



MELBOURNE
COLLEGE

OF FURTHER EDUCATION

Student Handbook



www.mcfe.com.au

MCFE is a trading name of iAscend Polytechnic Pty Ltd. RTO no. 21340.

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About MCFE

Melbourne College of Further Education (MCFE) is a Registered Training Organisation (RTO) with the registration number [21340](#), providing Vocational Education and Training (VET).

What sets us apart from other colleges is that we get to know every student; you will be more than just a number to us, you will be part of our family. You have more one-on-one attention and support and, as we have smaller classes than a large college, it's easier for us to help you find work.

We believe in real skills for real jobs and we take the extra time to customise our course materials and create new and innovative ways of delivering course content. MCFE has several industry partners and we have a dedicated team to build our employer networks for placements and employment opportunities for our students.

MCFE complies with the standards administered by the Australian Skills Quality Authority (ASQA).

Guide to this Handbook

The information contained in this Handbook includes important details about how our RTO works, what you can expect from us and your rights and obligations as a student. Please read this handbook carefully and ask questions about anything you do not understand.

If you require further information on any of our policies and procedures, please contact the office and we will happily provide that information to you.

This book is designed for Domestic Students; who are Australian Citizens or Permanent Residents. If you are a trainee, please also refer to the traineeship handbook on our website and the related fact sheet. International Students should refer to the International Handbook for specific information concerning their training.

We hope you choose to study with us and join our family.

Helpful Contacts & Useful Links

MCFE Contact Details

Address	Unit 39, 617-643 Spencer Street, West Melbourne, Victoria, 3003
Email Address	info@mcfce.com.au
Phone Number	1300 368 883

Australian Skills Quality Authority (ASQA)

Phone Number	1300 701 801
Website	www.asqa.vic.gov.au

Fair Work (for payrates & work conditions)

Website	www.fairwork.gov.au
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Lifeline Australia (Crisis Support & Mental Health)

Phone Number	13 11 14
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Public Transport Victoria (PTV)

Website	www.ptv.vic.gov.au/journey
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Student Housing

www.scape.com/en-au/student-accommodation/melbourne

www.unilodge.com.au/city/melbourne/

www.lestudent8.com/rates-bookings/

Melbourne Events and Activities

www.whatson.melbourne.vic.gov.au

Recommended Apps to Download

Canvas	Online Learning Management System (LMS) used by MCFE students
PTV	Journey Planner
Forest	Stay Focused on Work

Zomato	Food and Drink Rating
Tram Tracker	Live Updates and Tram Times
Todait	Study planner
Headspace	Meditation
TED Talks	Inspirational and motivational talks
Quizlet	Revision, flash cards and tests
Sleep Cycle Alarm Clock	Analyses your sleep and wakes you during your lightest sleep phase
Atmosphere	Study music
Memrise	Memory game to help learn new things everyday
Egenda	Assignment planner
Curiosity	Daily dose of news that will keep your brain sharp
Monefy	Money tracker

Application Process

DOWNLOAD the course brochure, the statement of fees and do some research on the course you are interested in studying.

INVITATION You will receive an invitation from MCFE or one of our approved brokers asking you to attend the next information session for your course. Alternatively, you can chat to us about our courses at any time by filling out the “tell me more” panel on our website, visiting our Head Office or calling 1300 368 883.

INFORMATION SESSION Attend the information session, where all course details are advised, and ask any necessary questions you may have to the trainer and MCFE staff member. If you decide the course is for you, you will be given a Pre-Training Review (PTR) to ensure you meet the literacy and numeracy and other standards required. If both you and the trainer agree the course is appropriate, you’ll be sent a link to complete an Enrolment Form online. Read this Student Handbook to ensure you understand attendance requirements and other policies and procedures prior to confirming your enrolment.

START STUDYING Classes usually start the following week after the information session.



Online Service Standards

Certain parts of the course maybe undertaken online so, as part of your Pre-Training Review, we may assess your digital and online literacy. We will endeavour to provide reasonable adjustment to students who, for various reasons, may not be able to complete online elements of the course Please refer to our Online Service Standards as outlined on our website, which outlines support, learning and assessment requirements.

Entry Requirements & Induction

MCFE conducts a detailed Pre-Training Review of a prospective student's training needs to establish whether the course in question is appropriate for their needs.

Our review includes:

- Discussing why you wish to enrol in the qualification
- Ensuring understanding of training and assessment methods for the qualification you have chosen.
- Self-assessment of your digital literacy
- Discussion between you and the trainer to identify any additional support that may you may require

Recognition of Prior Learning (RPL)

If you want to obtain credit for skills and experiences you already have, please provide us with a completed RPL application form with a copy of your resume. Fees will apply for this service.

Credit Transfer (CT)

If you have qualifications from previous studies, please note the details on your Pre-Training review form. You will be required to provide a Statement of Attainment. Once MCFE has verified the documents, a Credit Transfer will be applied. In some situations, we recommend still attending the class as the context could be different, but you will not be required to undertake assessment for any credit transfer units. No fees apply.

Language, Literacy and Numeracy (LLN)

Your LLN levels are assessed during your Pre-Training Review. The LLN assessment is an indicator of how your skills match the levels of the course. The assessment helps us to determine what kind of support you might require to successfully complete the course.

To successfully complete most training, you will need:

- Reading competencies sufficient to understand class materials and documentation used typically within industry (such as technical literature, standards documentation, procedure manuals).
- Writing skills sufficient to prepare notes and assignments on knowledge gained from lectures, group discussions, industry experience and literature reviews, procedures, journals programs; participate in written assessment exercises
- Personal organisational skills sufficient to work independently, self-manage learning activities and prepare material for presentation in class and to assessors in accordance with an agreed schedule;
- Communication skills sufficient to engage in group discussion issues in your area of training and to present work in class and to assessors;
- Numeracy skills sufficient to perform basic operations (addition, subtraction, multiplication and division) using a calculator.
- Digital literacy sufficient to access and browse the internet, log into a website, watching videos and read text online.

If you do not have some or all these skills, you may be eligible for Foundation Skills training. This will be discussed with you at your Pre-Training Review.

Enrolment

The enrolment form will collect your personal details, data that is required to be reported to various government departments and outlines the terms and conditions of enrolling with MCFE along with:

Victorian Student Number (VSN)

Since 2009 in schools and since 2011 for vocational education and training (VET) organisations and Adult Community Education providers, a Victorian Student Number (VSN) has been allocated upon enrolment to each individual student aged up to 24 years. Students should report their VSN on all subsequent enrolments at a Victorian school or training organisation. In particular, all students who are currently enrolled in either a VET provider or a Victorian school (including those already participating in a VET in schools program) should obtain their VSN from their current education or training organisation and report their VSN on this enrolment form. Students who are enrolling for the first time since the VSN was introduced will get a new VSN.

MCFE ensures that it complies with Victorian Student Number (VSN) reporting requirements and Unique student Identifier (USI) requirements and includes the VSN as specified in the Victorian VET Student Statistical Collection Guidelines.

Unique Student Identifier (USI)

All students undertaking a nationally recognised vocational training program are required to have a USI. You can apply for a USI directly or request that MCFE apply for a USI on your behalf.

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 (transcript) 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 (transcript). 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.

MCFE will ask you for your USI (if you have one) at enrolment. We will help you to locate your USI if you can't recall it or we can apply for your USI on your behalf, if you grant us permission on your enrolment form. When MCFE applies for a USI on your behalf it will have access to previous study records unless you deny this access, via the online portal.

Your USI will not be disclosed to anyone/company except as allowed by the Privacy Act 988. Refer to www.usi.gov.au for more information on your USI.

Melbourne College of Further Education is a trading name of iAscend Polytechnic Pty Ltd. When we verify or create your USI, you will receive an email to notify you that iAscend Polytechnic Pty Ltd has verified or created your USI.

We can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). If you have not yet obtained a USI you can apply for it directly at <http://www.usi.gov.au/create-your-USI/> If you would like us to apply for a USI on your behalf you must authorise us to do so and declare that you have read the privacy information at <http://www.usi.gov.au/Training-Organisations/Documents/Privacy-Notice.pdf> The link to the PDF is on our website. Refer to www.usi.gov.au for more information on your USI.

Eligibility for Government Subsidised Training

You **may** be eligible for a government subsidised place. This is called the Skills First Program. If you are eligible, the government will contribute to the cost of your training. To check your individual eligibility, or if you want further course information, call or email the office. There are limitations to using the Skills First Funding; you need to make sure you are enrolling in the right course, as it may affect your access to future government funding. Please refer to our website for more information on which courses have access to funding and associated fees.

You can check your eligibility and funding conditions online at Victorian Skills gateway. You can begin up to two government subsidised courses in one year and do up to two government subsidised courses at the same time if eligible. (These limits may not apply to Apprenticeships. For more information on these courses speak with an authorized delegate of MCFE.) You can begin up to two government subsidised courses at the same qualification level (other than Foundation Skills) in your lifetime, regardless of whether you complete them. There is no lifetime limit on the number of Foundation Skills courses you can begin.

Basic Skills First Funding Information

- You must be an Australian citizen, a New Zealand Citizen or a Permanent Resident or are referred from either the Asylum Seeker Resource Centre or the Australian Red Cross Victims of Human Trafficking Program.

- You must be up-skilling to a higher qualification if you already hold one.
 - Unless you're under 20 years old at the 1st of January this year OR
 - You're enrolling in a Foundation Skills List course OR
 - You're enrolling as an Apprentice
- You can enrol in only two government subsidised courses in one year.
- You can undertake up to two funded courses at any one time.
- You can only ever begin a maximum of two funded courses at the same qualification level.
- Other eligibility criteria may apply.

Prior Qualifications & Funding

MCFE is required to collect the highest Australian qualification you have obtained as well as any other courses commenced or due to commence; this is to establish your suitability for the course and your eligibility for potential funding. If you provide incorrect information or omit information about current, past or future courses, and this results in your ineligibility for funding, then MCFE has the right to change your fee structure to the appropriate tuition fee as listed on our website.

Student Support

Contact MCFE Student Support on:

- info@mcfecollege.com.au
- 1300 368 883

Student Support can help provide advice or direction to other services, such as:

- Student learning assistance
- Welfare services
- Accommodation services
- Financial support services
- Health and disability services
- IT support
- English language support (relative to the course)
- Facilities and resource
- Career Support & Job Application

Trainer/Assessors - Trainers are available for questions and additional help offered at the end of class. Any queries sent to trainers by students via email will be answered as soon as possible. Assessments submitted will be marked by the trainer according to the marking guidelines. Your trainer will provide feedback on your assessments at your next session or, if face to face classes have finished, via phone call or email.

One on One Student Support Bookings - One on one sessions are available with our student support trainer and assessor. Student Support is available for students who need additional help working through any learning material or assessments after first attending the class. Online student that require extra assistance can also book into one on one sessions or complete the unit in the classroom. MCFE can offer support to students who need additional language, literacy or numeracy support. These services can vary depending on individual student requirements.

Administration Team - The administration team located at our Head Office are available from Monday – Friday 9am – 5pm (public holiday excluded) for any queries the student may have in relation to their class or course. The team are always willing to assist as much as we can.

We also recommend the “Helping Out Booklet”, a guide to finding support services and agencies in Melbourne. You can access the booklet here: <https://www.melbourne.vic.gov.au/sitecollectiondocuments/helping-out-booklet-map.pdf>

Equity and Equal Opportunity (EEO)

MCFE is committed to the principles of equity and equal opportunity aimed at providing a safe, harmonious workplace and learning environment, free from harassment and discrimination. Students have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability. Admission procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts will be made to assist them to identify alternative options for them. MCFE staff have been instructed in their responsibilities regarding Access and Equity principles.

MCFE is committed to assisting those with special needs. This may include persons with disabilities, mature age adults, long-term unemployed adults, adults with low self-esteem / confidence, adults requiring literacy/numeracy assistance and single parents.

Please feel free to raise with MCFE staff any issues around equity and special needs that might affect you.

Disability

The Disability Discrimination Act uses the principle of reasonable adjustment, sometimes called reasonable accommodation, to ensure equity of treatment for people with disabilities. This means that, wherever possible, 'reasonable' adjustments must be made to meet the individual needs of any student with a disability.

Among the things we can do to assist with any requirements you might have are:

- Make training and assessment materials and methods more accessible
- present information through a range of methods
- adapt the physical environment and equipment

If you require more details about reasonable adjustment, please contact Student Support.

Media Consent

Your assessor may take photos/videos of you in class that will help to show competency for certain skills demonstrated in the training sessions. These photos might also be used in advertising material of our website and other social media. Please let your trainer know that you do not wish to participate in any photographs.

Training Locations

Our training locations are across Melbourne, CBD and suburbs, and students will not be required to attend classes later than 9pm in the evening. All owned and operated campus locations have video surveillance in place to increase the safety of staff and students. Doors are set to automatically lock to the street by 6pm in the evenings. When a hired venue is in use, specific safety measures will be maintained, specific to the venue and the time of the class, generally if an evening class, trainers and students will leave together.

The information session will cover location specific safety information.

Communications

MCFE will contact you regularly throughout your course; with assessment feedback, news and course information. Please ensure that MCFE always has

current contact information for you. This must include your current postal address and phone number at a minimum.

You'll be in contact with both your trainer and the MCFE staff. Ensure you always respond to SMS and email contact asking about your progress. This helps us provide you with the best experience.

After enrolment we'll provide you with login details to the VETtrak Student Portal, where you can view key course information and messages from your trainer.



Training & Assessment Procedures

All trainers and assessors working for MCFE hold a formal qualification in Training and Assessment which is in line with the current Standards for RTOs 2015. Each trainer is required to complete regular professional development.

Training is undertaken in the classroom and, where required, in the workplace. You'll have self-paced learning to complete outside of the classroom and a practical placement or workplace experience for some courses. Your timetable and training plan will specify the requirements for your course.

For your own records, you should take a copy of your completed theory assessments before you submit them. This is your responsibility. Assessments can include several different forms for each unit. Some units may be assessed as a cluster as they have similar requirements.

Students will always be given advanced warning of the time and form of any assessment and will not be expected to complete an assessment for which they have not had time to prepare.

Your trainer will assess your competency in the course and provide feedback as needed throughout assessments. The trainer is required to mark and provide completed assessments to MCFE Head Office within 10 working days of receiving them from you.

If you do not agree with your trainer's assessment results, you can make a complaint via the complaints and appeals process. This is discussed in further detail within this handbook. A complaint and appeal form is located on website.

Mode and Method of Assessment

MCFE uses a variety of assessment methods to determine your competency throughout the course, including:

- Written, including short answer, multiple choice, projects and case studies
- Practical simulations, demonstrations and role plays
- Oral questioning
- Workplace observations and projects

We present our course material in various ways to cover different learning styles:

- Interactive role plays
- Class discussions
- PowerPoint presentations
- Videos
- Guided content
- Online learning

There are written assessments for every unit of competency that will need to be completed outside of class. Some assessments will cover multiple units, or there may be multiple assessments for each unit of competency. The assessments required for each unit and the methods used to assess each unit are listed on your training plan.

Some of our courses require you to complete a practical placement or experience in the workplace. These qualifications cannot be successfully completed until the placement requirements have been satisfied.

Reasonable Adjustment

We can vary the methods of assessment to suit your individual needs if required and if appropriate for the unit of competency. Discuss these with your assessor. We will provide reasonable adjustment for students who cannot complete various online components of the course.

Reassessment

If you have been assessed as Not Yet Competent/Satisfactory in a Unit of Competency you will be given the opportunity to complete a reassessment.

A student will not be charged a reassessment fee if they are assessed as Competent during the in-class reassessment process, in this case students are usually given three chances at reassessment (with re-training) within class hours. If a student is required to book in a reassessment to be conducted outside of class time, a reassessment fee may apply, fees are documented in the statement of fees and charges on our website.

Attendance

You should attend all classes (80% minimum required); classes contain practical training & assessment will miss out on crucial theory and potentially assessments.

If you miss a class it is your responsibility to arrange a catch-up session with your trainer or complete the session with another class. Student Services will contact you to arrange make-up classes if you continually miss class.

If you are disruptive, arrive late, leave early or miss too many classes this could result in official warning letters, cancellation or deferral of your studies.

Practical Placements

Several courses will require you to complete practical placement hours in a real workplace to gain competency. You will be practicing the skills you have learned in theory in a workplace. There are a specific number of hours required depending on your course and these will be documented in the course brochure and your Practical Placement Logbook.

We'll provide you with an MCFE branded T-shirt and name badge for use at your placement.

What responsibilities are involved?

During the placement, you will be expected to behave like a new employee, following the rules of the workplace and the directions of the workplace

supervisor and other employees. You will need to comply with all safety and OH&S policies and procedures, as well as other protocols that are practiced by the host employer.

Prior to commencing your work-based training:

- both you and a workplace representative sign an RTO & Employer Agreement
- you will complete an induction with the workplace

your workplace will assign a workplace supervisor that we will liaise with to monitor your progress. Your placement location **MUST** be approved by MCFE head office prior to commencing. You must provide your workplace agreement to MCFE to verify details and confirm that it is a suitable workplace for placement. A workplace supervisor will need to sign off on your shifts completed. An MCFE assessor will visit you in the workplace and assess your skills periodically.

What about Assessment?

Assessment is an important part of your practical placement. During your placement your trainer will conduct workplace visits. Assessment of the skills you have learned in the workplace counts toward your results. For some courses, you may be required to maintain a Practical Placement Logbook. Your trainer will discuss this with you. Your trainer will also give you information on the way your assessments will be conducted and recorded.

Attending your Placement

ATTITUDE



- be willing to learn
- listen to instructions and complete the tasks assigned
- ask questions
- be polite, courteous and well-mannered with all staff members
- dress appropriately
- follow all workplace policies and procedures.

SAFETY



- wearing protective clothing
- working in a safe manner
- reporting any hazards or unsafe practices that you observe
- reporting any accidents to your workplace supervisor & practical trainer immediately.



ATTENDANCE & PUNCTUALITY

- start your placement on time and stay for required shift duration
- take only the allocated time for lunch and tea breaks
- contact your workplace supervisor and your trainer immediately if you are unable to attend your placement.

What if you have a problem with your placement?

Problems with your placement should be resolved as early as possible. Your trainer and employer have agreed dispute resolution procedures. Do not hesitate to contact your trainer if you experience any difficulties or problems while on your practical placement.

Work Cover Insurance

In the event of an injury, the student will not be entitled to insurance cover, if the signed Practical Placement Agreement is not in place.

If the Student is injured while undertaking work placement and wish to make a claim the following process applies:

- Complete and sign a Worker's Injury Claim form
- Advise MCFE to complete and sign the Employer section of the Worker's Injury Claim form and an Employer Injury Claim Report

MCFE will then forward the original copy of claim forms, any certificates of capacity, completed incident form, medical accounts and a certified copy of the workplace agreement and accounts and a certified copy of the work placement agreement to the insurance company applicable to Victorian students.

MCFE will retain copies of both forms and copies of any Certificates of Capacity and medical accounts. If a Student has a medical condition that will

impact upon the placement requirement of the qualification, a medical clearance certificate from a medical practitioner will be required.

If a student is undertaking placement at their place of employment and the injury occurs during a **paid** shift, the student is not eligible for insurances held by the Department of Education and Training and would need to follow their employers policy.

Completions and Certificates

Once all assessments requirements for each unit have been deemed satisfactory, the unit will be made competent.

Students successfully completing all assessment requirements for a qualification will be awarded a Certificate for the level of the completed course (for example, Certificate III in Individual Support). Certificates and/or statement of attainments are issued out within 10 working days of final competency being confirmed. Please note that fees must be paid in full before any certificates are issued.



Deferrals and Withdrawals

If you decide to withdraw from your course or defer your enrolment speak to the MCFE head office staff for advice on your options.

Depending on the length of your deferral, when you return you may be required to join a new class with a different time, trainer and location to your original class. We will provide you with your options when you return. Enrolments can only be deferred for a maximum of 6 months. If you require longer, you will be withdrawn from the course, however you can recommence at a later date.

Withdrawal

If you do not come to your scheduled classes as agreed and we cannot contact you, you may be withdrawn. We will send you a Statement of Attainment for any units you have successfully completed, if you have paid all outstanding fees.

If you have finished scheduled classes, we will keep in touch with you regarding your assessments. Similarly, if we are unable to contact you over an extended period, you may be withdrawn. To remain enrolled, you must submit assessments on a regular basis to show evidence of progress towards completing the qualification.

If you wish to voluntarily withdraw please email info@mcfec.com.au and list your reason and your full name and qualification you are enrolled in. Please remember if you have enrolled in a government funded course but decided you don't want to continue; your enrolment will still count towards your funding eligibility.

Recommencement

If you withdraw and then decide you do want to continue the course, we can recommence your enrolment in the same course assuming the course and funding are still available and are being trained and assessed. You may be asked to complete new enrolment and pre-training review documents depending on the timeframe lapsed.

Statement of Attainment

If you withdraw or transfer after successfully completing any unit(s) of competency in which you enrolled, you will be entitled to receive at no cost a formal Statement of Attainment for the units you have successfully completed, provided you have paid in full all tuition fees relating to those unit(s) of competency and any material fees required.

Student Code of Conduct

1. Act in a safe manner and follow instructions provided, report any hazards and/or critical incidents you identify.
2. Regularly and punctually attend classes in clean, pressed and appropriate clothing and wear appropriate footwear during practical sessions.
3. Mobile phones are not to be answered or used to SMS during class. If you are waiting on an urgent call, please discuss with trainer before the session starts.
4. Follow any directions given to you by MCFE staff to ensure a safe and secure educational and working environment.
5. Keep your workspace in a clean, neat and tidy condition.
6. You must not cheat (i.e. lie, copy others work, trick or deceive) in submitted work and/or during assessments or examinations or plagiarise another person's work. "Plagiarise" means to copy texts or take ideas from another person's work as if they were your own. If you use other people's work or ideas, you must acknowledge in your work that you have done so. If you are found to be cheating or plagiarising, you will be deemed Not Yet Competent in the unit being assessed. If you are found to be cheating or plagiarizing a second time, your enrolment may be cancelled.
7. You must not consume alcohol or illicit drugs or be affected by alcohol or illicit drugs when attending MCFE classes. If you are found to be affected by alcohol or illicit drugs when attending classes, you will be asked to leave the session and your enrolment may be cancelled.
8. You must not steal from any person or from MCFE or cause damage to any MCFE property. If you are found to have breached this rule your enrolment may be cancelled, and you may be reported to the Victoria Police for prosecution.
9. You must not disrupt the classes or instruction provided by MCFE at any time. It will be at the trainer's discretion to ask you to leave class and you must comply with any direction given to you.

10. You must not participate in bullying, intimidating or assaulting any person or use insulting or offensive language or behaviour, racist or sexual abuse or possess or use any weapon while attending MCFE classes or on MCFE property. You will be expected to report, in confidence, any breach of these standards to the CEO or any MCFE staff member you are comfortable with. If you are found to be participating in any of these activities or behaviours your enrolment may be cancelled. If the breach is of a criminal nature you may be reported to the Victoria Police.
11. You are expected to pay all accounts, fees and fines in full when they are due.



Your Rights as a Student

1. The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.
2. The right to be free from all forms of intimidation.
3. The right to work in a safe, clean, orderly and cooperative environment.

4. The right to have personal property (including computer files and student work) and MCFE property protected from damage or other misuse.
5. The right to have any disputes settled in a fair and rational manner.
6. The right to work and learn in a supportive environment without interference from others.
7. The right to express and share ideas and to ask questions.
8. The right to be treated with politeness and courteously always.

Disciplinary Procedures

Any student who is found to be cheating, harassing other students or staff, or breaking the law in any way, may face disciplinary action. This may involve asking the student to leave the course immediately, and in extreme circumstances, may involve a report to the Police.

Breaches of the Code

Breaching the Student Code of Conduct will result in the following disciplinary proceedings:

1. An MCFE staff member will contact you to discuss the issue or behaviour to determine how the breach might be rectified.
2. If the issue or behaviour continues, you will be invited for an interview with the Training Manager to discuss further.
3. If the issue or behaviour continues, you will be provided with a final warning in writing and a time frame in which to rectify the issue.
4. If the issue or behaviour continues, you will be notified in writing that your enrolment has been suspended.

At any stage of this procedure, students can access the Complaints and Appeals Procedure to settle any disputes that may arise.

General or Academic misconduct as a reason for suspension, deferral or withdrawal

In line with MCFE's Student Code of Conduct, students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as an attempt by a student to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment, or assisting other students to do so.

If there is a serious breach of this code or a criminal act, this is grounds, for deferral, suspension or cancellation. Fees may not be refunded.

If your enrolment is to be cancelled due to non-payment of fees, you will be advised of the intention to cancel and given 20 days to access MCFE's internal complaints appeals process.

Legislations

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

Occupational Health & Safety: www.worksafe.vic.gov.au

Equal Employment and Educational Opportunity:
www.humanrightscommission.vic.gov.au

Vocational Education & Training: www.skills.vic.gov.au

Privacy: www.privacy.gov.au

National Regulation of Training: www.asqa.gov.au

Training Courses: www.training.gov.au

Please refer to the above websites or contact your Trainer or Student Services if you require further information.

Bullying & Harassment

Bullying or intimidation of other persons is unacceptable, illegal, and will not be condoned. Any student and/or employee with concerns regarding workplace bullying or intimidation should report to the CEO of MCFE or their nominated representative as a matter of urgency.

If you feel that any student or any staff member has harassed you, please ask to speak with the Training Manager.

Employment

We cannot guarantee you will gain employment with the successful completion of your course. We can however, guarantee, we will help students that follow our processes to find their own work and practical placements and we will provide you with support to help you in your studies.

Student Facilities

Students are encouraged to use the facilities available in the training rooms. There are tables and seats for you to eat your lunch, and for you to relax during a break. There are many cafés and restaurants within the area and Melbourne CBD is a short tram ride.

Computer Access

MCFE has computers for your use at our head office in Melbourne CBD. These computers have software to help you do your work, and you can access the internet from them as well. If you are having problems logging on, please see Student Support.

Fees and Charges

Tuition fees vary depending on the course you are enrolling in, your personal circumstances (i.e.. Concession Card Holders) and your eligibility for government funding. Fees will be discussed with you at your Pre-Training Interview and you will be provided with a statement of itemised fees, including the cost of any course materials.

There is a link to our statement of fees on the home page of our website: www.mcfe.com.au This includes enrolment and material fees, additional charges and reassessment fees as well as the approximate reimbursement MCFE will receive from the state government per nominal hour of training for each funded qualification.

Fees are subject to change based on market conditions, individual student circumstances and changes to the Skills First Funding Contract.

You may be required to purchase textbooks or other materials as part of your course. These are documented on the Statement of Fees.

When Fees are Due

Fees can be paid upfront or via a payment plan. Payment plans must be completed prior to course commencement, the first payment will be deducted on the first Thursday after your first day of training. The payment plan cannot extend past your last class delivery date. Payment plans will have fortnightly deductions. If a direct debit/payment plan bounces, you must arrange to have the payment reimbursed within 7 days.

We will not accept more than \$1,500 in prepaid fees, for your protection.

Fees are compulsory and if a payment is repeatedly not received as agreed in the payment plan, the student may be withdrawn from the course. We will only issue a statement of attainment for units which have been paid for.

Exemptions and Concessions

Concessions are only available on tuition fees for Government Funded students accessing the Skills First Program. Students holding a current Commonwealth Health Care Card, Pensioner Concession Card or Veteran's Affairs Gold Card, or those who are a dependent of the holder of such a card, are required to provide evidence they are a concession card holder at the time of enrolment and no later. You need only pay the minimum tuition fee specified for each course category. Material fees are not subject to a concession.

If a student is not a holder of a valid card or a dependent, as listed above, MCFE may grant a partial concession on a tuition fee where we consider that its collection in full would impose extreme hardship. "Extreme Hardship" is not defined specifically, but the phrase indicates that the circumstances are exceptional.

Refunds:

- If MCFE cancels or postpones a course, and if MCFE cannot enrol a student in another similar course within 4 weeks of that cancellation, the tuition fee will be refunded within 10 working days.
- If a student requests to withdraw from their course at least 10 Working Days prior to commencement of that course, a full refund, minus \$50 to cover the costs of administration, will be paid. If a student requests to withdraw from their course less than 10 working days before the course commencement date, no refund will be paid.
- If a class was badly conducted or a tutor was inept, and the student has attended at least two (2) classes, a full refund will be made.

Special consideration can be given at the discretion of the CEO/Operations Manager.

Health and Safety

Critical Incident Policy

A critical incident is defined as “a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury”.

Critical incidents are not limited to, but could include:

- missing students
- severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster
- domestic violence, sexual assault, drug or alcohol abuse.
- other non-life-threatening events.

You should report a critical incident you have witnessed or been affected by to the Student Services Coordinator, or any other staff member available at the time.

Fire & Emergency Drill Procedures

MCFE uses several training locations. During your orientation session you will be familiarised with the emergency exits and the evacuation procedure. You have an obligation to comply with a fire warden in the event of an evacuation.

Hazards

Remember, during your time at MCFE, it is your responsibility to contribute to a safe working environment.

If you notice any hazard or potential danger within MCFE it should be reported immediately to your trainer or other MCFE staff.

Emergencies and First Aid

In the event of an incident involving injury or a medical emergency, please advise your trainer or other staff immediately or call 000. You will be advised of the location of First-Aid kits during your orientation.

No Smoking Policy

MCFE has a no smoking policy that prohibits smoking anywhere in the building, including toilets. Smoking within 4 meters of a building doorway is also an offence which carries a fine. There is no smoking in the body corporate area of 617 Spencer Street or adjoining laneway.

Students should not smoke at the front of the building to be considerate to our neighbours. If you must smoke, please exit the building and move away, extinguish the butt and dispose of it safely in a rubbish bin or butt bin.

Personal Information & Privacy

You are entitled to have access to your academic record on request. Please contact MCFE head office.

You may request access at any time to information that we hold about you, and you have the right to ask us to correct information if you believe that information about you is inaccurate, incomplete or out of date.

If you have disclosed information to us about your health, we will only disclose your personal information to others if you provide MCFE with a written request or where the law permits or requires MCFE to do so. In such circumstances, only information required or requested will be provided.

Personal information includes but is not limited to information concerning your work, studies, ethnicity, gender, and living arrangements. There are detailed privacy statements in the 'Enrolment Terms and Conditions' section of this Handbook.

Marketing Information and Practices

MCFE uses Brokers and Third Parties to help market our courses. MCFE takes all reasonable measures to use third parties that have an appropriate knowledge and understanding of the Australian education industry and does not use third parties who are dishonest or lack integrity.

Our approved Third Parties/Brokers refer students to our courses, however a MCFE staff member will always undertake the following:

- Complete pre-training reviews and assess individual capabilities to undertake the course
- Enrolment and information sessions including reviewing enrolment paperwork and confirming acceptance in the course
- Undertake training and assessment activities and sign off competency .

Approved third parties/brokers are listed on our website.

Please ensure the marketing materials provided to you are from our school directly. If you would like to report poor marketing practices or require further information, please contact us directly: info@mcfecollege.com.au

Student Surveys

You may be provided with surveys throughout your course. One internal survey that is quick and gives us specific information on how we can improve our services. You will also be asked to answer a government survey (AQTF) which will be provided at the end of your course via an email link. In addition, you may be contacted by NCVET or the department of higher Education Skills Group to participate in one of their surveys; these are optional.

If at any time throughout your studies you wish to provide us with suggestions or feedback please call us, speak to your trainer or email the office. We appreciate all feedback.

Complaints and Appeals

MCFE recognises that students will occasionally have a grievance concerning their courses or other administrative matters. MCFE is committed to ensuring a clear, fair and equitable process aimed at positive resolutions and the restoration of positive and cooperative relationships. The complaints and appeal process, including referral to an external organisation will be at minimal or no cost to the student. MCFE will maintain the student's enrolment during the period of the complaint or appeal.

A Complaint is when a student is dissatisfied with a service or treatment received at MCFE, by our staff, other MCFE students or a third-party providing referral services.

An Appeal is when a you believe a decision made by MCFE is unfair or incorrect and you want that decision reviewed.

Student complaints about assessor judgements of competence and/or alleged cheating or plagiarism are included in this policy.

If a person or company other than MCFE has directed you to consider a course with us and you are unhappy with their advice or information provided, please contact us immediately.

If you were provided, from any person or company, with any incentive to enrol with MCFE, please let us know immediately. If another company represents themselves as the training organisation or misrepresents themselves as having a direct government endorsement, please inform us immediately.

Internal Complaints and Appeals

You are encouraged to resolve any complaint through discussion with the person involved directly in an informal manner.

Otherwise you may make a complaint via phone, email, or verbally to an office staff member or trainer. We'll do our best to resolve your complaint within 5 Working Days. If you are not happy with the result, you should formally lodge the complaint or appeal via the "Complaint and Appeal Form". Find it on our website or request it from an MCFE staff member and send the completed form to info@mcfedu.au

We will respond in writing (mail or email) within 5 business days. If you're unhappy with the resolution, you have 30 days to appeal the decision.

You can appeal the decision by contacting the office and arranging a meeting with an MCFE representative. We'll endeavour to conduct this meeting within 5 business days of your request. You'll have the right to appoint an independent nominee or bring a support person.

The length of time to resolve the complaint or appeal may vary in accordance with the complexities of the case. Under normal circumstances the you may expect at least a provisional response within 10 working days of presenting your complaint or appeal. If the process takes longer, you will be kept informed on the progress of the case. Where MCFE considers more than 60 calendar days are required to process and finalise the complaint or appeal, MCFE will inform you in writing.

You will be informed in writing of the outcome of your complaint or appeal including the reasons for the outcome.

The details of the complaint and outcomes will be documented in your student file, which is secure and confidential.

External appeals process

If you are not satisfied with the Internal Complaints and Appeals process, you can request mediation via our external appeals company; Mediation Institute Pty Ltd. They provide formal and independent dispute resolution service.

If you choose to use this complaints and appeals process, your enrolment will be maintained during the process.

The details of the complaint and outcomes will be documented in your student file, which is secure and confidential.

Enrolment Terms & Conditions

MCFE Privacy Statement

Your privacy is important to MCFE. All personal information about you is treated in the manner required under the National Privacy Principles as set out in the Privacy Act 1988, Privacy Amendment (Private Sector) Act 2000 and the Australian Information Commissioners Act 2010 or other relevant acts. I understand that MCFE is required to provide the Victorian Government, through the Department of Education and Early Childhood Development, with student and training activity data which may include information I provide in this enrolment form. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines (which are available at:

<http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>)

The Department may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, the Department may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations. This information may include personal and contact details, course enrolment details and changes. Personal information includes but is not limited to information concerning your work, studies, ethnicity, gender, living arrangements and languages spoken. You may request access at any time to information that we hold about you, and you have the right to ask us to correct information if you believe that information about you is inaccurate, incomplete or out of date. We will only disclose your personal information to others if you provide MCFE with a written request or where the law permits or requires MCFE to do so. For more information in relation to how student information may be used or disclosed please contact MCFE on phone (1300 368 883) or email - info@MCFE.com.au

NCVER Privacy Statement

Your privacy is important to Melbourne College of Further Education (MCFE). Under the Data Provision Requirements 2012, MCFE is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form) may be used or disclosed by MCFE for statistical, regulatory and research purposes. MCFE may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies;
- NCVET;

Personal information that has been disclosed to NCVET may be used or disclosed by NCVET for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVET employee, agent or third-party contract or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVET will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncvet.edu.au).

Victorian Government VET Student Enrolment Privacy Notice

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic).

Collection of your data: MCFE is required to provide the Department with student and training activity data. This includes personal information collected in the MCFE enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier

(USI). MCFE provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at: <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.asp>
[X](#)

Use of your data: The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning. A student's USI may be used for specific VET purposes including the verification of student data provided by MCFE; the administration and audit of VET providers and programs; education-related policy and research purposes; and to assist in determining eligibility for training subsidies.

Disclosure of your data: As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

Legal and Regulatory: The Department's collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

Survey Participation: You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria.

Please note you may opt out of the NCVER survey at the time of being contacted.

Consequences of not providing your information: Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy.

Access, correction and complaints: You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached. For further information, please contact MCFE's Privacy Officer in the first instance by phone 1300 368 883 or email info@mcfec.com.au

Further information: For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to: <http://www.education.vic.gov.au/Pages/privacypolicy.aspx>

For further information about Unique Student Identifiers, including access, correction and complaints, go to: <http://www.usi.gov.au/Students/Pages/student-privacy.aspx>



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