

# MACE Incorporated - Information for Prospective Students of accredited and nationally recognised courses

## Introduction

Mansfield Adult Continuing Education is a Registered Training Provider and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia. The State Government registering authority (Victorian Registration and Qualifications Authority) monitors MACE and subjects it to regular external audits to verify adherence to these standards.

## Courses

To view up to date accredited and nationally recognised courses in the training.gov.au website, please visit <https://training.gov.au/Organisation/Details/3928>

See individual course brochures for more information on content and vocational outcomes.

## Application Processes and Selection Criteria

Selection for enrolment in the course will be approved for applicants who meet the qualification selection criteria.

See individual course brochures for more information on selection criteria for each qualification.

## Fees and Costs Involved in Undertaking Training

Fees are charged in accordance with the Ministerial Direction on Fees and Charges. Payment plans are welcome. Refer to the fee schedule for current fees.

## Fee Refund Policy

Refunds are provided on the following basis:

- No refunds are provided for training that has been delivered
- If MACE cancels the course then a refund of all fees is paid to the student unless satisfactory alternative arrangements can be made
- Cancellations received up to two weeks prior to commencement will receive a full refund minus \$30 to cover the costs of administration
- Cancellations received less than two weeks prior to commencement or after commencement will receive no refund.
- Cancellations will only be accepted if they are received in writing (email, fax, post or hand delivered)

## Qualifications to be Issued

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course.

Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed.

## Competencies to be Achieved During Training

Competencies to be achieved during training are detailed in the brochures for each course.

## Assessment Procedures

In general terms assessment during training will involve

- Oral responses to questions
- Observation of performance in the workplace or in computer laboratories
- Portfolio of evidence
- Written response to questions, assignments and case studies

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Students will be given an opportunity for at least one reassessment for any competencies not achieved on the first attempt.

## Language, Literacy and Numeracy

In order to successfully complete accredited training students will need:

- reading competencies sufficient to understand technical literature, and software and hardware specifications, standards documentation, procedures manuals and other documentation used in the relevant industry and by enterprises.
- writing skills sufficient to prepare notes, procedures, journals programs, and technical documentation based on knowledge gained from lectures, group discussions, industry experience and literature reviews.
- personal organisational skills sufficient to work independently, self-manage learning activities and prepare material for presentation to colleagues and assessors in accordance with an agreed schedule.
- communication skills sufficient to engage in group discussion of concepts and issues in information

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technology and present work to examiners and colleagues.

- Numeracy skills sufficient to perform basic operations (addition, subtraction, multiplication and division) using a calculator.

Candidates may meet the entry requirements through education, training, work experience, work training or life experience.

Please notify us if you consider you may have language, literacy or numeracy problems that may inhibit your participation in training. MACE will make reasonable efforts to modify delivery and assessment procedures to enable participation by all people who meet the requirements.

## Recognition of Prior Learning

Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL) or Cross Credits. Application may only be made after enrolment and payment of fees and must be made using the Application Form that will be provided during orientation.

## Credit Transfer

Students who have completed units from their course at other institutions will be given recognition on presentation of a verified transcript, Award or Statement of Attainment.

## Dispute Resolution Procedure

MACE has a dispute resolution procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. Written copies of the procedure will be available during the first training session.

Students of MACE are required to follow the Code of Conduct at all times. Failure to follow the Code of Conduct may involve the imposing of sanctions including removal from the course.

## Student Support Services.

Students requiring assistance with their training should contact their Trainer in the first instance or else contact the Training Services Manager.

## Relevant Legislation

A range of legislation is applicable to MACE and all staff and students. Information on relevant legislation can be found as follows:

### Victorian Acts

Victorian Acts and Regulations are available from 'Victorian Legislation and Parliamentary Documents'.

Go to: <http://www.legislation.vic.gov.au/>. Then click on 'Victorian Acts', click on 'Search Acts' and then type name of Act, scroll down to locate the Act, double click to open a new page with an option to download a Word Document or a PDF file.

- Accident Compensation Act 1985
- Audit Act 1994
- Building Act 1993
- Dangerous Goods Act 1985
- Disability Services Act 1991
- Education and Training Reform Act 2006
- Education and Training Reform Amendment (Skills) Act 2010
- Equal Opportunity Act 2010
- Equipment (Public Safety Act) 1994
- Fair Trading Act 1999
- Financial Management Act 1994
- Financial Management Regulations 2004
- Freedom of Information Act 1982
- Health Records Act 2001
- Heritage Act 1995
- Information Privacy Act 2000
- Local Government Act 1989
- Ombudsmans Act 1973
- Occupational Health and Safety Act 2004
- Planning and Environment Act 1987
- Public Administration Act 2004
- Public Records Act 1973
- Property Law Act 1958
- Racial and Religious Tolerance Act 2001
- Tertiary Education Act 1993
- Victorian Industry Participation Policy Act 2003
- Victorian Qualifications Authority Act 2000
- Victoria Managed Insurance Authority Act 996
- Vocational Education and Training Act 1990
- Water Act 1989
- Whistleblowers Protection Act 2001

### Commonwealth Acts

- Age Discrimination Act 2004
- Competition and Consumer Act 2010
- Copyright Act 1968
- Disability Discrimination Act 1992

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- Fair Work Act 2009
- Higher Education Support Act 2003
- Human Rights and Equal Opportunity Commission Act 1986
- Privacy Act
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Skilling Australia's Workforce Act 2005

It is the responsibility of all staff to ensure the requirements of relevant legislation are met by MACE at all times. Please use the web sites indicated or contact the Chief Executive Officer if you require further information.

## **Access and Equity policy**

MACE has a Code of Practice that includes an access and equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met by MACE at all times.

## **Privacy**

MACE collects personal information solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Victorian Government who is the registering authority. The requirements of the registering authority may mean the release of your personal information for the purposes of audit.

Under the National Privacy Principles you can access personal information we hold on you and you may request corrections of information that is incorrect or out of date.