

COURSE GUIDE 2020

# Choose to succeed Choose MADEC



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australia

*Building stronger communities for 50 years*

real skills for  
real careers

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TOID 3957 ABN 48 086 804 015



# Building Stronger Communities for 50 years

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# MADEC Australia is a not-for-profit community based organisation focused on creating training pathways that lead to employment outcomes

MADEC Australia 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 have proudly provided a wide range of employment, recruitment and training programs for over 50 years across South Australia, Victoria and New South Wales.

## Our Values

- ✓ Authentic
- ✓ Courageous
- ✓ Inclusive
- ✓ Accountable
- ✓ Passionate
- ✓ Excellence

## Our Vision

Stronger Communities

## Our Mission

MADEC develops and delivers innovative and responsive education, training and employment solutions.

## Our Goals

**Our Services** - We provide high quality, innovative and responsive education, training and employment services.

**Our Employers** - We are recognised by employers as a one-stop shop for professional, reputable and reliable provision of education, training and employment services.

**Our People** - We value and invest in our people to maximise their potential.

**Our Communities** - We seek and build strategic and honest community partnerships which assist in developing community capacity.

**Government Funding** - We work positively in collaboration with all funding agencies.

**Our Organisation** - We continue to be a financially viable, accountable and responsible organisation.



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. Accredited qualifications are subject to change in training package specifications. Please contact MADEC Australia TOID 3957 should you have any queries 1300 436 332.

# Why MADEC?

## WHY CHOOSE MADEC AUSTRALIA FOR TRAINING?

As one of Australia's most prevalent providers of jobactive and NEST (New Employment Services Trial), MADEC has significant experience working with job seekers providing direct links to industry and jobs. MADEC has current and tangible relationships with employers, and a proven ability in providing real job outcomes in both metropolitan and regional areas.

Full Qualifications, Short Courses and Employment Pathways have been developed to align with identified employment opportunities in growth areas and through ongoing industry consultation. Education and training programs continually reflect the current and future employment trends relative to each specific State and training delivery location.

## 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)
- Employment outcomes for individuals and organisations
- Recognition across multiple industry sectors as being one of the most prominent, highly-regarded training providers

# MADEC Services

## EMPLOYMENT SERVICES

MADEC assist people in need, suffering financial or social disadvantage to secure long term, sustainable employment. MADEC is contracted to provide jobactive and NEST (New Employment Service Trial), along with Disability Employment Services (DES). These employment services are designed to meet the needs of both job seekers and employers by assisting eligible job seekers to find and retain a job, and ensuring employers are receiving the best candidates to meet their business needs. Employment outcomes are achieved by working with clients to ensure any barriers to employment are identified, understood, and addressed - with upskilling and training solutions a core focus.

## LABOUR HIRE

With a reputation for being reliable, ethical and an 'employer of choice', MADEC'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 provides flexibility.

## SEASONAL WORKER PROGRAMME

MADEC's Seasonal Worker Programme actively delivers to the Australian Horticulture Industry an alternative reliable source of labour. Workers from nine participating Pacific Island nations including Vanuatu, Kiribati, Samoa and Timor-Leste are given the chance to improve economic wellbeing of their home country. Employment opportunities provided to programme participants is life changing and offers direct support and relief to people living in poverty.

## NATIONAL HARVEST LABOUR INFORMATION SERVICE AND HARVEST LABOUR SERVICES

As a means to source labour for peak harvest periods around Australia, the National Harvest Labour Information Service and Harvest Labour Services continue to provide a valuable and integral service to the Australian Agricultural Industry. Harvest

## MADEC SERVICES

Labour Officers liaise with growers, industry leaders and industry groups to keep informed with regional trends and industry employment needs. This service provides excellent opportunity for MADEC to work with employers to hire local job seekers in preference to overseas working holiday makers.

This service also 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.

### FLO (FLEXIBLE LEARNING OPTION)

As an approved provider of flexible learning assisting FLO young people to engage in education, training and employment, MADEC are focused on first developing confidence, self-esteem, communication, life and work skills. MADEC FLO programs specifically focus on supporting students who have disengaged from secondary or senior secondary school and are enrolled through the FLO enrolment strategy. MADEC Trainers have significant experience in training disengaged and/or disadvantaged youth in a range of accredited programs which can assist in achieving SACE (South Australian Certificate of Education) or VCAL (Victorian Certificate of Applied Learning), whilst also supporting them to gain meaningful employment. MADEC's emphasis is placed on building foundations to ensure long-term success.

### INDIGENOUS YOUTH LEADERSHIP

As a Victorian provider of the Indigenous Youth Leadership Program (IYLP), MADEC offers scholarships and leadership opportunities to young Indigenous Australians, with a focus on Indigenous youth from remote or regional communities. The IYLP gives Indigenous young people the opportunity to study at high performing secondary schools and gain practical leadership experiences, personal development and mentoring.

### INDIGENOUS WELLBEING SUPPORT

MADEC's Indigenous Wellbeing Support service provides support to Indigenous communities with the aim of improving health, social and emotional wellbeing by identifying and referring Indigenous Australians to supported services. MADEC also provides cultural awareness training to staff to ensure staff understands 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.

### LEARNER SUPPORT SERVICES

Throughout South Australia, Learner Support Services provides individualised support to students with challenging life situations through a personal coaching and case management process. LSS aims to increase completions of Vocational Education and Training (VET) courses by assisting students during their training, and then to transition to further study or employment. Learner Support Services can assist students to stay in training and complete their qualification by:

- Addressing life challenges interfering with training such as stress, anxiety, depression, health, relationships, financial pressures, family violence, legal issues and substance abuse.
- Addressing study skill support needs including time management, organising, planning, understanding course materials and assessment instructions.
- Obtaining supports available in the community, for example to assist with mental health, legal issues, food, finance, budgeting, housing, and substance abuse.
- Helping to navigate the training system and transition into employment including clarifying most suitable study mode (e.g. classroom based or external), meeting assessment due dates, negotiating extensions if required, preparing for work placement and employment.

# Education & Training Information

MADEC Australia offer a range of short courses and nationally recognised qualifications delivered throughout South Australia, Victoria and New South Wales.

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

MADEC training representatives are available to discuss your training needs, offer advice, advise you on any eligible funding and help you with your application and enrolment process at any stage.

## DELIVERY METHOD & DURATION

A delivery methodology which supports active learning and participation is used throughout all of MADEC's training programs. Our approach balances information based delivery with action learning opportunities allowing students to reflect on their experiences and aspirations whilst further developing appropriate personal skills and behaviours. Simulated assessment tasks and face to face workshops are a requirement of many qualifications, and structured work placement learning is also an expectation in many of our Nationally Recognised Qualifications.

MADEC offer a range of delivery methods including classroom, online, external/flexible enrolments or traineeships. It will depend on your location, learning 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 specific needs and find further information on how MADEC can assist you on 1300 436 332.

## ENROLLING

Before enrolling, a member of our team will schedule a time for you to meet with one of our training representatives to go through a pre-training review and upfront assessment of needs process, which will include assessment of ACSF levels, your suitability to the industry of your vocational course and also 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 a chance to ensure we understand what you're hoping to achieve by undertaking training so we can confirm you're enrolling into the right course at the right level.

You will complete the application for enrolment form and 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



## EDUCATION & TRAINING INFORMATION

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

- Learning
- Reading
- Writing
- Oral communication
- Numeracy

MADEC follows a pre-training review procedure to assess each individual's 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.

### LANGUAGE LITERACY AND NUMERACY ASSESSMENT

Literacy and numeracy assessment forms part of our upfront assessment of need. MADEC's goal is to ensure our students are set up for success by confirming they have the minimum levels required to successfully complete the vocational qualification of their choice. Support and 'bridging the gap' options will be made available in the event a student does fall below the minimum industry expectation (see page 22 for further information).

### 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 Education and Training for confirmation of class times for your selected course.

### ACCESS AND EQUITY

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



# Investment & Government Funding

Any dollars spent on quality education and training should be considered an ‘investment’ rather than an expense.

If you are taking the steps to develop your employees, or you are an individual considering enrolling into a MADEC Nationally Recognised Training program, then you are investing in your future prospects and subsequent income potential. MADEC Education and Training empowers students to increase their knowledge and skill levels, which in turn equates to becoming more valuable, employable and powerful – leading us to create Stronger Communities.

All MADEC students are assessed at the time of application for enrolment to determine eligibility for any State Government funding or subsidy that may be applicable and assist with the outlay of education and training costs.

For all fee for service pricing, or to find out more information including government funding eligibility criteria please call the MADEC Education and Training Team on 1300 436 332.

## Victorian Government Funding

### SKILLS FIRST

**Skills First is a set of reforms for the Victorian training sector. They are a 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 need
- 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>

### SKILLS FIRST FEES AND CONCESSIONS

Course tuition fees are set in line with the guidelines of the Victorian State Government. Please refer to the student fees and charges policy on the MADEC 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.

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



# INVESTMENT & GOVERNMENT FUNDING

## South Australian Government Funding

**The Department for Innovation and Skills is responsible for supporting South Australia's future economy, creating prosperity and opportunity for the people that choose to live and work in the State. They are implementing a modern skills strategy that will ensure their investment in training is connected to real employment outcomes.**

As an approved TGSS (Training Guarantee for SACE Students) provider, MADEC can deliver subsidised training to secondary school students as part of their SACE (or equivalent). The TGSS is a subsidised Certificate III completion strategy encouraging school enrolled students to commence a training pathway in an identified employment growth area that ultimately results in them completing a Certificate III level qualification, often after they have left school. Some students may start and finish a Certificate II and/or Certificate III level qualification while they are still at school.

MADEC is also approved to deliver Traineeships under the Skilling South Australia initiative. Skilling South Australia is investing in apprenticeships and traineeships to grow business, the economy and keep young people in South Australia.

Skilled Careers is about supporting South Australian in Vocational Education and Training (VET), which is learning that directly relates to getting a job or up-skilling into a higher level position. MADEC can offer many different qualifications and pathways subsidised to eligible applicants supported by the Government of South Australia.

The Subsidised Training List (STL) shows courses that

are subsidised in South Australia: <https://providers.skills.sa.gov.au/Get-Started/Subsidised-Training-List>

To check your funding eligibility visit: <https://www.skills.sa.gov.au/courses-careers/eligibility-explained> or contact MADEC Education and Training on 1300 436 332 or at [training@MADEC.edu.au](mailto:training@MADEC.edu.au).

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

### TRAINING PAYMENT PLAN

For any MADEC fees relating to full fee for service, subsidised training gap fee, text books or course materials, MADEC can offer flexible payment plan options that will allow students to pay off their qualification as they study. Our MADEC Education and Training Team is available to discuss payment plan options over the phone on 1300 436 332.



Supported by  
**Government  
of South Australia**



# 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 Business, Office Administration, Hospitality, Retail, Children's Services, Education Support, Aged Care and Disability. Traineeships are available as a full-time, part-time or school-based option.

Many employers use the traineeship and 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 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 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 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 face to face session scheduled approximately every 4-6 weeks. MADEC's partnership approach ensures local employers receive the most out of a traineeship, as well as providing support directly to the trainees enabling 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 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?

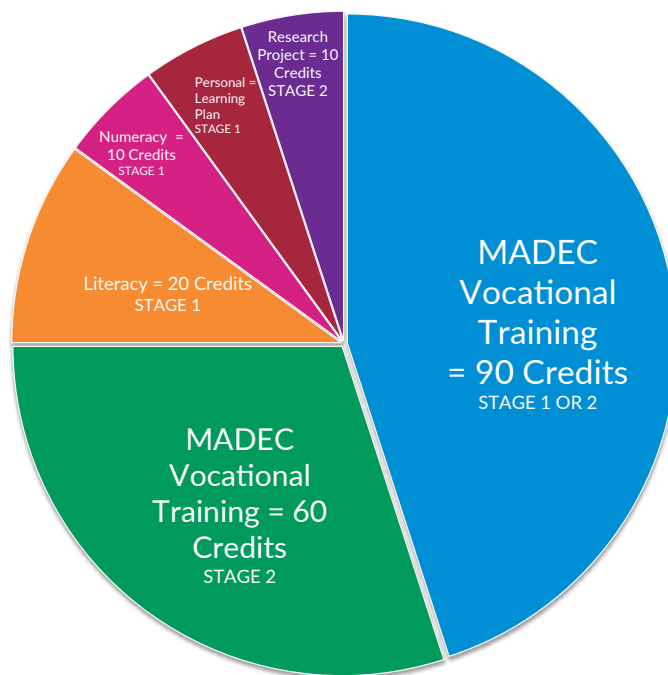
- May be eligible to receive financial incentives from the Australian Government
- Will increase in efficiency, productivity and profitability by assisting in the development of an employee trained to your specific business requirements
- Can choose from hiring a full-time, part-time or school-based 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

# VET in Schools

As a registered training organisation (TOID 3957) MADEC Australia offers a range of nationally recognised training that assists school students in receiving engaging, practical and enjoyable pathways.

MADEC has an excellent history in providing quality, engaging training to school students in a range of courses and qualifications through the TGSS (Training Guarantee for South Australian Certificate of Education Students), VCAL (Victorian Certificate of Applied Learning), FLO (Flexible Learning Options), and fee for service; delivering Short Courses, Employment Pathways and Full Qualification options. MADEC is able to tailor a wide range of education and training products to suit the needs of schools and school-enrolled students.

MADEC training includes Foundation Skills, Community Services, Aged Care, Disability, Children's Services, Business, Hospitality and Retail. MADEC believe that interactive visual tools are one of the most effective forms of learning, as they assist young learners in particular with memory retention. MADEC work in collaboration with secondary schools, (in both metropolitan and regional areas) delivering a variety of programs including Barista, First Aid, Food Handling, Retail Essentials, Hospitality Essentials and Business Essentials. All MADEC Short Courses and Employment Pathways have accredited units of competency with nominal hours of VET, enabling students to achieve important credits towards their Certificate of Education or Applied Learning, and valuable skills for future employment.



## SACE

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 Vocational Education and Training (VET)\*
- 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 VET.

\* For MADEC Vocational Education and 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.

## VCAL

Recognition of a nationally recognised Vocational Education and Training (VET) and Further Education (FE) within the VCAL ensures that students who complete all or part of a nationally recognised VET or FE qualification may receive credit towards satisfactory completion of the VCAL.

The aim is to provide the skills, knowledge and attributes to enable students to make informed choices about employment and educational pathways. Students typically undertake training at Certificate II or III level.



# Customised Training

As well as full qualifications and short courses for individuals, MADEC Australia also offers a range of training solutions for employers, schools and job active providers.

MADEC understands that in the current economic climate people have a limited training budget and time is equally as precious as money. Customised training solutions can be delivered in-house allowing specific priority areas to be addressed, giving control and targeting training dollars more effectively. Depending on needs, we can develop a one-off training session, or build a program that can be delivered progressively over a period of time. MADEC can customise training times and durations to suit requirements and schedules.

Most importantly our customised training solutions provide flexibility by:

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

Topics we can customise to deliver include:

- Pre-employment programs
- Effective communication
- Customer service
- Conflict resolution
- Assertiveness skills
- Time management
- Innovation
- Effective workplace relationships
- Organising meetings
- Workplace leadership
- Business writing skills
- Introduction to project management
- Developing effective teams
- Professional telephone techniques

Nationally recognised short courses we can deliver in-house include:

- Provide First Aid (HLTAID003)
- CPR (HLTAID001)
- Provide an emergency first aid response in an education and care setting (HLTAID004)
- Safe environments for children and young people
- RSA (SITHFAB002)
- Food handlers (SITXFSA001)
- Food safety supervisor (SITXFSA002)
- White card (CPCCWHS1001)





# Short Courses & Training Pathways

“Thank you for giving up your Sunday to spend the whole day working with us to upgrade our First Aid skills. Your talks provide a wealth of practical detail beyond the written word and we valued you working through our First Aid kit.”

## SHORT COURSES & TRAINING PATHWAYS

### White Card – Prepare to Work Safely in the Construction Industry

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

To work on a building site in Australia it is a requirement that every person holds a valid general induction card, also known as a 'White Card'.

#### DELIVERY MODE:

##### South Australia

- Classroom based

##### Victoria

- Classroom based

##### New South Wales

- Classroom based

**DURATION:** 1 Day

### First Aid Provide Cardiopulmonary Resuscitation (CPR)

COURSE CODE HLTAID001

#### LEARN HOW TO

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

This Certificate applies to all people who may be required to provide CPR in a range of situations including the home, community, and workplace setting. This Certification is to be updated annually.

#### DELIVERY MODE:

##### South Australia

- Classroom based

##### Victoria

- Classroom based

##### New South Wales

- Classroom based

**DURATION:** 2-4 Hours



# 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

This Certificate applies to all people who may be required to provide a basic emergency response in a range of situations including the home, community, and workplace setting.

## PRE WORK REQUIRED

| DELIVERY MODE:             |
|----------------------------|
| <b>South Australia</b>     |
| • Classroom based          |
| <b>Victoria</b>            |
| • Classroom based          |
| <b>DURATION:</b> 5-7 Hours |

# Provide 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

This Certificate applies to all people who may be required to preserve life and provide first aid. Occupations necessitating this competency include workers in Community Services, Nursing, Disability, Aged Care, Police, Correctional Services, Teaching, Education Support, Early Childhood Education & Care, Sports Coach/Instructor, Horticulture, Hospitality, Supervisors and Managers. This Certification is to be updated 3 yearly.

## PRE WORK REQUIRED

| DELIVERY MODE:         |
|------------------------|
| <b>South Australia</b> |
| • Classroom based      |
| <b>Victoria</b>        |
| • Classroom based      |
| <b>New South Wales</b> |
| • Classroom based      |
| <b>DURATION:</b> 1 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

This Certificate is a requirement for all people who may be required to provide an emergency response in an education and care setting such as an Early Learning Centre, OSHC, School or Kindergarten. This Certification is to be updated 3 yearly or aligned to workplace requirements.

### PRE WORK REQUIRED

#### DELIVERY MODE:

##### South Australia

- Classroom based

##### Victoria

- Classroom based

**DURATION:** 2 Days

## Use Hygienic Practices for Food Safety (Food Handlers)

UNIT CODE SITXFSA001

### LEARN HOW TO

- Follow hygiene procedures and identify food hazards
- Report any personal health issues
- Safely store, handle and prepare food in a manner which will ensure it is safe for consumption by patrons
- Prevent food contamination

This Certificate is recommended for people handling food such as a Kitchen Hand, Cook, Chef, Barista, Catering Staff, Wait Staff, Service Staff and Fast Food Outlets.

#### DELIVERY MODE:

##### South Australia

- Classroom based

##### Victoria

- Classroom based

**DURATION:** 1 Day

## Participate in Safe Food Handling Practices (Food Safety Supervisor)

UNIT CODE SITXFSA002

### LEARN HOW TO

- Follow food safety program
- Maintain a clean environment
- Handle food safely during storage, preparation, display and service
- Dispose of food safely

This Certificate is a requirement for Supervisors or Managers of food venues.

#### DELIVERY MODE:

##### Victoria

- Workplace/External

**DURATION:** Nominal time 30 - 40 hours

## 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

This Certificate is a minimum requirement for people serving any form of alcoholic beverage.

#### DELIVERY MODE:

##### South Australia

- Classroom based

##### Victoria

- Classroom based

**DURATION:** 1 Day

## Provide Responsible Gambling Services (RSG)

COURSE CODE SITHGAM001

### LEARN HOW TO

- Provide responsible service of gambling
- Implement responsible gambling practices
- Provide information and assistance to customers about problem gambling
- Assist customers to gamble within appropriate limits
- Use appropriate communication and conflict resolution skills to handle difficult situations

### CAREER POSSIBILITIES

- Gaming Attendant
- Duty Manager
- Gaming Room Manager
- Casino

This Certificate is a minimum requirement for people working with any kind of gambling service (KENO, LOTTO, TAB, and Gaming etc.)

#### DELIVERY MODE:

##### South Australia

- Classroom based

##### Victoria

- Classroom based

**DURATION:** 1 Day

## Employment Pathways

MADEC Employment Pathways are available to Schools, FLO providers, job seekers or schools looking to upskill or re-skill. They provide essential employability skills which are proven to support students into immediate employment opportunities.

## Barista Essentials

Skilled Baristas with a flair for perfecting a Caffé Latte, Cappuccino, Espresso, Flat White, Long Black, Piccolo Latte, Mocha, Ristretto and Short & Long Macchiato are in high demand. Cafés and Restaurants are one of the biggest sources of employment growth in Australia and this Employment Pathway will help gain direct employment within the hospitality industry.

### UNIT CODES

- SITXFSA001 - Use hygienic practices for food safety
- SITHFAB005 - Prepare and serve espresso coffee (pre-requisite SITXFSA001)

### 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

#### DELIVERY MODE:

##### South Australia

- Classroom based

##### Victoria

- Classroom based

**DURATION:** 2 Days



## Retail Essentials

Retail Trade is Australia's second largest employing industry. Delivering the skills and knowledge required to thrive in a retail sales environment, MADEC's Retail Essentials will shine light on this exciting customer-orientated role through a Nationally Recognised Employment Pathway. Sound selling techniques will enhance employment prospects and ensure exceptional customer service can be provided.

### UNIT CODES

- SIRXSL001 - Sell to the retail customer
- SIRXCEG001 - Engage the customer
- SIRRMER001 - Produce visual merchandise displays

### LEARN HOW TO

- Engage and assist customers
- Establish customer needs
- Provide advice on products and services
- Facilitate the sale of products and services
- Prepare to produce visual merchandise display
- Contribute to a service culture

#### DELIVERY MODE:

##### South Australia

- Classroom based

##### Victoria

- Classroom based

**DURATION:** 3 Days

## Workplace Essentials

This Nationally Recognised Training will uncover how to digitally produce word documents and effectively identify, select and use available methods of digital communication such as electronic mail (email), instant messaging and other similar applications & web-based platforms.

### UNIT CODES

- BSBITU211 - Produce digital text documents
- BSBITU213 - Use digital technologies to communicate remotely

### LEARN HOW TO

- Identify methods for digital communication
- Manage digital communications effectively
- Produce documents digitally

#### DELIVERY MODE:

##### South Australia

- Classroom based

##### Victoria

- Classroom based

**DURATION:** 3 Days

Are you a School, job active provider or employer and want to design your own Employment Pathway?

MADEC can tailor units, learning outcomes and duration to suit your needs. Please contact MADEC Education & Training and speak with our team on 1300 436 332.





BRIDGING THE GAP

# Foundation Skills

“I knew I had to study to increase my chance of getting a job - but I was scared. Thank you for helping me develop my maths skills so I could go on and complete my Certificate III in Individual Support and secure a job in aged care ”

MADEC Australia's literacy and numeracy assessment forms part of an upfront assessment of need process to ensure students have the minimum levels required to successfully complete a vocational course of their choice, or to demonstrate a student may be below minimum levels and require additional supports to bridge the gap.

Foundation skills qualifications or bridging units can be a perfect solution to 'bridging the gap' in learning, and ensuring students are successful in their chosen pathway - aligned to industry expectations and requirements.



# 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.

### DELIVERY MODE:

#### South Australia

- External

#### Victoria

- External

**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.

### DELIVERY MODE:

#### South Australia

- External
- SACE Stage 1

#### Victoria

- Classroom based
- External
- VCAL

**DURATION:** 6 Months approximately





# Community Services

“A MADEC Individual Support student went for a job interview where they were very impressed by her current industry related knowledge and as a result of this positive experience was successful in obtaining employment. The employer shared with the student that her responses were of a very high level and that they hadn't had a student present themselves to such a high standard before, the comment was “It was like we were speaking to a nurse or a member of our staff!”

## 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)

#### STRUCTURED WORK PLACEMENT

- 20 Hours

#### DELIVERY MODE:

##### South Australia

- Classroom based
- External
- SACE Stage 1

**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)

#### STRUCTURED WORK PLACEMENT

- 120 Hours

#### DELIVERY MODE:

##### South Australia

- Classroom based
- External
- Traineeship
- SACE Stage 2

##### Victoria

- Classroom based
- External
- Traineeship

##### New South Wales

- Classroom based

**DURATION:** 6-12 Months

## 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

#### STRUCTURED WORK PLACEMENT

- 120 Hours

#### DELIVERY MODE:

##### South Australia

- External
- Traineeship

##### Victoria

- External
- Traineeship

**DURATION:** 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

#### STRUCTURED WORK PLACEMENT

- 120 Hours

#### DELIVERY MODE:

##### South Australia

- External
- Traineeship

##### Victoria

- External
- Traineeship

**DURATION:** 12 Months







# Education

“I just wanted to let you know that my application with Goodstart Early Learning Centre as a casual and relief worker has been successful. You have helped me changed my life and discover this amazing world with a new found enthusiasm.”

## 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

#### STRUCTURED WORK PLACEMENT

- 100 Hours

#### DELIVERY MODE:

##### South Australia

- Classroom based
- External
- Traineeship
- SACE Stage 2

##### Victoria

- Classroom based
- External
- Traineeship

**DURATION:** 6-12 Months

## 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

- Early Childhood Educator (Childcare Centre)
- Family Day Care Worker
- Kindergarten / Preschool Assistant
- OSHC Assistant
- Educator Assistant
- Youth Worker

#### STRUCTURED WORK PLACEMENT

- 120 Hours

#### DELIVERY MODE:

##### South Australia

- Classroom based
- External
- Traineeship
- SACE Stage 2

##### 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

### STRUCTURED WORK PLACEMENT

- 240 Hours

### DELIVERY MODE:

#### South Australia

- Classroom based
- External
- Traineeship

#### Victoria

- Classroom based
- External
- Traineeship

**DURATION:** 18 Months







# Hospitality

“Thank you for persevering with me and having faith in me, allowing me to complete the Certificate III in Hospitality. The confidence you showed me that I could complete this course is what motivated me to persist and I will be forever grateful.”

## 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

#### STRUCTURED WORK PLACEMENT

- 36 Hours

#### DELIVERY MODE:

##### South Australia

- Classroom based
- External
- Traineeship
- SACE Stage 1

##### Victoria

- Classroom based
- External
- Traineeship
- VCAL

**DURATION:** 6-12 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

#### STRUCTURED WORK PLACEMENT

- 72 Hours

#### DELIVERY MODE:

##### South Australia

- Classroom based
- External
- Traineeship
- SACE Hybrid (Stage 1 & 2)

##### Victoria

- Classroom based
- External
- Traineeship

**DURATION:** 6-12 Months

# Certificate III in Cleaning Operations

COURSE CODE CPP30316

The Certificate III in Cleaning Operations does not just apply to the Hospitality industry. It can be used across many other sectors.

## 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

#### New South Wales

- Classroom based

**DURATION:** 6-12 Months







# Business & Administration

“I am only 5 weeks in to my Certificate III in Business and I feel that I have gained an incredible amount of knowledge that I was able to put to use in a recent interview for a managerial role I’m applying for. The Certificate III has taught me valuable skills and I thank MADEC for offering me such a great learning experience.”



## 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
- SACE Stage 1

##### Victoria

- Classroom based
- External
- VCAL

**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
- Bank Teller
- Word Processing Operator

#### DELIVERY MODE:

##### South Australia

- Classroom based
- External
- Traineeship
- SACE Stage 2

##### 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

#### DELIVERY MODE:

##### South Australia

- Classroom based
- External
- Traineeship
- SACE Stage 2

##### Victoria

- Classroom based
- Traineeship
- External

**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

#### 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

“The best thing about my course was the chance to complete a qualification that complimented and enhanced the work I was doing with my workplace. The amazing support, assistance and encouragement I received from MADEC and their trainers was a massive highlight during my course experience.”

#### DELIVERY MODE:

##### South Australia

- Classroom based
- External
- Traineeship

##### Victoria

- Classroom based
- External
- Traineeship

**DURATION:** 12 Months



# Retail

“After completing my Certificate III in Retail Traineeship I was offered an Assistant Store Manager position. I have been in it now for 18 months and love the variation the role provides me with. Thank you MADEC for supporting me with this opportunity.”

### 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

### 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

#### STRUCTURED WORK PLACEMENT

- 36 Hours

#### DELIVERY MODE:

##### South Australia

- External
- Traineeship

##### Victoria

- External
- Traineeship
- VCAL

**DURATION:** 6-12 Months

#### STRUCTURED WORK PLACEMENT

- 72 Hours

#### DELIVERY MODE:

##### South Australia

- External
- Traineeship
- SACE Stage 1

##### Victoria

- External
- Traineeship

**DURATION:** 6 Months



A smiling man wearing a wide-brimmed hat and a plaid shirt is holding a black crate filled with small potted plants. He is standing in a field with rows of green plants in the background. The image has a warm, golden-hour light. On the left side, there is a decorative pattern of overlapping orange circles of various sizes.

# Agriculture

“MADEC’s AUSCHEM training allowed me to get my Agricultural Chemical Users Permit and secure local employment on a farm.”

## Certificate III in Agriculture

COURSE CODE AHC30116

### LEARN HOW TO

- Contribute to work health and safety processes
- Apply environmentally sustainable work practices
- Transport and store chemicals
- Prepare and apply chemicals to control pest, weeds and diseases
- More to come

### CAREER POSSIBILITIES

- Farm Hand
- General Labourer
- Landscape Gardener
- Nursery Supervisor

#### DELIVERY MODE:

##### Victoria

- Classroom based
- Traineeship

**DURATION:** 12-24 Months

## AUSCHEM/Chemical Users Certificate

Nationally Recognised Training is required before applying for and holding an ACUP (Agriculture Chemical Users Permit). MADEC's AgVet Chemical Users Certificate meets the standard ACUP endorsement requirements, and keeps users up date on chemical use, legislation, safety and best practice.

### UNIT CODES

- AHCCHM307 - Prepare and apply chemicals to control pests, weeds and diseases
- AHCCHM304 - Transport and store chemicals

### LEARN HOW TO

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

#### DELIVERY MODE:

##### South Australia

- Classroom based

##### Victoria

- Classroom based

#### DURATION:

2 Days – Full Certification

1 Day – Refresher



A photograph of three women smiling and looking towards the right. The woman in the foreground has short dark hair and is wearing a yellow top. The woman behind her has long blonde hair and is wearing a white top. The woman on the left has dark hair in a braid and is wearing a white top. The background is blurred, suggesting an office or professional environment. The image is overlaid with a blue pattern of circles of varying sizes.

# Industry & Employers

MADEC Australia has a dedicated business development consultant who specialises in organisational development.

During consultation with businesses the importance of workforce planning is highlighted, and workforce gap analysis is looked at when assessing whether or not a business is in a position to take on additional employees.

MADEC's engagement with industry supports us in strengthening our holistic outlook and approach to education, training, and 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 know that businesses achieve success through the versatility and capability of their people. Working with organisations to identify any workforce gaps and develop strategies and training solutions that meet the organisation's objectives, cultural nuances and specific industry needs is our specialty. Every business and industry sector has its own unique challenges and MADEC strives to continually build a better understanding of each business it engages with, including the industry sector and operational environment.

Our business development philosophy is to simultaneously develop and strengthen the businesses we are working with, as well as our own. Our primary business development focus is to identify growth opportunities within organisations and once identified, work collaboratively to determine the gap between the current workforce skills capability and the imminent workforce skills capability. Our strategy is to engage, support and work together with local businesses, allowing them to exploit growth opportunities and thrive.

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

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



 | 1300 436 332 | [www.madec.edu.au](http://www.madec.edu.au)

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