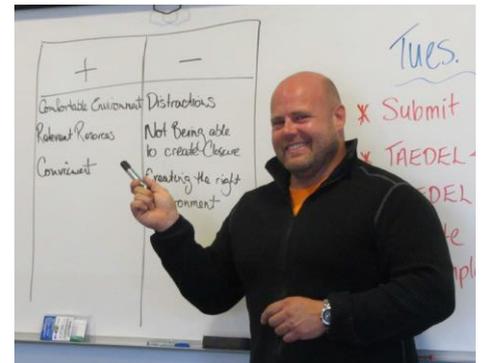


ACCREDITED TRAINING STUDENT HANDBOOK

Enriching connection through community, diversity,
participation and learning



Enabling community connections to exemplify quality ensure
accountability and Integrity.

Be honest, inclusive and respectful in our interactions with everyone

Mansfield Adult Continuing Education

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Introduction

MACE Vision and Mission

Statement of Purpose

Enabling community connections to exemplify quality ensure accountability and Integrity.
Be honest, inclusive and respectful in our interactions with everyone.

Mission

Enriching connection through community, diversity, participation and learning.

Welcome to MACE – Mansfield Adult Continuing Education.

At MACE, we are committed to supporting you in realising your pathways to education and learning.

The challenges many students face are varied and at times, unpredictable. The staff, trainers and management at MACE work hard to offer relevant, accessible courses with a range of delivery choices that foster a caring, supportive learning experience.

Many students balance work, family and study commitments. We are constantly improving the way we offer the delivery of our courses to our students. MACE is always researching online, blended delivery, mentoring and more flexible learning options for our community.

MACE has a wonderful history of assisting people from the Mansfield Community and wider region in achieving their training and career goals. Focusing on the needs of the Community has shaped our foundation and is the cornerstone for our long-term presence within Mansfield, servicing the educational needs of our people.

It is with this in mind that MACE will continue to investigate and provide accessible, new and innovative options for our learners.

This handbook provides a reference point to important information you need to know, providing clarity and guidance to make your studies at MACE informed and seamless.

On behalf of the Board of Management and staff at MACE, I thank you for choosing MACE and applaud you in taking the steps toward enhancing your choices through lifelong education.

Kevin Vivian

Executive Officer

Contact Information

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2016 Term Dates

Term 1: 28th January to 24th March

Term 3: 11th July to 16th September

Term 2: 11th April to 24th June

Term 4: 3rd October to 20th December

2016 Public Holidays

Australia Day

Tuesday 26th January

Labour Day

Monday 14th March

Good Friday

Friday 25th March

Easter Monday

Monday 28th March

Queen's Birthday

Monday 13th June

Melbourne Cup Day

Tuesday 1st November

Educational standards

MACE adopts policies and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the interests and welfare of participants.

MACE maintains a learning environment that is conducive to the success of all participants. MACE ensures that the facilities, methods and materials used in the provision of training will be appropriate to the outcomes to be achieved, under its scope of registration.

MACE maintains systems for recording and archiving participant enrolments, attendance, completion, assessment outcomes, recognition of prior learning, complaints and appeals, qualifications and statements of attainment issued.

MACE treats all personal records of clients confidentially.

Course delivery

MACE, prior to course commencement, provides participants with all relevant information about the course content, fees, assessment requirements and appropriate support services.

MACE ensures that training and assessment occur in accordance with the requirements of the accredited course or endorsed training package.

Staff

MACE ensures that the responsibility for the management and coordination of training delivery, assessment (including the recognition of prior learning), staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

MACE ensures that all those involved in training and assessment have:

- demonstrated current vocational competencies at least to the level of those being delivered, as well as qualifications in a related area
- industry experience that is current and relevant to the particular course or units they are assessing
- demonstrated achievement of at least the Certificate IV in Training and Assessment, OR postgraduate vocational education and training qualifications OR equivalent.

MACE will ensure that all those involved in the planning and conduct of assessment will have:

- demonstrated current vocational competencies at least to the level of those being delivered
- demonstrated achievement of at least the following competencies:
 - TAESS00007 - Enterprise Trainer – Presenting Skill Set or its successor; or
 - TAESS00008 - Enterprise Trainer – Mentoring Skill Set or its successor; or
 - TAESS00003 – Enterprise Trainer and Assessor Skill Set or its successor.

Training & Assessment

All Nationally Recognised Training conducted by MACE is undertaken according to the relevant Training Package. Training and assessment strategies have been designed to provide participants with the skills and knowledge required that meet the needs of industry.

VET Quality Framework

We ensure that all activities undertaken abide with the requirements of the VET Quality Framework including:

- Standards and Conditions for VRQA Registered Training Organisations
- The Australian Qualifications Training Framework (AQTF)
- Fit and proper person requirements
- Financial viability risk assessment requirements
- Data provision requirements

Access & equity policy

MACE will provide training that:

- Is equitable for all people through the fair allocation of resources and involvement in vocational education and training
- Provides equal opportunity for all people
- Provides access for all to appropriate, quality vocational education and training programs and services
- Provides support services which enhance achievement of positive outcomes

Training environment

MACE will comply with all laws relevant to the operation of the training premises including:

- occupational health and safety
- fire safety regulations
- ensuring that the training premises are of adequate size and have adequate heating, cooling, lighting and ventilation

MACE ensures that training facilities, equipment and other resource materials are adequate for the courses being delivered, and are maintained in good order and repair.

Qualifications and statements of attainment

MACE only issues qualifications and/or statements of attainment within the scope of registration, to participants who satisfactorily complete all requirements. Qualifications and statements of attainment include:

- RTO name and number
- Students' full name
- Course name and code
- EO signature
- AQF logo or statement
- NRT logo
- Certificate number
- Date of issue

MACE accepts and recognises the qualifications and statements of attainment awarded by all other registered training organisations.

Quality assurance and improvement

MACE is dedicated to providing a high standard of service, complying with relevant legislation, and finding new ways to improve the level and quality of service offered to clients. To achieve this MACE has a documented policy for managing and monitoring all training operations, and reviewing participant/client satisfaction.

Marketing

Marketing activities undertaken by MACE must clearly state training and assessment services leading to AQF qualifications and/or statements of attainment. Nationally recognised training must be independent of any other training services offered.

All marketing conducted by MACE will be undertaken with integrity and accuracy to provide clients with sufficient information to make an informed decision.

Recruitment and selection

MACE provides accurate, relevant and up-to-date information to participants prior to commencement. This includes, but is not limited to:

- scope of registration
- certification to be issued to the participant on completion, or partial completion of the course
- competencies to be achieved during training
- assessment procedures
- arrangements for the recognition of prior learning, including credit transfer
- appeal procedure
- facilities and equipment
- participant support services
- application process and selection criteria

- fees and costs involved in undertaking training
- fee refund policy

Recruitment of participants is conducted, at all times in an ethical and responsible manner. MACE ensures that participant application and selection processes are explicit and defensible and comply with access and equity principles.

Recognition

National Recognition

- All applicants are informed in either print or electronic form of the opportunity and process required to apply for National Recognition
- National Recognition will only apply to the units of competency in the current training package(s) on MACE's scope.
 - Any student applying for National Recognition for any unit of competency in the current training package(s) on MACE's scope from units not in the current training package on MACE's scope should be considered for Recognition of Prior Learning (RPL).
- All National Recognition requests must be submitted on a Credit Transfer/National Recognition Application Form and be accompanied by a certified copy transcript.
- There is no fee for National Recognition.

Credit Transfer

- All applicants are informed in either print or electronic form of the opportunity and process required to apply for Credit Transfer
- Credit Transfer will only apply to the units of competency in the current training package(s) on MACE's scope.
 - Any student applying for a Credit Transfer for any unit of competency in the current training package(s) on MACE's scope from units not in the current training package on MACE's scope should be considered for Recognition of Prior Learning (RPL).
- All Credit Transfer requests must be submitted on a Credit Transfer/National Recognition Application Form and be accompanied by a certified copy transcript.
- Students are required to pay a fee which will be determined based on the gap assessment required to upgrade to the current unit. Students will be notified of any fees prior to commencement.

Recognition of Prior Learning (RPL)

- Students must give notice that they are seeking RPL at the time of enrolment. Students will be provided with an RPL Application Kit upon this notice.
- An RPL application form must be completed by the student and lodged with Administration prior to course commencement.
- Processing of applications must be completed prior to course commencement.
- An application for RPL must be accompanied by supporting documents.
- Processing of RPL applications will vary according to the unit and nature of the evidence provided. Processing may involve assessment by interview, examination of documentary evidence, written examination or demonstration.
- Documents submitted will be checked for authenticity and currency, and verification sought from sources such as previous employers where appropriate.
- Students will be given written notice of the decision to grant or not grant RPL. This notice must be signed by the student and assessor, and placed on the students file.
- As RPL is a form of assessment, the policies and procedures applying to re-assessment and appeals apply.
- Students are required to pay \$100 for the RPL application fee and \$2.00 per nominal hour (as per the Victorian Purchasing Guide) to a maximum of \$250.00 per Unit of Competency per Qualification. Additional fees apply for practical assessments. Refer to Statement of Fees.

Students have the right of appeal if they are dissatisfied with the assessment outcome for RPL. This appeal process must follow the procedure that is in place for all assessment matters.

General

MACE:

- maintains adequate and appropriate insurance including public liability, WorkCover, professional indemnity and contents
- advises the VRQA in writing within ten (10) working days of any change to registration
- allows the VRQA or its agents access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the conditions of registration
- supplies the VRQA with delivery details for each course and unit in the scope of registration including participant information in accordance with AVETMISS reporting requirements
- resolves any complaints conveyed by participants fairly and equitably
- retains participant results and a record of qualifications/statement of attainments issued, for a period of 30 years
- retains completed assessment items for each student for a minimum of 12 months from completion
- in the event of MACE ceasing operations, all records of participant results will be sent to the VRQA for archiving

Student Entitlements & Responsibilities

MACE has responsibilities to you as a student to provide a quality of service that will assist you as much as possible in attaining your qualification. We endeavour to abide by all our policies and procedures.

Student records

As a student, you may gain access to your study records upon request to MACE. These records include copies of assessments you have completed, applications for RPL and RPL assessments, and copies of statements of attainment and qualifications. If the copies requested are duplicate copies to replace those already provided to students, a \$25 fee will be incurred. Please email contact@mace.vic.edu.au or speak to us at reception to request any information. Students need to submit a written request and a Proof of ID (licence, passport) prior to access.

Student responsibilities

As a student you are required to:

1. Ensure that all the information provided to MACE is accurate.
2. Notify MACE of any contact detail changes (email, phone, address etc. in writing) as soon as possible. Our contact with you is vital; keeping MACE up-to-date with your contact details is important so we can provide our quality service to you.
3. Advise MACE of any difficulties or problems you may experience while studying at MACE by speaking to MACE staff member in person.
4. Achieve satisfactory progress with your studies through participation as required.
5. Not commit any plagiarism or cheating.
6. Complete your course of study in the allocated time frame.
7. Be aware that costs may be incurred for extension of study that has not been completed in the agreed allocated time frame.
8. Abide by MACE policies and procedures pertaining to a student.

Attendance

In competency-based qualifications and programs, attendance is a vital aspect of competency development. Punctual attendance at scheduled classes is essential for students to complete courses satisfactorily. Full attendance is expected. Less attendance than this jeopardizes your ability to receive adequate training to achieve competency, is often disruptive for the class, and creates additional work for trainers, and affects MACE's obligation to deliver training effectively.

Students are required to verify their attendance by signing either the attendance roll or a student visit record sheet.

It is the responsibility of the Trainer/Assessor to advise the Student Administration Officer if the student has become un-contactable for a one (1) month period. The Student Administration Officer will then generate a Withdrawal Letter and SMS message to be sent to the student requesting a seven (7) day response time. If MACE does not receive a response from student within 7 days, the student will be withdrawn.

Exceptional Circumstances

In the event of illness or other life events, students are responsible for contacting MACE to notify (in writing) of their absence. Medical certificates may be required.

Student Safety

MACE does not require nor permit students undertaking training to attend scheduled classes for more than eight (8) hours per day.

- A regular training day will not commence prior to 0800 hours and will cease no later than 1600 hours. The only exception to this is where MACE has an exemption from the Victorian Registration and Qualifications Authority (VRQA) for students attending work placements outside the above hours.
- Where evening classes are required these will commence at 1800 hours and cease at 2100 hours.
- MACE's training facility is the Mansfield Community Education Centre located at 145 – 147 High Street Mansfield, and is in a prominent high visibility area.
- The facility is diagonally opposite the Mansfield Police Station.
- This facility is modern, with exterior security lighting programmed to switch on at dusk and remain on until dawn.
- The facility has closed circuit security cameras located at the front and rear entrances.
- The facility has a keypad security alarm system which is monitored by Pinkerton Security.
- The facility is fitted with a fire monitoring alarm system with a direct line to Mansfield CFA in event of fire.
- The facility is fitted with a heat and smoke detection system, and a sprinkler system.
- The above fire system is inspected every six months by GEM Fire Service Pty Ltd.
- All portable fire extinguishers are serviced at six monthly intervals by CFA Fire Equipment Maintenance.
- Portable electrical equipment is tested and tagged by Mansfield Testing and Tagging.

Learning and Assessment Program

Learning Activities

A learning activity may require you to do something such as completing an exercise or finding out how something is done in the workplace. These activities are a key part of your learning. They help to test your understanding and provide the practice you need along the way to be able to complete assessments successfully.

Assessments

An assessment is part of the evidence of competency that will be collected over time as you complete the unit. This evidence, when satisfactorily completed, will demonstrate your proficiency in the unit. All assessments need to be completed successfully for you to be deemed competent in the unit as a whole.

Preparing Written Reports

All work submitted for assessment must be the participant's own work and presented in your own words. All sources of information must be referenced appropriately, as covered in your training session. Remember that internet sites must also be appropriately cited with correct referencing of all sources of information included.

When group work assignments are assessed, the individual participant must be able to demonstrate ownership, comprehension and practical application of the competency and the specified performance criteria. This may be done orally, in written form, or through practical application stated by the Trainer.

Grading System used

Competent (C) or Not Yet Competent (NYC)

Submission of Assessment

All assessments are to be completed on time. However, under exceptional circumstances participants may seek an extension by submitting an *Application for Assessment Extension* Form.

Assessment Submission Requirements

Unit Assessment information and requirements

At the commencement of delivery you will be provided with:

- Unit of Competency (Unit Outline)
- Assessment and Cover Sheet for each Assessment

The Assessment and Cover Sheet is provided for you to sign to indicate you have commenced training in that unit. It also includes Assessment instructions and information on submission requirements.

Once the trainer has gone through this with you, you are to sign the Assessment Commencement section to acknowledge you have read and understood all the information. This document is held by the trainer/assessor until you have submitted all required work for the unit.

Individual Assessment Submission

- Assessments must be submitted on or before due dates with a completed Assessment Cover Sheet attached.
- For your own records you should always keep a copy of assessment submissions.

Assessment Results and Feedback

Once an assessment has been submitted and marked, you will receive results and feedback on your work. This is done to show the strengths of the assessment, and any areas to improve upon.

On completion of the whole unit you will be asked to sign the Assessment Notification/Results sheet again to signify you have read the assessors comments, and agree with the outcome given. This document is kept on your student file for our records as per compliance requirements.

Where you are assessed on your first submission as Not Yet Competent you will be provided with valid feedback on your assessment outcome, to assist in achieving the required performance standard on reassessment.

Where you are assessed on your second submission as not yet competent, you must complete a *Reassessment Request Application* and apply for a re-assessment. Fees apply – see below:

- Theory re-assessments \$150.00.
- Practical re-assessments Calculated dependent on the unit (time, materials, etc.)
Refer to Statement of Fees.

If you are dissatisfied with your assessment outcome you should follow procedures as per the *MACE Complaints and Appeals Policy*.

Resubmission/Reassessment

If after the first submission further evidence for assessment is required, students MUST resubmit further evidence to their trainer within 30 days of notice.

If assessment is not re-submitted within 30 days of notice, the student will be deemed Not Yet Competent (NYC). The student will then be required to complete a *Reassessment Request Application*. Fees apply as above.

Once reassessment has been approved and payment received, a reassessment schedule will be advised by the trainer.

Evaluation

When you have finished training in this course, we would like you to provide us with feedback on how we may improve our training and assessment services and course materials. A Feedback Form will be provided to you prior to the final session.

Fees and Refunds

Fees and Charges

- Any fees and charges associated with enrolment are in accordance with MACE policies.
- A minimum deposit of \$350 is required at enrolment.
- MACE reserves the right to take appropriate action where fees or charges are not paid by specified due dates in accordance with MACE policies.

MACE will allow concessions on standard fees in accordance with the Victorian Training Guarantee Guidelines on Fees.

The concession fee will be 20 per cent of the published fee, being the fee that MACE would have charged a non-concession government subsidised student in the same course at that time.

Access and Equity

The applicant's financial situation will be considered.

Fee Waivers/Exemptions

MACE will allow tuition fee waivers/exemptions in accordance with the Victorian Training Guarantee Guidelines on Fees.

Fees Paid in Advance

MACE accepts payment of no more than \$1,000.00 from each individual student prior to the commencement of a course. Any additional fees paid in advance do not exceed \$1,500.00.

Refunds

Accredited Courses

- A full refund of any money paid prior to commencement of any course may be claimed if a request is received in writing within 14 days prior to course commencement, minus \$100 to cover the costs of administration.
- If within the first 30 days of commencement, a valid reason for withdrawal is requested in writing, a refund is available. The refund will be determined at time of withdrawal and will be calculated on the Units of Competency that have not been delivered, minus \$100.00 to cover the cost of administration. No refunds will be given after this time.
- Payments made by credit card are to be refunded to the credit card used for the original payment. For all other refunds a direct funds transfer will be made.
- If MACE cancels the course prior to course start date, a full refund of all course fees paid to date is repaid to the student unless satisfactory alternative arrangements can be made.
- If MACE is unable to continue with delivery of a course which has already commenced or is part way through, MACE will:
 - raise a Statement of Attainment to include all Unit of Competency the student has achieved a Competent outcome for;
 - refund the student for the portion of the course which is unable to be delivered. The refund amount will be determined at the time of the course cancellation and will be calculated on the Units of Competency that have not been delivered;
 - to the best of our ability, refer the student to another suitable Registered Training Organisation with the same qualification on their Scope of Registration.

Statement of Fees

A statement of Fees can be viewed on our website at www.mace.vic.edu.au

MACE Support Services

MACE offers support services to help students to succeed with their study. MACE also provides support services for students who may require assistance in non-academic related areas. Some programs or support services are applicable for particular groups of students while others are for all students. Students of MACE will have access to our student support services to make sure they have every chance possible of successfully completing their course.

Support to complete the enrolment

MACE's friendly administration staff provides one-on-one assistance to students to complete the enrolment process by guiding them through documents via phone calls, emails and face-face sessions. Prior appointment is preferred.

Induction

The induction session will provide orientation about the course including details regarding course summary, expectations, occupational health and safety, student support services, applicable policies, assessment, progress, campus facilities and fire and safety aspects.

Welfare Services

MACE provides students with a broad range of welfare services, some of which are identified below, and includes assistance with enquiries about fees, Centrelink allowances and benefits.

Counselling services

MACE students have access to staff for counselling and advice on appointment. A qualified Social Worker is available for staff and students of MACE, as required.

Assistance is available to all students who may want to seek support about:

- stress and depression
- relationships and family matters
- sexual assault
- identity issues
- study issues and performance anxiety
- suicidal thoughts or self-injury
- motivation issues
- exam stress
- any other matters you would like to talk about in confidence.

Staff and trainers will be available to provide additional support for the course duration.

Language, Literacy and Numeracy

For students who are identified as needing assistance with Language, Literacy and Numeracy, MACE has staff available to mentor students in order to help them achieve the best possible outcome. No fees apply.

One-on-One Training

MACE students have access to staff for one-on-one mentoring for any additional assistance required to achieve a successful outcome. If you require this service, please speak to your trainer. Fees apply, please refer to Statement of Fees.

Flexibility to Timetable

MACE understands that exceptional circumstances arise where students are unable to submit assessments by the due date. MACE have a process in place where students can apply for an extension in order to give the student time to complete their assessment.

Reasonable Adjustment

To meet the needs of all learners' adjustments can be made to the way assessments are conducted, but not to the requirements of the assessment. The purpose of these adjustments is to enhance fairness and flexibility, so that the specific needs of a participant can be met. Examples of reasonable adjustments may include:

- providing additional time for participants to practice assessments
- presenting questions orally for participants with literacy issues
- asking questions in a relevant practical context
- adapting machinery and / or equipment to make it more easily used
- presenting work instructions in diagrammatic or pictorial form, instead of words and sentences
- simplifying the design of job tasks.

My MACE

My MACE is a portal students can access through the MACE website www.mace.vic.edu.au which gives access to personal records including:

- Personal Details
- Results
- Timetable
- Attendance
- Training History

Once you have been enrolled in a MACE course, you will receive an email with your My MACE login details. Please inform MACE if you do not receive your log in within fourteen (14) days of enrolment.

External Support Services

External support services may be required by students and the following may be of assistance.

Lifeline: 13 11 14

Mansfield Medical Clinic: 5775 2166

Safe Steps Family Violence Response Centre: 1800 015 188

Centre Against Sexual Assault House: (03) 9635 3610 – After hours crisis line: 1800 806 292

Victoria Legal Aid: 1300 792 387

Policies and Procedures

Please refer to the MACE website www.mace.vic.edu.au/policies-and-procedures/ for a full list of the most up to date versions of our Policies and Procedures.

Complaints and Appeals

Despite all efforts of MACE to provide satisfactory services and facilities to students, complaints and appeals may arise from time to time that will require a formal resolution. MACE is committed to ensuring that complaints and appeals are dealt with effectively and fairly and within a reasonable timeframe.

Resolving Complaints

The most appropriate method to deal with an issue or concern will depend on the circumstances and the nature of the complaint. Some complaints can be resolved easily without formality or process. More serious or damaging complaints may be dealt with formally and with investigation methods applied.

Informal Approach The complainant may approach the relevant trainer to state the nature of their issue or concern, express their feelings and ask for a resolution. The complainant may also approach the Training Services Manager and request advice/assistance in resolving the issue or concern and take appropriate action.

Formal Approach The complainant may lodge a formal (written) complaint using MACE's official *Complaints & Appeals Form*, requesting resolution. The complainant may also seek external advice.

Students who wish to make a formal complaint or lodge a formal appeal can do so by following the procedure outlined in the MACE 'Complaints and Appeals Policy' on our website at www.mace.vic.edu.au/policies-and-procedures/.

Discrimination and Harassment

MACE will not tolerate any form of discrimination or harassment under any circumstances. The responsibility lies with every student to ensure that discrimination or harassment does not occur.

MACE considers that legislative obligations under the Acts establish minimum standards of behaviour for employees and students.

Where a breach of this policy occurs and as a result MACE receives a complaint, MACE will undertake the process as set out in the *MACE Complaints and Appeals Policy*.

MACE Incorporated strongly encourages any student who feels they have been discriminated or harassed to take action, as per the procedure set out in the *MACE Complaints and Appeals Policy*.

Any reports of discrimination or harassment will be treated seriously and promptly with sensitivity and complete confidentiality. Complainants have the right to determine how the complaint be treated, have support, have representation throughout the process, and/or have the option to discontinue a complaint at any stage of the process.

For further information on our Discrimination and Harassment Policy and Procedure, please refer to the full policy on our website www.mace.vic.edu.au/policies-and-procedures/.

Plagiarism and Cheating

MACE requires all students to act honestly and ensure they do not cheat or commit acts of plagiarism.

Definitions

| | |
|-------------------|---|
| Plagiarism | The practice of taking someone else's work or ideas and passing them off as one's own by failing to give appropriate acknowledgement. This includes, but is not limited to work published or not published, printed material, graphics, information on the internet, recordings and work of other students or staff. |
| Cheating | To act dishonestly or unfairly in order to gain an advantage in an examination or written, oral or practical work submitted or completed for assessment in a course or unit of competency and includes the resubmission of work that has already been assessed in another unit of competency. |

MACE students are required to:

- undertake studies and research responsibly and with honesty and integrity
- ensure that academic work is in no way falsified
- seek permission to use the work of others, where required
- acknowledge appropriately the work of others
- take reasonable steps to ensure that other students are unable to copy or misuse their work.

Should a student be found guilty of plagiarism or cheating in any form of assessment for the first time, the Training Services Manager will:

- a. Issue a written warning advising the student that their enrolment with MACE may be cancelled should there be a second instance of plagiarism or cheating; and
- b. Arrange a meeting with the student to again explain the definitions of plagiarism and cheating and how they may prevent reoffending; and
- c. Require the student to resubmit the assessment.

A student who is found guilty of plagiarism and cheating in any form of assessment for the second time, the Training Services Manager will:

- a. Apply a Not Yet Competent (NYC) grade to the Unit of Competency.
- b. Issue a written warning advising the student they will be required to repeat the Unit of Competency at the student's expense.
- c. Require the student to enter into a contract with MACE which will outline the consequences of a further instance of plagiarism or cheating which may include cancellation of enrolment.

For further information on our Plagiarism and Cheating Policy and Procedure, refer to the full policy on our website www.mace.vic.edu.au/policies-and-procedures/.

Privacy

When dealing with personal or health information about individuals, MACE is obliged to comply with the following Acts:

- The Privacy Act 1988 (C'With)
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- The Australian Privacy Principles (APP) 2014 (C'With)
- Information Privacy Act 2000 (Vic)
- Health Records Act 2001 (Vic)

Individuals who feel that the information MACE uses and stores is inaccurate or incomplete may request to have the information updated and corrected. The application and corrections must be in writing.

We treat your privacy seriously and will not divulge your personal information to a third party without your written consent. This includes providing enrolment/payment status details to your parent/guardian and/or your employer without you providing written consent.

As a student at MACE you are also obliged to comply with relevant Commonwealth, state or territory legislation, and regulatory requirements.

Under the *Privacy Act 1988*, *Privacy Amendment (Enhancing Privacy Protection) Act 2012* and *Australian Privacy Principles (APP) 2014*:

- a) Students must not use mobile phones or other recording devices to record staff, trainers, assessors and/or other students without their written consent.
- b) Students must not publish anything on social media which will detract from MACE's good name and reputation.
- c) Students must not publish anything on social media relating to staff, trainers, assessors or other students.

If a student is in breach of this policy, disciplinary action will be taken as per the Suspension, Expulsion and Withdrawal Policy.

For further information on our Privacy Policy and Procedure, refer to the full policy on our website www.mace.vic.edu.au/policies-and-procedures/.

Legislation

As a Registered Training Organisation (RTO), MACE is obliged to comply with relevant Commonwealth, state or territory legislation and regulatory requirements.

This legislation covers a wide range of topics relevant to both MACE and its students and includes but is not limited to:

- Privacy
- Education and Training
- Occupational Health and Safety
- Working with Children
- Discrimination
- Equal Opportunity
- Human Rights
- Consumer Affairs
- Disability
- Freedom of Information

For a full list of relevant legislation refer to our 'Legislation Policy' on our website www.mace.vic.edu.au/policies-and-procedures/.

Suspension, Expulsion and Withdrawal

Withdrawal – by Student

Any student considering withdrawing from study should advise their Trainer or Community Programs Manager (in writing) as soon as possible. Staff, Trainers and the Community Programs Manager are available to discuss and help resolve difficulties that might influence a student's decision to withdraw.

The student wishing to withdraw must ensure they complete a 'Withdrawal Form' and submit it to the Training Services Manager or Community Programs Manager as soon as possible.

The time period in which the student withdraws will determine whether or not a refund will apply. See the MACE 'Fees and Refund Policy' for further details and scenarios.

The withdrawal form and any accompanying documentation will be stored on the students file for seven (7) years.

Withdrawal – by MACE

In the event a student has not attended class or has become un-contactable for a period of one (1) month, MACE has the right to withdraw the student from their study.

It is the responsibility of the Trainer/Assessor to advise the Student Administration Officer if the student has become un-contactable for a one (1) month period. The Student Administration Officer will then generate a Withdrawal Letter and SMS message to be sent to the student requesting a

seven (7) day response time. If MACE does not receive a response from student within 7 days, the student will be withdrawn.

The time period in which the student has been withdrawn will determine whether or not a refund will apply. See '*Fees and Refund Policy*' for further details and scenarios.

The withdrawal form and any accompanying documentation will be stored on the students file for seven (7) years.

Suspension

In determining whether a student's misbehaviour is serious enough to warrant suspension, the Executive Officer will consider the safety, care and welfare of the student, staff, trainers, assessor, volunteers and other students.

Suspension is not intended as punishment. It is only one strategy for managing inappropriate behaviour.

Suspension also allows time for MACE to plan appropriate support for the student to assist with successful re-entry, including access to appropriate support staff.

In some cases suspension from class allows MACE to put measures in place to ensure the safety of students, staff, trainer, assessors and volunteers. For the majority of students, suspension allows time for the student to reflect on their behaviour, to acknowledge and accept responsibility for the behaviours which led to the suspension, and to accept responsibility for changing their behaviour to meet MACE's expectations in the future.

If MACE has made the decision to suspend a student, the student will be contacted immediately and a written letter from the Executive Officer will follow, outlining the reasons why the student has been suspended, and the steps which will follow. The written letter must specify the dates for suspension as a specific time period including a date when the student should return to class.

Should the offending student wish to appeal MACE's decision for suspension, the student can submit a formal complaint in writing. See the MACE '*Complaints and Appeals Policy*' for further details.

The suspension letter and any accompanying documentation such as complaints, appeals, meeting minutes, correspondence etc. will be stored on the students file for seven (7) years.

Expulsion

In serious circumstances of inappropriate/unacceptable behaviour, the Executive Officer may expel a student.

A student who has previously been expelled from MACE may not re-enrol without the approval of the Executive Officer.

If MACE has made the decision to expel a student, the student will be contacted immediately and a written letter from the Executive Officer will follow, outlining the reasons why the student has been expelled.

Expulsion means a student cannot re-enrol with MACE for a minimum period of 12 months, unless otherwise outlined in the expulsion letter.

Should the offending student wish to appeal MACE's decision for expulsion, the student can submit a formal appeal in writing. See the MACE '*Complaints and Appeals Policy*' for further details.

The expulsion letter and any accompanying documentation such as any complaints, appeals, meeting minutes, correspondence etc. will be stored on the students file for seven (7) years.

MACE Facilities

Computer use

Computer use outside class times is free of charge to our students for the course duration.

Internet Use

Internet use that is not related to your course is at a cost. Please see reception for prices. PLEASE DO NOT log on without notifying reception.

Photocopying

Photocopying not related to your course is at a cost. Please see reception for prices.

Fax

Faxing can be organised through reception at a cost. Please see reception for prices.

Kitchen

Food can be left in the refrigerator in the kitchen and our microwave is for student use. You are welcome to have food at the table in the kitchen, but please remember to keep noise at a low level. There are also chairs in the courtyard available for student use. Students are responsible for their own dirty dishes and cups. All used crockery and utensils are to be put into the dishwasher.

Smoking

Smoking is not permitted on the premises. This includes the rear and front entrances, front walkway, rear car park and courtyards. Due to the risk to health, it is not permitted to allow cigarette smoke to drift into any of these locations. Please be thoughtful about others.

Telephone

MACE does not have a public phone, however there is one across the road at the Post Office. MACE phones are only to be used in emergency situations. To avoid interruption, we ask you to switch off all mobile phones in the class rooms.

Car parking

Please adhere to local parking conditions.

Pets

For the comfort of all students, tutors and staff, pets (excluding guide dogs) are not permitted at MACE.

Unique Student Identifier (USI)

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

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

Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

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.

You can access your USI account online from your computer, tablet or smart phone anytime.

It is free and easy for you to create your own USI online.

Visit the USI website: www.usi.gov.au



Australian Government
Department of Industry

Skills
Unique Student Identifier