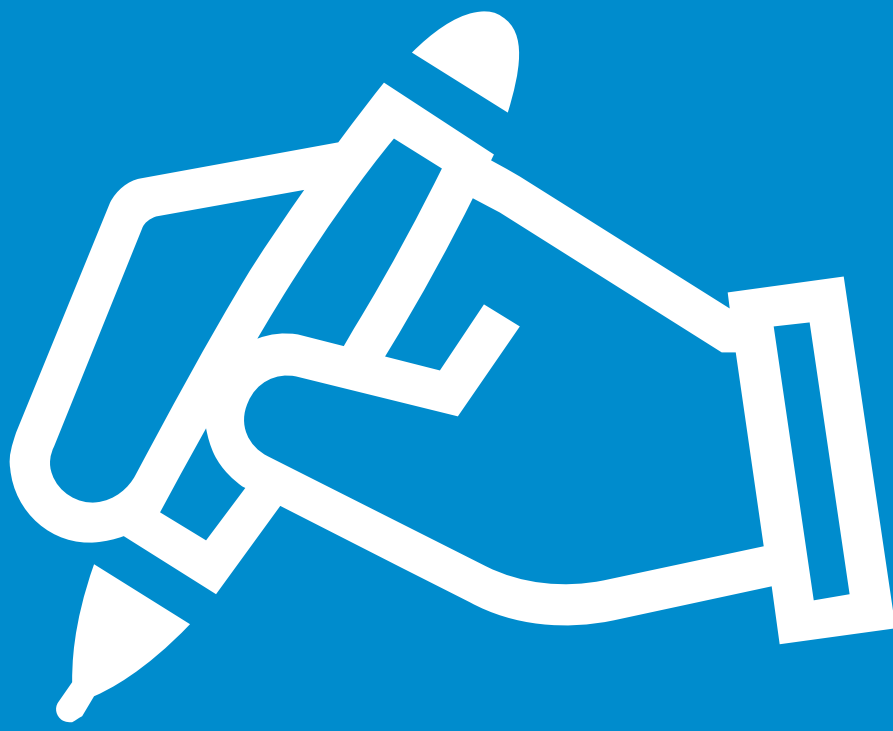
plan and work through any questions the trainee may have in relation to the process. Support will then be available via phone and email with a workshop session scheduled approximately every 4-6 weeks. MADEC Australia partner with the Australian Apprenticeship Support Network (Apprenticeship Network) to assist our employers to receive the most out of a traineeship, as well as providing support directly to the trainee to ensure successful outcomes.

### **WHY CONSIDER BECOMING A TRAINEE?**

- Be paid to work and study at the same time
- Receive a Nationally recognised qualification after successful completion of your MADEC Australia traineeship
- Gain practical, relevant work experience
- Increase your value as a qualified employee and get a head start in a new career pathway

### **WHY CONSIDER EMPLOYING A TRAINEE?**

- Maybe eligible to receive financial incentives from the Australian Government
- Will increase in efficiency, productivity and profitability by assisting in the development of an employee trained to your specific business requirements
- Can choose from hiring a full-time, part-time or school-based trainee
- Will reap the benefits long term by having a qualified, skilled team member who is familiar with your business operations and well-equipped to benefit your business on completion of their qualification



# FOUNDATION SKILLS



## CERTIFICATE I IN SKILLS FOR VOCATIONAL PATHWAYS

Course Code FSK10213

### LEARN HOW TO

- Prepare for a pathway to employment and vocational training
- Read, write, and communicate orally
- Calculate basic numeracy and mathematics
- Use entry level digital technology
- Set and achieve education, training and employment goals
- Develop employability skills

This qualification is designed for individuals who are preparing for a vocational pathway qualification or further foundation skills development

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### DELIVERY MODE

#### South Australia

- Classroom based

#### Victoria

- Classroom based

### DURATION

3 - 6 Months approximately

## CERTIFICATE II IN SKILLS FOR WORK AND VOCATIONAL PATHWAYS

Course Code FSK20113

### LEARN HOW TO

- Interact effectively with others at work
- Use digital technology for routine workplace tasks
- Read and respond to routine workplace information
- Problem solve
- Calculate and apply basic numeracy and mathematics
- Use strategies for learning

This qualification is designed for individuals who seek further foundation skills development to prepare for workforce entry or vocational training pathways

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### DELIVERY MODE

#### South Australia

- Classroom based

#### Victoria

- Classroom based

### DURATION

6 Months approximately





# AGRICULTURE & FOOD PROCESSING

## AUSCHEM/CHEMICAL USERS CERTIFICATE

### Unit Codes

- AHCCHM303 - Prepare and apply chemicals
- AHCCHM304 - Transport and store chemicals
- AHCPMG301 - Control weeds

## LEARN HOW TO

- Determine the need for chemical use
- Prepare chemical mixes
- Apply chemicals
- Transport and handle chemicals
- Store chemicals in the workplace
- Control weeds

## DELIVERY MODE

### South Australia

- Classroom based

### Victoria

- Classroom based

## DURATION

2 Full days

## AUSCHEM/CHEMICAL USERS \*REFRESHER

### Unit Codes

- AHCCHM303 - Prepare and apply chemicals
- AHCCHM304 - Transport and store chemicals
- AHCPMG301 - Control weeds

This short course enables users of AgVet Chemicals to keep up to date with changes in chemical use, new legislation and to have a reminder about safety and best practice.

This course is required to retain registration in some industry QA programs and is best suited to general chemical users and mandatory in NSW to be allowed to continue to use AgVet chemicals.

## DELIVERY MODE

### South Australia

- Classroom based

### Victoria

- Classroom based

## DURATION

1 Full day

This course is the industry standard for training in AgVet chemical use, storage and handling. This Nationally Accredited MADEC program provides the required training for many Industry Quality Assurance Programs, and covers pest ID, Modes of Action, label interpretation, issues associated with chemical use, formulation types, weed and pest control application, animal health, transport and disposal, preparation and clean up recording and other procedures.



**THE FOOD PROCESSING  
INDUSTRY IS A FAST GROWING  
SECTOR. THE QUALIFICATION  
BELOW OFFERS A RANGE OF  
UNITS TO MEET A DIVERSE  
VARIETY OF VENUE TYPES AND  
JOB ROLES**

# FOOD PROCESSING

## **CERTIFICATE III IN FOOD PROCESSING**

Course Code FBP30117

### **LEARN HOW TO**

- Implement the food safety program and procedures
- Ensure others in the work area are able to meet quality and food safety requirements
- Monitor observance of quality standards and food safety programs in the work area
- Maintain and improve quality and food safety in the work area
- Contribute to hazard identification, WHS risk assessment and risk control activities
- Identify opportunities for improvement

### **CAREER POSSIBILITIES**

- Advanced Food and Drink Packaging Operator
- Advanced Food and Drink Production Operator
- Confectionery Processor
- Dairy Processor
- Fruit and Vegetables Processor
- Poultry Processor

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### **DELIVERY MODE**

#### **South Australia**

- External - Workplace
- Traineeship

#### **Victoria**

- External - Workplace
- Traineeship

### **DURATION**

6 - 12 Months



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

# BUSINESS & BUSINESS ADMINISTRATION



## CERTIFICATE II IN BUSINESS

Course Code BSB20115

### LEARN HOW TO

- Implement work safety requirements
- Discuss and develop ideas with others
- Communicate in the workplace
- Use business technology
- Produce simple word processed documents
- Work effectively in a business environment

### CAREER POSSIBILITIES

- Administrative Assistant
- Clerical Officer
- Data Entry Operator
- Information Desk Clerk
- Office Assistant
- Receptionist

### DELIVERY MODE

#### South Australia

- Classroom based
- External
- Traineeship

SACE Stage 1  
Min 45 Credits  
Max 50 Credits

#### Victoria

- Classroom based
- External
- Traineeship

### DURATION

6 Months

## CERTIFICATE III IN BUSINESS

Course Code BSB30115

### LEARN HOW TO

- Keep up-to-date with legislation and relevant publications
- Deliver and monitor a service to customers
- Organise personal work priorities and development
- Promote innovation in a team environment
- Design and produce business documents
- Support continuous improvement systems and processes

### CAREER POSSIBILITIES

- Clerical Officer
- Customer Service Officer
- Data Entry Operator
- Information Officer
- Payroll Officer
- Word Processing Operator

### DELIVERY MODE

#### South Australia

- Classroom based
- External
- Traineeship

SACE Stage 2  
Min 70 Credits  
Max 75 Credits

#### Victoria

- Classroom based
- External
- Traineeship

### DURATION

6 - 12 Months

## CERTIFICATE III IN BUSINESS ADMINISTRATION

Course Code BSB30415

### LEARN HOW TO

- Identify and develop keyboard skills
- Implement work safety requirements
- Process payroll
- Produce spreadsheets
- Create electronic presentations
- Maintain a general ledger

### CAREER POSSIBILITIES

- Accounts Officer
- Bookkeeper
- Data Entry Operator
- Human Resources Clerk
- Office Administration Assistant
- Payroll Officer

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### DELIVERY MODE

#### South Australia

- Classroom based
- External
- Traineeship

SACE Stage 2  
Min 85 Credits  
Max 90 Credits

#### Victoria

- Classroom based
- External
- Traineeship

### DURATION

6 - 12 Months

## CERTIFICATE IV IN BUSINESS

Course Code BSB40215

### LEARN HOW TO

- Implement and monitor WHS policies, procedures and programs to meet legislative requirements
- Coordinate implementation of customer service strategies
- Undertake marketing activities
- Identify risk and apply risk management processes
- Implement and monitor environmentally sustainable work practices
- Analyse and present research information

### CAREER POSSIBILITIES

- Analyst
- Office Administrator
- Personal Assistant
- Accounts Supervisor
- Customer Service Supervisor
- Office Supervisor

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### DELIVERY MODE

#### South Australia

- Classroom based
- External
- Traineeship

#### Victoria

- Classroom based
- External
- Traineeship

### DURATION

12 Months

## CERTIFICATE IV IN BUSINESS ADMINISTRATION

Course Code BSB40515

### LEARN HOW TO

- Prepare financial reports
- Implement workplace information system
- Develop and use complex spreadsheets
- Design databases
- Make a presentation
- Review and maintain a website

### CAREER POSSIBILITIES

- Accounts Supervisor
- Business Administration Officer (Local Government)
- Executive Assistant
- Project Assistant
- Senior Clinical Coder
- Strata Managing Agent

### DELIVERY MODE

#### South Australia

- Classroom based
- External
- Traineeship

#### Victoria

- Classroom based
- External
- Traineeship

### DURATION

12 Months

“

*The best thing about my course was the chance to complete a qualification that complimented and enhanced the work I was doing within my workplace.*

*The amazing support, assistance and encouragement I received from MADEC and their trainers was also a massive highlight during my course experience.*

”

*Pamela  
MADEC Australia Graduate  
Certificate IV in Business*

### EMPLOYMENT PATHWAY

#### BUSINESS ESSENTIALS

BSBITU306	Design and produce business documents
BSBWOR301	Organise personal work priorities and development
BSBINN301	Promote innovation in a team environment

General business skills are in demand in all organisations. Develop practical skills for employment in general administration and support roles through MADEC Australia's Business Essentials' program.

You will learn how to organise and prioritise your workload, plan, draft and review documents and produce quality business documents.

# CONSTRUCTION





## PREPARE TO WORK SAFELY IN THE CONSTRUCTION INDUSTRY (WHITECARD)

Course Code CPCCWHS1001

### LEARN HOW TO

- Identify WHS legislative requirements
- Identify construction hazards and control measures
- Identify basic principles of risk management
- Identify WHS communication and reporting processes
- Identify WHS incident response procedures
- Identify safety signs and symbols

---

### DELIVERY MODE

#### South Australia

- Classroom based

#### Victoria

- Classroom based

### DURATION

1 Full day

**TO WORK ON A BUILDING  
SITE IN AUSTRALIA IT IS  
A REQUIREMENT THAT  
EVERYONE HOLDS A CURRENT  
GENERAL INDUCTION CARD,  
ALSO KNOWN AS A 'WHITE  
CARD'. THE WHITE CARD  
IS VALID FOR USE ON ALL  
CONSTRUCTION SITES IN  
AUSTRALIA.**

**CONSTRUCTION**



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# HEALTH & COMMUNITY SERVICES



## CERTIFICATE II IN COMMUNITY SERVICES

Course Code CHC22015

### LEARN HOW TO

- Greet and observe people
- Follow organisational procedures to collect routine client information
- Identify priority of need
- Provide service information
- Contribute to continuous improvement
- Communicate effectively with people

### CAREER POSSIBILITIES

- Assistant Community Services Worker
- Care Worker
- Community Services Contact Officer
- Customer Service Staff (Community Services)
- Reception - Front Desk Staff
- Support Worker (Community Services)

### PLACEMENT HOURS

20 Hours

---

### DELIVERY MODE

#### South Australia

- Classroom based
- External
- Traineeship

SACE Stage 1  
Min 45 Credits  
Max 45 Credits

#### Victoria

- Classroom based
- External
- Traineeship

### DURATION

6 Months

## CERTIFICATE III IN INDIVIDUAL SUPPORT

(Ageing, Disability or Home & Community Care Streams)

Course Code CHC33015

### LEARN HOW TO

- Appreciate diversity and inclusiveness and their benefits
- Recognise and promote ways to support healthy functioning of the body
- Determine support needs
- Provide support services
- Communicate with people from diverse backgrounds and situations
- Promote independence

### CAREER POSSIBILITIES

- Care Worker
- Field Officer (Community Services)
- Home Care Assistant
- Nurse's Aide
- School Support Officer (Disability)

### PLACEMENT HOURS

120 Hours

---

### DELIVERY MODE

#### South Australia

- Classroom based
- External
- Traineeship

SACE Stage 2  
Min 95 Credits  
Max 100 Credits

#### Victoria

- Classroom based
- External
- Traineeship

### DURATION

6 - 12 Months

## CERTIFICATE IV IN AGEING SUPPORT

Course Code CHC43015

### LEARN HOW TO

- Develop relationships with older people
- Support the rights of older people
- Promote health and re-ablement of older people
- Determine personal support requirements
- Provide personal support
- Implement risk minimisation strategies

### CAREER POSSIBILITIES

- Accommodation Support Worker
- Care Supervisor
- Care Team Leader
- Community Program Coordinator
- Personal Care Assistant
- Residential Care Officer

### PLACEMENT HOURS

120 Hours

---

### DELIVERY MODE

#### South Australia

- External
- Traineeship
- Classroom based

#### Victoria

- External
- Traineeship
- Classroom based

### DURATION

12 Months

“

*This course has given me a qualification for after I leave school, which is useful towards my career as a paramedic.*

”

*Katelyn  
MADEC Australia Graduate  
Certificate III in Individual  
Support - Ageing*

## CERTIFICATE IV IN DISABILITY

Course Code CHC43115

### LEARN HOW TO

- Determine support needs
- Provide support services
- Evaluate and prioritise the needs of a person with complex support issues
- Develop an individualised plan to achieve maximum quality of life
- Coordinate the delivery of an individualised plan
- Manage legal and ethical compliance

### CAREER POSSIBILITIES

- Disabilities Supervisor
- Disability Support Assistant (Schools)
- Disability Team Leader
- Lifestyle Support Officer
- Senior Disability Worker
- Senior Personal Care Assistant

### PLACEMENT HOURS

120 Hours

---

### DELIVERY MODE

#### South Australia

- External
- Traineeship
- Classroom based

#### Victoria

- External
- Traineeship
- Classroom based

### DURATION

12 Months



## PROVIDE CARDIOPULMONARY RESUSCITATION (CPR)

Course Code HLTAID001

### LEARN HOW TO

- Respond to an emergency situation
- Perform CPR procedures
- Communicate details of the incident

### INDUSTRY PATHWAYS

This unit applies to all workers who may be required to provide CPR, in a range of situations, including community and workplace settings.

## PROVIDE BASIC EMERGENCY LIFE SUPPORT

Course Code HLTAID002

### LEARN HOW TO

- Respond to an emergency situation
- Apply appropriate first aid procedures
- Communicate details of the incident

### INDUSTRY PATHWAYS

This unit applies to all workers who may be required to provide an emergency response in a range of situations, including community and workplace settings.

### PRE WORK REQUIRED

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### DELIVERY MODE

#### South Australia

- Classroom based

#### Victoria

- Classroom based

### DURATION

2 - 4 Hours

---

### DELIVERY MODE

#### South Australia

- Classroom based

#### Victoria

- Classroom based

### DURATION

5 - 7 Hours

## PROVIDE FIRST AID (LEVEL II FIRST AID)

Course Code HLTAID003

### LEARN HOW TO

- Assess the casualty and recognise the need for first aid response
- Respond to an emergency situation
- Apply appropriate first aid procedures
- Perform CPR procedures
- Communicate details of the incident
- Evaluate the incident and own performance

### INDUSTRY PATHWAYS

- Disability
- Aged Care
- Hospitality
- Horticulture
- Cleaning Operations
- Management
- Children's Services

### PRE WORK REQUIRED

---

### DELIVERY MODE

#### South Australia

- Classroom based

#### Victoria

- Classroom based

### DURATION

1 Full day

## PROVIDE AN EMERGENCY FIRST AID RESPONSE IN AN EDUCATION AND CARE SETTING

Course Code HLTAID004

### LEARN HOW TO

- Respond to an emergency situation
- Apply appropriate first aid procedures
- Perform CPR procedures
- Report details of incidents involving babies and children to parents and/or caregivers
- Recognise the possible psychological impacts on self, other rescuers and children
- Talk with children about their emotions and responses to events

### INDUSTRY PATHWAYS

- Childcare Worker
- Education Support
- Early Childhood Educator
- Vacation Care Supervisor
- OSHC Coordinator
- Kindergarten Teacher

### PRE WORK REQUIRED

---

### DELIVERY MODE

#### South Australia

- Classroom based

#### Victoria

- Classroom based

### DURATION

1 Full day

# EDUCATION





## CERTIFICATE III IN EARLY CHILDHOOD EDUCATION AND CARE

Course Code CHC30113

### LEARN HOW TO

- Ensure the health and safety of children
- Provide care for babies, toddlers and children
- Support the holistic development of children in early childhood
- Identify and respond to children and young people at risk
- Provide an emergency first aid response in an education and care setting
- Identify and apply the early learning framework

### CAREER POSSIBILITIES

- Childcare Centre Worker
- Family Day Care Worker
- Kindergarten / Preschool Assistant
- OSHC Assistant
- Educator Assistant
- Youth Worker

### PLACEMENT HOURS

120 Hours

---

### DELIVERY MODE

#### South Australia

- Classroom based
- External
- Traineeship

SACE Stage 2  
Min 110 Credits  
Max 115 Credits

#### Victoria

- Classroom based
- External
- Traineeship

### DURATION

6 - 12 Months

## CERTIFICATE III IN EDUCATION SUPPORT

Course Code CHC30213

### LEARN HOW TO

- Communicate effectively with students
- Assist implementation of planned educational programs
- Contribute to organisation and management of classroom or centre
- Support the development of numeracy, literacy and oral language skills
- Support behaviour of children and young people
- Comply with legislative, policy and industrial requirements in the education environment

### CAREER POSSIBILITIES

- Education Support Worker
- Education Assistant
- Teacher Aide
- Teacher Assistant
- Language and Literacy Worker
- Home Tutor
- School Support Officer

### PLACEMENT HOURS

100 Hours

---

### DELIVERY MODE

#### South Australia

- Classroom based
- External
- Traineeship

SACE Stage 2  
Min 70 Credits  
Max 75 Credits

#### Victoria

- Classroom based
- External
- Traineeship

### DURATION

6 - 12 Months

## DIPLOMA OF EARLY CHILDHOOD EDUCATION AND CARE

Course Code CHC50113

### LEARN HOW TO

- Establish and maintain a safe and healthy environment for children
- Nurture creativity in children
- Design and implement the curriculum to foster children's learning and development
- Use an approved learning framework to guide practice
- Foster the holistic development and wellbeing of children in early childhood
- Establish and implement plans for developing cooperative behaviour

### CAREER POSSIBILITIES

- Education Support
- Early Childhood Educator
- OSHC Coordinator
- Kindergarten Teacher
- Childcare Centre Team Leader
- Service Director

### PLACEMENT HOURS

240 Hours

### DELIVERY MODE

#### South Australia

- Classroom based
- External
- Traineeship

#### Victoria

- Classroom based
- External
- Traineeship

### DURATION

18 Months

“

**Completing this Diploma of Early Childhood and Education has helped me develop in my current role at a kindergarten**

”

*Rebecah*

*MADEC Australia Graduate  
Diploma of Early Childhood and Education*



**RETAIL**

## CERTIFICATE II IN RETAIL SERVICES

Course Code SIR20216

### LEARN HOW TO

- Engage the customer
- Communicate in the workplace to support team and customer outcomes
- Work effectively in a service environment
- Organise personal work requirements
- Advise on products and services
- Identify and respond to security risks

### CAREER POSSIBILITIES

- Cashier
- Customer Service Assistant
- Gourmet Food Sales Assistant
- Retail Assistant
- Retail Liquor Outlet Attendant
- Checkout Team Worker

### PLACEMENT HOURS

36 Hours

---

### DELIVERY MODE

#### South Australia

- External
- Traineeship

SACE Hybrid  
(Stage 1 & 2)

#### Victoria

- External
- Traineeship

### DURATION

6 Months

## CERTIFICATE III IN RETAIL

Course Code SIR30216

### LEARN HOW TO

- Identify and act on opportunities to assist customers
- Assist with customer difficulties
- Build customer relationships and loyalty
- Produce visual merchandise displays
- Support marketing and promotional activities
- Sell to the retail customer

### CAREER POSSIBILITIES

- Customer Service Assistant Manager
- Retail Supervisor
- Sales Counter Assistant
- Sales Representative
- Supermarket Team Leader
- Customer Service Representative

### PLACEMENT HOURS

72 Hours

---

### DELIVERY MODE

#### South Australia

- External
- Traineeship

SACE Stage 1  
Min 55 Credits  
Max 55 Credits

#### Victoria

- External
- Traineeship

### DURATION

6 - 12 Months

## EMPLOYMENT PATHWAY

### RETAIL ESSENTIALS

SIRXSLS001	Sell to the retail customer
SIRXCEG001	Engage the customer
SIRRMER001	Produce visual merchandise displays

With approximately 10.5% of the workforce retail is the second largest employer in Australia and the largest private employer. MADEC Australia can prepare you for work in the Retail Industry through our Nationally Recognised “Retail Essentials” program.

This course will deliver the skills and knowledge required to thrive in a retail sales environment. Participants will develop sound selling techniques and be able to provide exceptional customer service.



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# TECHNOLOGY



**INFORMATION AND  
COMMUNICATIONS  
TECHNOLOGY IS EMBEDDED  
IN ALL ASPECTS OF TODAY'S  
RAPIDLY CHANGING WORLD.**

## **CERTIFICATE III IN INFORMATION, DIGITAL MEDIA AND TECHNOLOGY**

Course Code ICT30115

### **LEARN HOW TO**

- Create user documentation
- Install and optimise operating system software
- Run standard diagnostic tests
- Customise packaged software applications for clients
- Use advanced features of computer applications
- Review and maintain a website

### **CAREER POSSIBILITIES**

- IT Technician
- User Support Specialist
- Client Support Officer
- Computer Technician
- Network Operations Technician
- Software Support Technician

### **DELIVERY MODE**

#### **Victoria**

- External
- Traineeship
- Classroom based

### **DURATION**

6 - 12 Months

**A QUALIFICATION IN  
INFORMATION, DIGITAL MEDIA  
AND TECHNOLOGY OFFERS  
YOU THE TRANSFERABLE  
SKILLS TO HOLD EMPLOYMENT  
ACROSS A WIDE VARIETY OF  
JOB SECTORS.**



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# TOURISM & HOSPITALITY





## CERTIFICATE II IN HOSPITALITY

Course Code SIT20316

### LEARN HOW TO

- Prepare and provide for service
- Interact with customers
- Show social and cultural sensitivity
- Use hygienic practices for food safety
- Provide responsible service of alcohol
- Prepare and serve espresso coffee

### CAREER POSSIBILITIES

- Bar Attendant
- Café Attendant
- Catering Assistant
- Food and Beverage Attendant
- Front Office Assistant
- Porter

### PLACEMENT HOURS

36 Hours

### DELIVERY MODE

#### South Australia

- External
- Traineeship
- Classroom based

SACE Stage 1  
Min 45 Credits  
Max 50 Credits

#### Victoria

- External
- Traineeship

### DURATION

6 Months

## CERTIFICATE III IN HOSPITALITY

Course Code SIT30616

### LEARN HOW TO

- Work effectively in hospitality service
- Operate a bar
- Serve food and beverage
- Process financial transactions
- Prepare simple dishes
- Coach others in job skills

### CAREER POSSIBILITIES

- Senior Bar Attendant
- Waiter
- Housekeeper (Hotel/Motel)
- Function Host
- Restaurant Host
- Guest Service Agent

### PLACEMENT HOURS

72 Hours

### DELIVERY MODE

#### South Australia

- External
- Traineeship
- Classroom based

SACE Hybrid (Stage 1 & 2)  
Min 70 Credits  
Max 75 Credits

#### Victoria

- External
- Traineeship
- Classroom based

### DURATION

6 - 12 Months

## USE HYGIENIC PRACTICES FOR FOOD SAFETY (FOOD HANDLERS)

Unit Code SITXFSA001

### LEARN HOW TO

This unit will provide students with the skills and knowledge to safely store, handle and prepare food in a manner which will ensure it is safe for consumption by patrons.

This unit is delivered classroom based as 1 half day or 1 evening session.

### CAREER POSSIBILITIES

- Kitchen Hands
- Cook
- Chefs
- Catering Staff
- Waiter or Waitress
- Service Staff
- Fast Food Outlet

This Certificate is a mandatory requirement for people in these positions

---

### DELIVERY MODE

#### South Australia

- Classroom based

#### Victoria

- Classroom based

### DURATION

1 Full day

## PARTICIPATE IN SAFE FOOD HANDLING PRACTICES (FOOD SAFETY SUPERVISOR)

Unit Code SITXFSA002

### LEARN HOW TO

This unit will provide students with the skills and knowledge required to handle food safely during the storage, preparation, display, service and disposal of food within a range of service industry operations. It requires the ability to follow predetermined procedures as outlined in an organisation's food safety program.

### CAREER POSSIBILITIES

- Managing Food Venues

---

### DELIVERY MODE

#### Victoria

- Workplace/External

### DURATION

2 Full days

## PROVIDE RESPONSIBLE SERVICE OF ALCOHOL (RSA)

Course Code SITHFAB002

### LEARN HOW TO

- Sell or serve alcohol responsibly
- Provide accurate information to customers on alcoholic beverages
- Prepare and serve standard drinks or samples according to industry requirements and professional standards
- Assist customers to drink within appropriate limits
- Assess alcohol affected customers and identify those to whom sale or service must be refused
- Use appropriate communication and conflict resolution skills to handle difficult situations

### CAREER POSSIBILITIES

- Events / Functions
- Cruise Ships
- Bars
- Restaurants
- Wineries and Cellar Doors
- Airline

### DELIVERY MODE

#### South Australia

- Classroom based

#### Victoria

- Classroom based

### DURATION

1 Full day

## PREPARE AND SERVE ESPRESSO COFFEE

Unit Code SITHFAB005

### LEARN HOW TO

Learn to make a wide variety of coffees using a commercial espresso coffee machine.

### CAREER POSSIBILITIES

Barista, but is also of value to all lovers of coffee interested in the preparation and service of coffee.

### PRE-REQUISITE

- SITXFSA001 Use hygienic practices for food safety

### DELIVERY MODE

#### South Australia

- Classroom based

#### Victoria

- Classroom based

### DURATION

1 - 2 Days

## BARISTA ESSENTIALS

### Unit Codes

- SITXFSA001 - Use hygienic practices for food safety
- SITHFAB005 - Prepare and serve espresso coffee

## LEARN HOW TO

- Organise coffee workstations
- Select and grind coffee beans
- Advise customers and take espresso coffee orders
- Extract and monitor quality of espresso
- Undertake milk texturing process
- Serve espresso coffee beverages

## PERFECT YOUR

- Caffé Latte
- Cappuccino
- Espresso (Short Black)
- Flat White
- Long Black
- Piccolo Latte
- Mocha
- Ristretto
- Short and Long Macchiato

## APPRECIATE THE

- Appearance
- Aroma
- Body
- Crema on Top of the Espresso
- Flavour
- Taste
- Strength
- Volume

## DELIVERY MODE

### South Australia

- Classroom based

### Victoria

- Classroom based

## DURATION

2 Full days

## EMPLOYMENT PATHWAY

## HOSPITALITY ESSENTIALS

SITHFAB005	Prepare and serve espresso coffee
SITXFSA001	Use hygienic practices for food safety
SITHFAB002	Provide responsible service of alcohol
SITXCCS007	Enhance customer service experiences

Cafés and Restaurants will be the biggest sources of employment growth in Australia for the next 5 years. MADEC Australia can help you prepare for work within the hospitality industry through our Nationally Recognised 'Hospitality Essentials' program.

You will learn how to prepare and serve espresso coffee, provide responsible service of alcohol and use hygienic practices for food safety. Training will enable you to gain employment in a range of hospitality roles.

## CERTIFICATE III IN CLEANING OPERATIONS

Course Code CPP30316

### LEARN HOW TO

- Clean using safe work practices
- Remove waste and recyclable materials
- Maintain cleaning storage areas
- Provide effective client service
- Respond to enquiries and complaints
- Support leadership in the workplace

### CAREER POSSIBILITIES

- Cleaning Supervisor
- Commercial Cleaner
- Carpet Cleaner
- Building Site Cleaning Supervisor
- Cleaning Business Owner/Operator
- Cleaning Services Area Supervisor

---

### DELIVERY MODE

#### South Australia

- Classroom based
- Traineeship

#### Victoria

- Classroom based
- Traineeship

### DURATION

6 - 12 Months

“

*I have gained many employment opportunities from completing this course.*

*It has given me the confidence to return back into the industry with many job opportunities and future learning avenues to continue on to either management or training positions.*

”

*Natasha  
MADEC Australia Graduate  
Certificate III in Hospitality*

TOURISM & HOSPITALITY



# NOTES

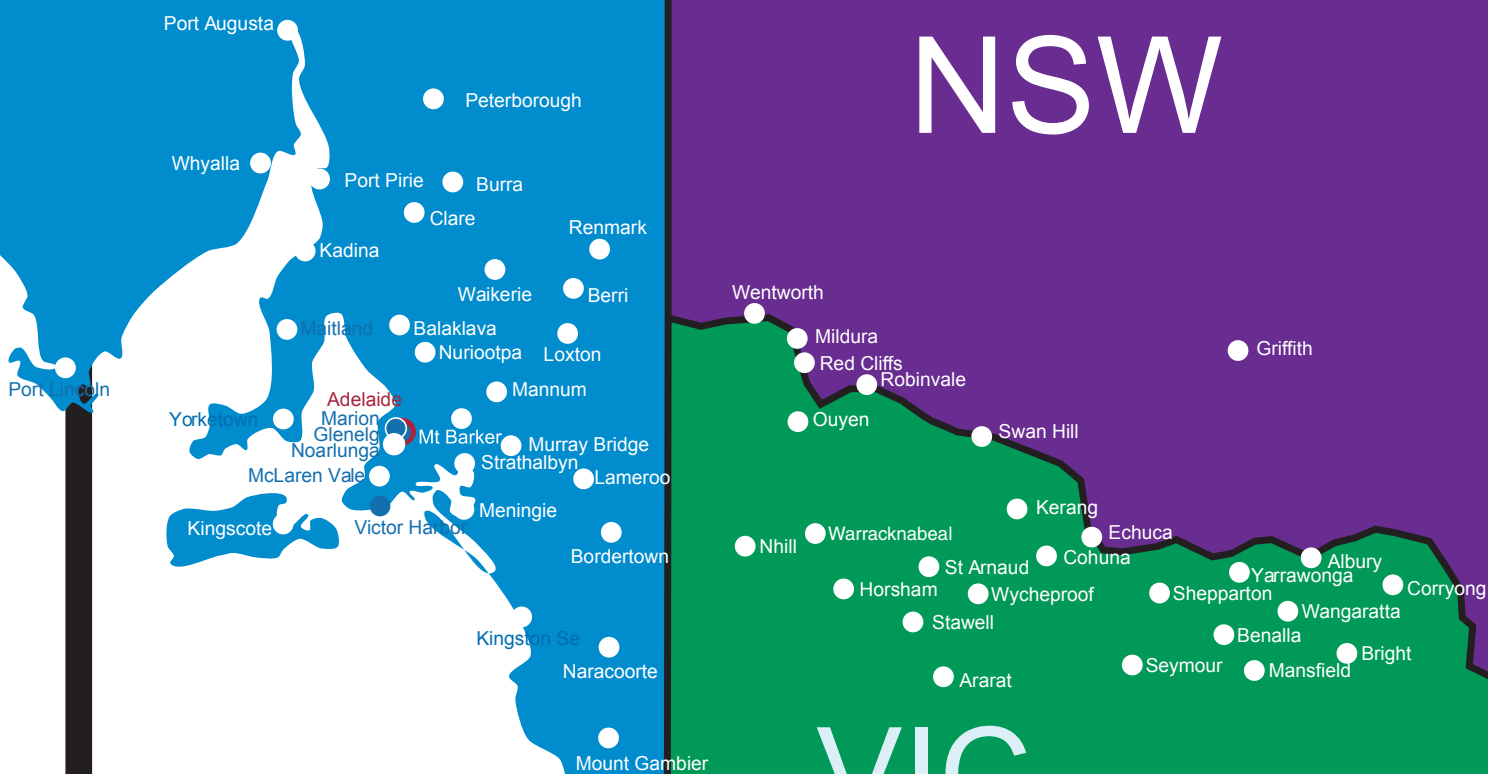
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# SA

# NSW

# VIC



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