

# Macquarie Commercial College Ltd

## Student Information Guide

# 2016

Quality Education and Training

Macquarie Commercial College Ltd (RTO 3923) (Est.1993)  
Also trading as Civil Force Training

106 Fyans Street Geelong 3220

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[www.macquarieeducation.edu.au](http://www.macquarieeducation.edu.au)

[info@macquarieeducation.edu.au](mailto:info@macquarieeducation.edu.au)

[www.civilforcetraining.edu.au](http://www.civilforcetraining.edu.au)

[info@civilforcetraining.edu.au](mailto:info@civilforcetraining.edu.au)

Welcome to Macquarie, Macquarie Commercial College Limited (“Macquarie” or “MCC”).

Macquarie commenced operations in 1993 and is a non-profit training organisation that delivers nationally recognised qualifications in the Civil Construction sector from the Resources and Infrastructure Industry Training Package.

Our Student Information Guide 2016 applies to all MCC courses from June 2016 and contains details of MCC policies, procedures, fees and guidance to courses available.

MCC is an education provider & does not provide any form of legal or financial advice. You will be asked in your enrolment form to confirm that you have read and understood this document so please take your time to understand our policies and procedures.

You agree that the information in this Student Information Guide does not constitute legal advice. You will need to seek your own advice to find out how any of this information and regulations incorporated by reference applies to your particular circumstances. You are deemed to be legally bound by the terms and conditions contained in our Student Information Guide that governs the use of the Website and our Course Materials upon execution and delivery of our Student Enrolment Form.

All Students of the Macquarie are classroom students for each course. There are no online or distance students at Macquarie. This document is known as the Macquarie Student Information Guide (SIG) and is designed to provide students with a comprehensive understanding of our Policies and Procedures & a course guide prior to enrolling. Ask for a pre-enrolment pack and more information about our Recognition Pathway (see RPL) or visit our website.

Any questions relating to this Student Information Guide 2016 should be addressed directly to

CEO & RTO Manager

Mr Stephen Miller

([info@macquarieeducation.edu.au](mailto:info@macquarieeducation.edu.au))

([info@civilforcetraining.edu.au](mailto:info@civilforcetraining.edu.au))

**Macquarie Commercial College Ltd** (ABN: 99 005 582 767)  
(Registered Training Organisation Number 3923)

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Tel: (03) 5221 3577  
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**Websites:**

[www.macquarieeducation.edu.au](http://www.macquarieeducation.edu.au)

[www.civilforcetraining.edu.au](http://www.civilforcetraining.edu.au)

**Email:**

[info@macquarieeducation.edu.au](mailto:info@macquarieeducation.edu.au)

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## 1. About Macquarie

Macquarie is a non-profit training organisation that has operated for nearly 30 years as Registered Training Organisation (RTO) civil construction qualification courses in:

1. RII20115 Certificate II in Resources and Infrastructure Work Preparation
2. RII30115 Certificate III in Surface Extraction Operations
3. RII30815 Certificate III in Civil Construction Plant Operations
4. RII30913 Certificate III in Civil Construction

Please visit [www.civilforcetraining.edu.au](http://www.civilforcetraining.edu.au) for further information concerning these courses

All Students of Macquarie are enrolled as classroom students. Please visit our website for the Standard Enrolment Period<sup>1</sup> for your course. Course duration shall be extended if Students that have submitted and successfully completed over 50% of their Assessment Booklets. The number of study hours and nominal hours required to be undertaken by a student per week to complete a particular course shall vary depending on a variety of factors

1. the range of electives selected
2. previous education completed
3. Study skills
4. Life experiences
5. Class attendance
6. Other factors

If the standard course duration is amended so will the number of study hours per week shall changing. Each student has their own unique learning style so time spent for each student may vary.

### **Australian Skills Quality Authority (ASQA)**

Macquarie is nationally registered with the Australian Skills Quality Authority (ASQA) ([www.asqa.gov.au](http://www.asqa.gov.au)). ASQA is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

(Reference: <http://www.asqa.gov.au/>)

The key features of ASQA are:

- independence in our regulatory role and in providing advice
- transparency in our regulatory decisions and activities
- collaboration with industry bodies, employers, governments and RTO.

On 26 September 2014, the Council of Australian Governments (COAG) Industry and Skills Council agreed to new regulatory standards for training providers and regulators—the Standards for Registered Training Organisations (RTOs) 2015. These replace the Standards for NVR RTOs 2012.

<sup>1</sup> No re-enrolment fee is applicable for civil construction courses or any traineeships/apprenticeships.

## 2. Victorian Training Guarantee -

Macquarie, in 2016, has the following qualifications available either as full fee or with Government funding under the Higher Education and Skills Group (Skills Victoria) for eligible students:

- Certificate III in Civil Construction Plant Operations
- Certificate III in Civil Construction

This training is delivered with Victorian and Commonwealth Government funding. Tuition Fees for each qualification can be found in the Statement of Fees. The Statement of Fees (as well as the Student Information Guide) also includes details of any other fees including but not limited to student services, amenities, and goods or materials. The student tuition fees as published are subject to change given individual circumstances at enrolment.

"Securing Jobs for the Future" is a Victorian State Government initiative. This funding is only available to Victorian based RTO's. The training is delivered with Victorian and Commonwealth Government funding.

**Please find our standard tuition fees (fee for service), estimated duration, expected training and assessment locations, modes of delivery at out [www.civilforcetraining.edu.au](http://www.civilforcetraining.edu.au)**

## 3. Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI allows an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

Each time you enrol to study with a new training organisation, your USI will be used to store your training records and results. By having a USI you will be able to access your training records and results (or transcript) whenever you need them. For example, for a new employer or when you enrol to study at a new training organisation. Your USI can be accessed online from your computer, tablet or smart phone and gives you access to your training records and results at your fingertips.

The USI Initiative is underpinned by the, Student Identifiers Act 2014, Standards for NVR Registered Training Organisations (RTO) 2014 and Student Identifiers Regulation 2014. The legislation states that a training organisation must not issue a Statement of Attainment or a Qualification unless the student has been assigned a USI. To create a USI or for further information go to <http://usi.gov.au> alternately contact CSTC Administration for further assistance.

## USI PRIVACY NOTICE

All Students are required to apply and submit their USI to Macquarie. You are advised that and agree that you understand and consent that the personal information of you is collected by the Student Identifiers Registrar for the purposes of

- applying for, verifying and giving a USI;
- resolving problems with a USI; and
- creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
  - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
    - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
    - education related policy and research purposes; and
    - to assist in determining eligibility for training subsidies;
  - VET Regulators to enable them to perform their VET regulatory functions;
  - VET Admission Bodies for the purposes of administering VET and VET programs;
  - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
  - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
  - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
  - researchers for education and training related research purposes;
  - any other person or agency that may be authorised or required by law to access the information;
  - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
  - will not otherwise be disclosed without their consent unless authorised or required by or under law.
- The privacy notice should include a reference to the Student Identifiers Registrar's Privacy Policy and note that this document contains information about how the individual may:
  - access and seek correction of the personal information held about them; and
  - complain about a breach of privacy and how such complaints will be dealt with.

If you will be disclosing the individual's personal information to an overseas recipient, you must take reasonable measures to ensure that the recipient complies with the requirements of the Privacy Act 1988 as if it were an agency and that it complies with the requirements of the Student Identifiers Act 2014.

If such a disclosure will be made, you must ensure that the relevant individual is aware of the countries in which the personal information will be disclosed and consents to the disclosure of their personal information to an overseas recipient. Alternatively, you may advise the individual that if he/she consents to the disclosure by you of personal information to an overseas recipient, you will not be accountable under the Privacy Act in relation to disclosure of their personal information to an overseas recipient and the individual will not be able to seek redress under the Privacy Act.

You must ensure that the privacy notice advises the individual that if all information requested is not provided, or is inaccurate, it may affect the Student Identifiers Registrar's ability to provide the individual with a USI.

## 4. What is a Training Package?

It is an integrated set of nationally endorsed Competency Standards, Assessment Guidelines and Australian Qualifications Framework (AQF) qualifications for a specific industry, industry sector or enterprise. Training Packages endorsed by the National Quality Council (NQC). The nationally endorsed components include the Competency Standards, Assessment Guidelines and Australian Qualifications Framework (AQF)<sup>2</sup>

National competency standards describe the skills needed by people working in all sectors of the industry. The national qualifications show the required packaging of competencies to achieve qualifications in particular areas and at different levels. To achieve a qualification, a person must achieve the full set of units of competence as specified in the Training Package.

A Unit of Competency is composed of Elements and Performance Criteria. A student shall be considered to be competent when they demonstrate they have the requisite skills and knowledge, and are able to apply them to the level required in the relevant competency standard. A person is considered not yet competent if these elements cannot be demonstrated. You are participating in a course of competency-based training. Qualifications are made up of Units of Competency and these skills and knowledge are divided into related categories that form national competency standards for the financial services industry.

### Civil Construction Courses - Resources and Infrastructure Industry – Training Package

For further information about our Civil Construction qualification please visit [www.civilforcetraining.edu.au](http://www.civilforcetraining.edu.au)

The **RII Resources and Infrastructure Industry Training Package** specifies the skills and knowledge required for workers to perform effectively in the following Industry sectors: Civil Infrastructure, Mining and Construction. All civil construction courses are delivered in a classroom and/or workplace learning setting (No distance education delivery mode is available for civil construction courses – visit [www.civilforcetraining.edu.au](http://www.civilforcetraining.edu.au)).

To be awarded the **RII30813 Certificate III in Civil Construction Plant Operations**, competency must be achieved in Nineteen (19) units of competency consisting of core and electives. Additional units may be added if career opportunities are enhanced for graduates. (Visit [www.civilforcetraining.edu.au](http://www.civilforcetraining.edu.au)) for further information.

To be awarded the **RII30913 Certificate III in Civil Construction (Stream 8 - General)**, competency must be achieved in Twenty five (25) units of competency consisting of core and elective units. Additional units may be added if career opportunities are enhanced for graduates. (Visit [www.civilforcetraining.edu.au](http://www.civilforcetraining.edu.au)) for further information.

To be awarded the **RII20113 Certificate II in Resources & Infrastructure Work Preparation**, competency must be achieved in Nine (9) units of competency consisting of core and elective units. Additional units may be added if career opportunities are enhanced for graduates. (Visit [www.civilforcetraining.edu.au](http://www.civilforcetraining.edu.au)) for further information.

All civil construction courses are delivered only in a face to face classroom and / or workplace learning setting (No distance education delivery mode is available for civil construction courses – visit [www.civilforcetraining.edu.au](http://www.civilforcetraining.edu.au)).

<sup>2</sup> Each training package provides details of those units of competency that must be achieved to award AQF qualifications.

## 5. Course Delivery & Resources

### Course Delivery Options

All Macquarie Civil construction courses are delivered only in a face to face classroom and / or workplace learning setting (No distance education delivery mode is available for civil construction courses – visit [www.civilforcetraining.edu.au](http://www.civilforcetraining.edu.au)).

Our Classroom Workshops are designed to provide conceptual clarity of key topics and issues contained in the course content. Workshops are conducted in an environment that promotes discussion and sharing of ideas leading to genuine learning outcomes. It is expected that participants study and work through their Learning Manuals before attending the workshops, bringing with them the main issues that they would like to discuss. Students may select from a range of classroom workshops that are scheduled and published on our website. There will be no limit to the number of times a student can attend the same workshop.

### Student Resource Requirements

Our preference is that All Students have access to a computer and a reliable internet connection so that they can access all of our learning resources

1. CFT Student Portal
2. Learning Tools
3. Videos
4. Newsletters
5. other

All Students can nominate an email account that is accessed on a regular basis. Email is MCC's primary method of contact with Students, however MCC do not email large files. A free web based email address (eg yahoo) may be suitable for this purpose, so long as it is checked on a regular basis. The requirements for Students to successfully complete each Course or Professional Program consist of three types of Content: General Content, Reference Material; and Assessment Material. (Assessment Booklets or Workbooks).

## 6. Assessment (How you are Assessed?)

(Refer to MCC Assessments Policy & Procedure)

All Macquarie's Students receive hardcopy learner guides, assessment booklets, learning tools, practical training task and other learning resources. All theory assessments responses are submitted as a complete assessment booklet for marking by a qualified assessor. Feedback on your response shall be provided and communicated to students.

In rare instances, it is possible that You may wish to challenge an Assessment outcome by:

- a. speaking with your Assessor in the first instance and if unresolved
- b. making a request in writing to the Head Assessor/Instructor
- c. MCC has a formal Appeals Procedure and Process of copy of which shall be provided to you upon your request.

You have the right to represent yourself at all forums where the issue is being discussed and you will have the matter heard within 5 working days. The outcomes and the reasons for it will be given to you in writing.

### Maximum Advance Payments

In accordance with Standards for Registered Training Organisations (RTOs) 2015 and our policy if a Course Fee payable by a students is in excess of \$2, 500, then MCC require payment of a deposit of \$1,000 (at enrolment) and then a \$1,500 payment post enrolment (upon commencement of the course) with the remainder (balance) being paid by the Student prior to completion date.



## 7. Recognition Pathway

(Refer to MCC RP Policy & Procedure) MCC is aware that many people with strong education and life experiences may have gained the knowledge and skills from their previous experience.

**Macquarie offers all prospective students this Recognition Pathway option (RPL option). This shall be explained and offered during the pre-enrolment stage.**

MCC consider formally recognising this through a process known as (Recognition of Prior Learning) or simply RPL. If you would like to apply for RPL for a particular unit of study, then you must supply evidence of your prior skills and knowledge needed to achieve the standard of competency required. In addition, you must also demonstrate the currency of those skills and knowledge.

Briefly, the RPL process is as follows:

1. Download the RPL application form from [www.MCC.edu.au](http://www.MCC.edu.au)
2. Complete and submit the following:
  - a. RPL Application form
  - b. Self-assessment for skills and knowledge
  - c. Evidence of prior skills and knowledge
  - d. Evidence of currency of prior skills and knowledge
  - e. RPL application fee (\$500 upfront, non-refundable, plus \$100 per unit of competency, plus \$100 per hour of RPL application assessment time by an MCC Assessor). There is no fee payable for RPL under the Victorian Training Guarantee (VTG) funding. There are no refunds applicable for RPL once the enrolment has been processed.
3. Upon receipt of the abovementioned items, an interview will be arranged with you.
4. Upon completion of the assessment of your RPL application, you will be advised of the outcome. The success of your application is not guaranteed.

### Credit Transfer

For credit transfer you must provide formal qualifications that may include certificates, Statements of Attainment and other forms of qualifications. Provided these documents have a corresponding unit code then credit transfer will be granted. If competency for an old unit of study was previously achieved that is not part of the new Training Package course then Credit Transfer shall not be available.

If you have any questions regarding the Recognition pathways available including the RPL Process or eligibility for Credit Transfer, please contact MCC by either email [info@macquarieeducation.com](mailto:info@macquarieeducation.com).

Credit Transfer can occur upon enrolment and/or during the study period to enhance academic efficiency.

## 8. Fees & Refund Policy

(Refer to MCC Fees & Charges Policy & Procedure)

All Course fees<sup>3</sup> and Administration fees<sup>4</sup> are detailed in the Course Fee Schedule.

This Student information Guide and/or in the Student Enrolment Forms that are available on our websites

- [www.macquarieeducation.com](http://www.macquarieeducation.com)
- [www.civilforcetraining.edu.au](http://www.civilforcetraining.edu.au)
- or upon request by emailing [info@macquarieeducation.com](mailto:info@macquarieeducation.com)

Fees are payable to Macquarie Commercial College Ltd. and can be paid by Students by:

- credit card, [Macquarie Does not accept American Express or Diners Club Cards ]
- online electronic transfer to the following banking account details:

**Macquarie Commercial College Ltd. (ABN 99 005 582 767).**

Please Call for our BSB & Account Number

- Cheques should be made out to “Macquarie Commercial College Ltd..”
- Please post to:

**Macquarie Commercial College Ltd**

**106 Fyans Street Geelong VIC, 3220**

MCC guidelines try to ensure all respective Learner resources are delivered to students at least 4 weeks prior to the commencement of any Classroom Workshops selected by the Student so that the Required Reading can be completed. If the Student desires to accelerate this process on any grounds then MCC in its discretion has flexibility to acknowledge prior learning and/or work experiences subject to receiving independent evidence that supports the reduction in the 4 week timeframe which does not negate the Assessment requirement for the completion of the Required Reading.

Generally, all Course Manuals will be dispatched within 10 Business days of receipt of fees (clear funds) and (unless otherwise agreed). A Statement of Attainment will be provided upon successful completion of the Assessment for the Course. All fees must be paid and received in full prior to the issue of the attained qualifications and course materials.

### Standard Enrolment Period means

Certificate Courses 12 months

Diploma Courses (12 - 24 months)

<sup>3</sup> Course fees are GST free (please see our Fees and Charges Policy and Procedure)

<sup>4</sup> Administration fees for courses under GST are inclusive of GST (please see our Fees and Charges Policy and Procedure)

## Refunds

(Refer to MCC Refund Policy & Procedure)

Macquarie shall ensure that all Refunds for courses are completed correctly and in accordance with ASQA and Standards for Registered Training Organisations (RTOs) 2015.<sup>5</sup>

All fees must be paid and received in full prior to the issue of any Statements of Attainment and Qualifications, unless otherwise agreed to between the parties in writing. All tuition fees must be paid and received upon enrolment, in exceptional cases in full prior to the issue of the attained qualifications if consented to in writing. An administrative fee of \$100 can be charged if the credit card submitted for payment is declined due to insufficient funds or telegraphic transfer is insufficient.

An administrative fee of \$250 will be charged by MCC on the student if (a) Telegraphic transfer of funds does not occur or is deficient by more than 5% of the total amount or confirmation of payment is not email to MCC or the credit card submitted for payment on the student enrolment form is declined due to insufficient funds. When an applicant completes, dates and delivers the MCC Student enrolment form a binding Agreement has arisen between the parties subject to various conditions subsequent.

This Agreement comes into existence subject to the following conditions:

1. This contract is subject to the laws of and Courts of the State of Victoria.
2. All refund requests, notifications of withdrawal, deferrals or leaves of absence must be made in writing addressed to the MCC RTO Manager, MCC by the person who has entered into a contract with MCC.
3. Application, accommodation placement and airport reception fees are not refundable in any circumstance. Any payments refunded back to the student will attract a 10% administration charge.
4. All courses undertaken by student will be deemed to be one course, regardless of the start and finish dates.
5. Any approved refund provision will be paid by MCC in the same currency in which the fees were paid, to the person who has entered into a contract with MCC.
6. Where a person who has entered into a contract with MCC and does not start the course or withdraws from the course at any time, MCC will (in addition to those fees specified in clause 3 above) retain the cancellation amounts. All other funds held by MCC will be refunded within four (4) weeks of receipts of a written refund request from the person who has entered into a contract with MCC.
7. No Refund Policy or Grievance Policy of MCC removes the right of a person who has entered into a contract with MCC to pursue other legal remedies including action under Australia's Consumer Protection Law.

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<sup>5</sup> Previously National Vocational Regulator standards (SNR 16.3, 20.1, 20.2, 22.2, 22.3, and 24.1).

### REFUND Policy - Before Commencement Date<sup>6</sup> of Course(s)

- More than 10 weeks (Full Refund minus \$500 admin fee)
- More than 4 weeks & up to 10 weeks (30% tuition fees withheld plus Administration fee of \$500)
- 4 weeks or less (50% tuition fees withheld plus Administration fee of \$500)

### REFUND Policy - After Commencement Date Course(s)

- Week 1 (NO REFUND IS AVAILABLE)
- Approved Refund / Withdrawal /Transfer (\$500 admin fee applies) (Exceptional hardship)
- Approved refunds will be paid within 20 days of written request made by student.
- All course fees are outlined in our **MCC Course Fee Schedule**. (Please Note: Fees and charges are quoted in Australian dollars and are subject to change without notice.)

Classroom Workshops (subject to student numbers)

### Classroom Workshops (subject to student numbers)

Once a Student has enrolled in a Classroom Workshop, the Student may postpone or defer by providing 10 working days notice in writing by email to [info@macquarieeducation.com](mailto:info@macquarieeducation.com) along with payment of \$250 deferment fee for administration.

Non-attendance to a Classroom Workshop will result in fees being forfeited if 10 working days notice is not provided by email to MCC. Where MCC cannot hold a Classroom Workshop at the time(s) nominated by the student on the Student Enrolment Form then MCC will nominate an alternative Classroom Workshop date within 4 weeks of the previously scheduled date. If an alternative Classroom Workshop date cannot be provided by MCC, then the enrolment will remain a pure Distance Learning program and Students will be entitled to request a refund for any difference in fees as specified on the Student Enrolment Form (if any). In addition, if MCC believes there *shall be insufficient students attending the workshop* then MCC can *postpone the workshop to the next available workshop scheduled or make alternative arrangements* without any rights accruing or obligations arising to any refund entitlement being made to a Student. Any classroom workshop postponement does not amount to a total failure of consideration by MCC. All students are automatically entitled to attend the next available workshop.

### Replacement Manuals and Certificates

A replacement fee of \$100 per Course Manual (\$600 for complete course – subject to availability) and a \$50 per Certificate will be charged. This fee is due and payable prior to the delivery of the replacement item in question.

If express postal delivery for Course Manuals or Certificates is required by a Student an additional fee of \$50 shall be payable. Electronic unprintable certified versions of a Student's qualification Certificates are available (in certain circumstances at an additional cost of \$50).

<sup>6</sup> Commencement date means the earlier of the date the applicant has signed in the Student Enrolment Form delivered to or the date Course Materials have been posted to the Student by Macquarie or its authorised Agent.

### Summary of Charges (inclusive of postage & handling)

Re-enrolment/Extension Charge (Only Available if student is still currently enrolled)	Workshop \$1,950 / \$3,950	Re-submission of Assessments/ Skills Assessment	\$0
Request for accessing personal information	\$50	Private tutoring first hour free	Private tutoring first hour free (thereafter \$200 per hour)
Replacement of Course Material	\$100 per manual (or \$600 per course)	Initial Course Materials Fee	\$0
Re-issue of qualifications or Statement of Attainment	\$0	Initial Administration Fee	\$0

### National Recognition

All of our courses are nationally recognised. National recognition means recognition by an RTO of the AQF qualifications and statements of attainment issued by all other RTOs, thereby enabling national recognition of the qualifications and statements of attainment issued to any person. Recognition by each state and territory's registering body of the training organisations registered by any other state or territory's registering body and of its registration decisions. Recognition by all state and territory course-accrediting bodies and registering bodies of each other's accredited courses and accreditation decisions.

If you cannot provide evidence of the currency of your skills and knowledge in your nominated units, depending upon the assessment of your application, you may be offered an "Assessment-Only RPL" wherein you can complete the assessment tasks for your nominated units from the comfort of your own home without the need to attend classes. In such a case you will not be provided any learning manuals and are encouraged to research various sources of regulations.

- Start by reviewing the units of study in your chosen course.
- Select the units you are comfortable with in terms of your knowledge and experience in.
- Assessments for the specific units you nominate shall be sent to you
- You will have 30 days to complete each unit selected
- Marking of your submissions will occur within 4 days of submission
- You shall be informed whether you have been assessed as "Competent" or "Not yet competent"
- There are no opportunities to resubmit RPL assessments.
- If you are marked competent, then you will receive a transcript of your results.

## 9. Academic Misconduct & Disciplinary Procedure

(Refer to MCC Policy)

This policy sets out the minimum behaviour standards MCC requires of students insofar as Academic Misconduct, Plagiarism and Collusion.

Academic Misconduct refers to behaviour that may:

- Disrupt the learning environment,
- Be inappropriate towards a staff member or other student,
- Involve dishonesty or helping others to gain an unfair advantage in assessments,
- Contradicts the Assessment Policies and Procedures set out in this guide,
- Result in misadventure during an examination,
- Plagiarism content from material not referenced in the bibliography,
- Copy another student's work, or
- Involve lodging work completed by another person under your name.

### Plagiarism and Collusion

You are not to represent someone else's idea's work as your own.

This includes:

- Not referencing other people's work
- Copies or substantially copies another student's work as your own
- Substantially paraphrasing the course materials in your assessments

You are not to undertake any behaviour that purposely undermines a fair and just assessment system including:

- The submission of an assessment that has already been submitted
- Unauthorised access to assessment resources or inappropriate help from another person in relation to assessments

The above policies apply to all students that have undertaken study previously, as well as current and future students.

## 10. Access, Equity and Anti-Discrimination

MCC will not engage in discrimination towards any group or individual in any form, inclusive of; gender, race, nationality, religion, physical or intellectual disability, age, or physical disease where there is no risk to others. This policy applies to all services and operations of the company, including recruitment, assessment, and customer services. MCC will attempt to provide particular services to assist the training outcomes of people with special learning needs, or those facing particular difficulties. However, although MCC will make every effort to accommodate the special needs of individuals, as a matter of ethical conduct it will not enrol a student if it is clear or becomes evident that it would be impossible for the student to successfully complete a particular course. In those circumstances MCC will assist the student in choosing a suitable alternative to ensure that the training needs of the student are met.

In accordance with SNR 16.6 all students/Learners have timely access to current and accurate records of their participation and progress.

## 11. Welfare and Guidance

MCC recognises that a significant aspect of quality of training programs relies on effective support and management of student and staff welfare. Considering this, MCC is committed to providing both students and staff with adequate access to:

- Educational, vocational, and personal counselling services;
- Guidance and support with financial requirements specifically related to training and education;
- Information relating to OH&S, equal employment opportunity and anti-discrimination policies as is appropriate and relevant; and
- In the event that required support extends beyond MCC's capabilities. MCC will source/give referral information for relevant organisations that supply required support services.

## 12. Complaints & Appeals

MCC has a documented process for lodging a formal complaint/appeal if such a situation arises. In the event that Students have a grievance, then it should be submitted by email to [info@macquarieeducation.com](mailto:info@macquarieeducation.com) for consideration. In the event you are not satisfied with the outcome, then Students can submit a written appeal to the CEO.

MCC complaints and appeals policy and procedures clearly identifies each of the stages of the process that is available to students:

- Stage 1 – Informal procedures
- Stage 2 – Formal Procedure
- Stage 3 – Appealing a complaints decision
- Stage 4 - External arbitration

For further information refer to MCC Complaints and Appeals Policy & Procedure.

## 13. Legislative & Regulatory Requirements

(Refer to MCC Compliance with Legislation Policy & Procedure)

MCC abides by the following legislative requirements;

- Standards for Registered Training Organisations 2015 (effective 1<sup>st</sup> April 2015)<sup>7</sup>
  - Standard One: Responsive to industry and learner needs
  - Standard Two: Quality assurance
  - Standard Three: Secure and accurate certification
  - Standard Four: Accessible information about services
  - Standard Five: Informed and protected learners
  - Standard Six: Fair complaints handling
  - Standard Seven: Effective governance and administration
  - Standard Eight: Legal compliance
- Australian Skills Quality Authority (ASQA) (formerly VRQA);
- Skills Victoria compliance obligations (Service Agreement 2016)
- ASIC Act and Regulations;
- Corporations Act and Regulations;
- Occupational Health and Safety Act (2004) and supporting legislation;
- Privacy Act 1988 (Commonwealth);
- Anti-Discrimination Act
- VET Act;
- Federal Privacy Act (1988)

MCC owns and/or licenses all the Intellectual Property rights to all training Content and Materials retaining full copyright (all rights reserved) in Australia. No part of our training services, including Content, Materials, Activities, Assessment Materials and the Student Information Guide may be transmitted in any form or by any means, or copied or reproduced in any form or by any means (whether graphic, electronic or mechanical, including photocopying, printing, recording, or storing in an information retrieval system) without the prior written permission of MCC.

All Student records are the property of MCC only. The requirements of the Privacy Act will be strictly adhered to. Licensees for whom Students are authorised representatives to provide financial services may gain access to any student's file but only with the full prior permission from the relevant student.

<sup>7</sup> Previously SNRs, Standards for National VET Regulator (NVR) issued by Australian Skills Quality Authority (ASQA) (formerly AQTF 2010 Standards)



## 14. Privacy

All student information will be kept strictly confidential as per the requirements of the Privacy Act and will not be released to anyone, other than the student, without the student's express permission. However, common with many commercial websites and business operations, the Company may also collect aggregated information which tells us about you.

For example, we may collect information about the date, time and duration of visits and which pages of the Websites are most commonly accessed. This information is used by us to help to administer and improve the Websites. If you provide your Assessment Booklet (or other information eg. resume) to the Company, we may only make this available to the members of the Macquarie or our authorised Agents only by a reference number and not your name. Personal information collected about you will be used in the course of MCC business.

## 15. Victorian Training Guarantee 2016

See our website for changes to the Privacy obligations set out in our Pre-enrolment Pack.

Victorian Training Guarantee (formerly Skills Victoria (SV) website<sup>8</sup>) for further information concerning the Securing Jobs for your Future – Skills for Victoria. (Check our websites for latest information). SV eligibility criteria are confirmed by sighting original identification documentation and place of abode)

### Step 1 - What is your citizenship/residency status?

To be eligible you must be either:

1. an Australian citizen
2. an Australian Permanent Resident (holder of a permanent visa)
3. a holder of a Special Category Visa (sub-class 444, New Zealand citizen)
4. an East Timorese asylum seeker, or
5. a holder of a Temporary Protection Visa.

### Step 2 - What course are you seeking entry to?

All courses that are Skills Victoria funded or Co-Funded by MCC or related party require you must either be:

- i. Under the age of 20 years<sup>9</sup> on 1 January in the year you want to commence your course; or
- ii. Seeking enrolment in a course accredited at a higher level than the highest VET qualification you already hold.
- iii. You have not commenced or not be scheduled to commence more than two Victorian Govt subsidised courses in 2014 (excluding courses in the Foundation Skills Category); &
- iv. Not be currently enrolled in two or more VIC Government subsidised courses (excl. Foundation Skills Category).

<sup>8</sup> [www.education.vic.gov.au/training/learners/vet/pages/funding.aspx](http://www.education.vic.gov.au/training/learners/vet/pages/funding.aspx) To learn more visit Victorian Training Guarantee.

<sup>9</sup> That is, 19 years of age or younger (Please visit Skills Victoria (Higher Education and Skills Group) website for the latest criteria

## Victoria - Skill for Victoria service agreement plus

- i. eligibility criteria for Victorian Training Guarantee (refer Enrolment Policy & Procedure)
- ii. evidence of Eligibility and Student Declaration (refer Enrolment Policy & Procedure))

All Skills Victoria Students have either 6 months (certificates) or 12 months (Diplomas) to complete the Course enrolled in starting from the Commencement Date unless you have not successfully submitted over 50% of your Assessment Booklets, then the period shall be 6 months. An further extension of 6 months or 12 months is available but shall require the additional payment of \$495 and/or evidence of participation or substantial completion of at least 50% of the enrolled Course (unless otherwise agreed to).

### Concessions on Tuition Fees (SV Students Only)

This information on concessions on Course Administration fees applies to SV Students undertaking training courses categories except Skills Deepening (Diplomas and above). The concession fee is the same as the minimum fee for the relevant course category. For courses in the Skills Deepening category, you may be able to access financial assistance in the form of a loan.

Who is eligible for a concession?

The fee concession is available to people in the following groups:

- Commonwealth Health Care Card holders, and their dependent children and dependant partners
- Pensioner Concession Card holders, and their dependent children and dependant partners
- Veteran's Gold Card holders (but not their dependants).

To receive a concession, the person enrolling must either have the card or be able to show that they are a dependant of a card-holder.

**Indigenous students** - Under an Indigenous Completions Initiative, Indigenous students pay only the minimum or concession tuition fee for all courses, including courses in the Skills Deepening category.

If the Australian Government is funding your enrolment, the concession fee is not available. If you are referred to a provider by an agency of the Australian Government, for example a Job Network agency, you should pay the standard tuition fee and then seek reimbursement from the agency.

**Fee Exemptions** - This information applies to students undertaking training courses. For government funded training places fee exemptions may be granted for the following reasons. Exemptions apply to courses at all levels, including Skills Deepening (Diploma courses and above).

If the applicant chooses to delay the commencement date, the student enrolment advisor contacts the applicant to ascertain why. A follow-up process is instigated using this information.

**Eligibility Exemptions** - Exemptions may be granted for individuals who do not meet the eligibility requirements detailed (referred to as Eligibility Exemptions)

## 16. Disclaimer

MCC and related entities and representatives are not responsible for the results of any action taken by the student and/or their licensee for whom the student is an authorised representative to provide financial services, on the basis of any information in the training materials, nor for any errors and/or omissions. MCC expressly disclaims all and any liability to any persons or corporations in respect of anything and any consequences of anything done or omitted to be done by the student (or any person either undertaking or being involved with facilitating the training materials on behalf of the student).

It is the licensee's responsibility (for whom the student is an authorised representative to provide financial services) to ensure that the student acts within the boundaries of their authorisations and the legal requirements of the Corporations Act and Corporation Regulations for all actions undertaken, including the provision of all financial services to any persons or corporations (which includes providing general and/or personal financial product advice).

## 17. Course Duration, Deferring, Suspending or Cancelling/Withdrawal of an Enrolment

MCC's standard course duration may be extended in certain circumstances subject to MCC policies & procedures:

- i. Completion within Expected Duration
- ii. Monitoring Course Progress
- iii. Deferring, Suspending or Cancelling a Student's Enrolment
- iv. Complaints and Appeals
- v. Fees and Charges Policy

A student wishing to *defer an enrolment* must do so prior to the commencement of the course.

Students must complete an 'Application to Defer, Suspend or Cancel Enrolment' and submit to the Administration Section. (**refer to Deferring, cancel/withdraw Suspending or Cancelling of Student's Enrolment Appendix 1**).

Students wishing to their enrolment must submit an Application to Defer, Suspend or Cancel Enrolment to the Administration Section. (**see Deferring, Suspending or Cancelling of Student's Enrolment Appendix 1**).

MCC is able to defer an enrolment, suspend (or temporarily suspend) or cancel/withdraw a student's enrolment if they default on a payment plan or engage in an inappropriate manner.

## 18. How to Enrol

Please read the entire pre-enrolment package of information on our website

If you wish to continue please complete your enrolment application

Please send all completed enrolment applications by either:

Scanning or Email all completed forms to

[info@macquarieeducation.edu.au](mailto:info@macquarieeducation.edu.au)

[info@civilforcetraining.edu.au](mailto:info@civilforcetraining.edu.au)

By Hand or Post / Mail All completed student enrolment forms to

106 Fyans Street Geelong

2/128 Yarra Street Geelong, 3220

To Download a Student Enrolment Form and other Student information

Websites:

[www.macquarieeducation.edu.au](http://www.macquarieeducation.edu.au)

[www.macquarie.vic.edu.au](http://www.macquarie.vic.edu.au)

[www.civilforcetraining.edu.au](http://www.civilforcetraining.edu.au)

Email:

[info@macquarieeducation.edu.au](mailto:info@macquarieeducation.edu.au)

[info@macquarie.vic.edu.au](mailto:info@macquarie.vic.edu.au)

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