



# Student Information Guide 2018

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## ABOUT MURRAY ACE SWAN HILL

**Our Vision** is to provide a vibrant sustainable community hub.

**Our Mission** is to offer flexible learning experiences and services to the community in a friendly environment.

### **Murray ACE Swan Hill Inc. purposes of the association:**

- Providing a compassionate learning environment to all people
- Providing quality programs that meet the changing needs of the community
- Embracing the spirit of partnership with other providers and interest groups

Murray Adult & Community Education Swan Hill Incorporated (Murray ACE) is a community owned and managed, not for profit **'Learn Local'** Centre. Murray ACE has been providing courses for the regional community since 1984.

The organisation is managed by a Committee of Management, made up of local business and professionals who meet bi-monthly. Their role is to direct policy, provide financial and management and leadership.

Day-to-day management is carried out by a Centre Manager who directs other permanent staff. Trainers are employed annually, as required.

Our courses are intended principally for adults and most are Nationally Accredited and recognised throughout Australia. Other courses include general interest, vocational, leisure and personal enrichment programs. We are also registered to provide foundation courses that provide literacy, numeracy and social skills for students who may have left school early or require additional support to take on higher levels of learning.

## CONTACT DETAILS

For any further questions or enquiries please ask our friendly staff for assistance. If you have any issues or challenges with your study please contact your Trainer, or leave a message at reception.

**Office:** T: 03 5032 3719, M: 0437575115

**Email:** [learn@macesh.vic.edu.au](mailto:learn@macesh.vic.edu.au)

**Address:** 429 Campbell St, Swan Hill 3585

Office Hours are 9am – 4 pm Monday to Friday

Registered Training Organisation no: 3776

## BECOME A MEMBER OF MURRAY ACE SWAN HILL INC.

Members Benefits include:

- One complementary visit to our salon, MACE on Gray Hair and Beauty Salon which includes a ladies shampoo and blow wave or a gents haircut.
- Internet Access Available.
- Eligibility to be a Board member.
- Voting rights at Annual General Meeting.
- Receive Newsletters.

Individual Membership is FREE each year. Group Membership is \$20.00 and due January each year. Group memberships are entitled to reduced rates for room hire.

## **INFORMATION PRIVACY LAWS**

Your personal information is protected under the Federal Privacy Act, 1988 and the Victorian Information Privacy Act, 2000. However Murray ACE Swan Hill Inc. is required to provide the Victorian Government, through the Department of Education and Early Childhood Development, with students and training activity data which may include information provided in the 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>

Under the DATA PROVISION REQUIREMENTS 2012, Murray ACE Swan Hill Inc 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 and your training activity data) may be used or disclosed by Murray ACE Swan Hill Inc. for statistical, regulatory and research purposes Murray ACE Swan Hill Inc. may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
  - facilitating statistics and research relating to education, including surveys;
  - 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 an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the PRIVACY ACT 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

## **COLLECTION OF IMAGES**

Photography and video images of individuals may only be taken with their prior consent. Students are able to give or refuse consent using the course enrolment form. A consent form may be used for individuals who are not students such as clients, staff and Committee.

Images may be used on the Murray ACE website, Facebook pages, in newsletters and publications as well as distributed to members. Images may be used by Murray ACE Inc. in the future to promote the courses run by the organisation. No personal information, such as names, will be used in any publications unless express consent is given. Consent can be withdrawn at any time in writing to the Manager at Murray ACE Inc.

## **STUDENT SUPPORT SERVICES**

### **PRE ENROLMENT**

Before students enrol or enter into a contract, you will be provided with current, accurate and comprehensive information about the training, assessment and support services Murray ACE provides. A pre enrolment interview will be conducted where you will be provided with this information as well as details of all fees and charges for the course.

To assist prospective students to determine whether a course is suitable and appropriate for their individual needs, Murray Ace will assess all prospective students' Language, Literacy and Numeracy and digital literacy prior to enrolment.

At the interview and in this guide you will find information about Murray Ace's responsibilities and obligations; as well as your rights and obligations as a student.

### **DIVERSITY, ACCESS AND EQUITY**

All staff, members and students, regardless of their gender, race, religious beliefs, age, disability, sexual orientation, family or social background have the right to be treated equally.

All students will be recruited in an ethical and responsible manner ensuring the decisions comply with Australian Human Rights Commission Act 1986 and the Equal Opportunity Act 2010.

### **CULTURAL SAFETY**

Murray ACE is committed to cultural safety of Aboriginal, Torres Strait Islanders, and all others from culturally and linguistically diverse backgrounds.

### **SPECIAL NEEDS**

If you have special needs, for example, a disability or cultural or lifestyle need that may impact on your training and assessment, please note this on your enrolment form and discuss this at the pre enrolment interview so that your trainer may be advised and provide relevant support. Murray Ace will refer students for external support services where required.

### **LANGUAGE, LITERACY AND NUMERACY ASSISTANCE**

A Language Literacy and Numeracy (LLN) assessment will be conducted at the time of enrolment to determine if you need LLN support whilst studying your course. If your skills are too low for the course you have selected we can advise alternative pathways for you or arrange for support in this area.

### **ENROLMENT CONDITIONS AND FEES**

Fees will only be collected for the calendar year in which the enrolment occurs. The annual statement of fees is listed on the Murray ACE website and at back of this booklet.

1. Enrolment fee payment arrangements need to be established prior to course commencement.
2. Enrolments can be paid in full or via payment plan using centrepay, or a payment plan agreement to be paid via cash, cheque or EFTPOS, or regular bank transfer.
3. Enrolment Forms are to be completed in full. Please address any queries to the administration staff if you are having trouble completing the form.
4. Certificates will not be issued until enrolment fees are paid in full.
5. Trainers cannot accept payment for courses
6. All Courses require a minimum of 6 participants to proceed. We reserve the right to re-arrange, cancel or postpone classes if necessary.

### **SMS MESSAGING**

Please provide a mobile phone number at the time of enrolment. We will advise of changes to start dates or other course details using SMS messaging where possible.

## CHANGE OF DETAILS

Please notify Administration of any change in personal details, or changes to your original enrolment immediately, otherwise certificates may go astray in the mail.

## AM I ELIGIBLE FOR A GOVERNMENT-SUBSIDISED TRAINING PLACE?

In order to be an Eligible Individual in respect to any training, an individual must be:

1. an Australian citizen
2. a holder of a permanent visa; or
3. a New Zealand citizen

and are any of the following:

- under 20 years of age (as at 1 January in the year of commencement of training)
- and enrolling in nationally recognised training;
- over 20 years of age (as at 1 January in the year of commencement of training)
- and enrolling in nationally recognised training in the Foundation Skills List course;
- over 20 years of age (as at 1 January in the year of commencement of training)
- and enrolling in nationally recognised training as an Apprentice (not Trainee);
- over 20 years of age (as at 1 January in the year of commencement of training)
- and enrolling in training in the Victorian Certificate of Education or the Victorian Certificate of Applied Learning (intermediate or Senior); or
- over 20 years of age (as at 1 January in the year of commencement of training) and enrolling in nationally recognised training in a course that is at a higher qualification level than the highest qualification held at the time of the scheduled commencement of training.

**In addition to meeting these requirements, an individual is only eligible to:**

- commence a maximum of two courses subsidised through the Skills First Program in a calendar year;
- undertake a maximum of two courses subsidised through the Skills First Program at one any time
- commence a maximum of two government subsidised courses at the same level within the AQF in their lifetime; and
- commence a maximum of two government subsidised accredited courses with the title 'Course in...' in their lifetime.

An individual is NOT eligible for training subsidised through the Skills First Program under the VET Funding Contract if the individual is;

- a student enrolled in a school (excluding a school based Apprenticeship/Trainee). This includes
  - I. any government, non-government, independent or Catholic school; or
  - II. a student registered for home schooling in Victoria

## APPRENTICESHIPS

If you are seeking to enrol in an apprenticeship (not a traineeship) and you have already commenced two courses in that same year, you will be eligible for government subsidised training under the Victorian Training Guarantee if either of the two courses you previously commenced are included on the Higher Education and Skills Pre-Apprenticeship and Pathway qualifications list:

<http://www.education.vic.gov.au/training/learners/vet/Pages/funding.aspx>

## WHAT IF I WANT TO STUDY AND I DON'T MEET THE ELIGIBILITY CRITERIA?

You can still study at your choice of training provider if places are available, but you may not be able to access a government-subsidised place.

Some training providers do not provide government-subsidised training places and charge full fee for service rates. Some courses are only offered as full fee for service.

## TUITION FEE

Students are required to pay a tuition fee. The fee will be calculated on the basis of eligibility as outlined above. Statement of fees can be found in individual course brochures.

## STUDENT AMENITIES FEES

Students are required to pay a Student Amenities Fee being \$2.00 per session, based on the number of sessions a student is enrolled in a course.

## MATERIAL FEES

Students will be required to purchase study materials or texts. Statement of material fees can be found in individual course brochures.

## TUITION FEE CONCESSIONS

If you are in receipt of one of the following Concession Cards you may pay a reduced fee plus the full amount of student amenities and material fees on accredited government funded programs.

- Commonwealth Health Care Card
- Pensioner Concession Card
- Veterans Gold Card

## HARDSHIP AND EXEMPTIONS OF FEES & CHARGES

Students may apply for an exemption from the minimum tuition fee in the case of extreme hardship by completing a 'Claim for Reduced Enrolment Fees Form'. It is at Murray ACE's discretion to approve or decline applications for reduced enrolment fees.

The Centre Manager will determine on a case by case basis all applications for exemption of fees and charges by a student. Applicants must complete an 'Application for Exemption' form available at reception and submit. The form will then be forwarded to the Centre Manager for consideration. In considering each application, the Centre Manager shall consider the following:

- Financial circumstances of the applicant
- If applicant holds a concession card
- Applicant's previous/current enrolment status
- Applicants previous/current fee's account status

## FEE FOR SERVICE

Courses that have no stated concession fee are fee for service courses (i.e. First Aid, Digital Photography). These courses have no government funding therefore attract no concessions

## REFUNDS

Students who provide Murray ACE with written notification of their withdrawal from a course at least 7 days prior to the course commencement date will be refunded all fees paid less the \$20.00 administration fee.

Upon non-attendance on the student's behalf, no refund will be given unless a medical certificate is provided.

When a course is cancelled by Murray ACE prior to commencement a full refund of fees will occur. If a new date for the course is set students may choose to carry fees over to new occurrence.

Refund or Credit requests with exceptional circumstances will be considered on a case-by-case basis

**Commented [LL | MASH1]:** Which form?  
This one in policies document

**Commented [LL | MASH2]:** Which form?  
This one in Student booklet



by the Centre Manager

Student Refunds cannot be made in cash. Refunds will issued by Electronic funds transfer directly to your bank account. This may take up to 10 working days.

In the event that Murray ACE Swan Hill Inc. close, all fees paid will be automatically refunded to the student.

### **WITHDRAWAL FROM A TRAINING PROGRAM**

If you wish to withdraw from part or all of a Murray ACE course it is a legal requirement that you complete and sign a Withdrawal/Refund form. These are available from reception. Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

### **REPLACEMENT CERTIFICATES**

Replacement of lost certificate/s will incur a \$10.00 reissue fee plus postage.

Photocopies of lost certificates will incur a \$5.00 reissue fee plus postage

We do require evidence for Proof of identity, prior to any certificates being issued.

### **SATISFACTION SURVEYS**

Every participant will be asked to complete a Student Satisfaction Survey at the end of the training program. On occasions this will also occur during a course. This information is used for reporting purposes and for continual improvement of our courses.

### **STUDENT RECORDS**

Student results and enrolment details are kept and maintained by Murray ACE for a period of 30 years. Students have the right to request access to their personal records. Records are kept in a secure location. If information is required on course progress, please ask your trainer.

### **GRIEVANCES**

Sometimes problems arise during a course and often it's a simple matter to correct these, so that the remainder of the sessions can be more enjoyable for all concerned.

- Every effort is to be made to resolve the grievance at an informal level, through discussion between the appropriate parties, and the Centre Manager.
- In the event of a grievance which has not been resolved informally, a complaint/incident report form which is available at the office is to be completed by the person with the grievance and passed on to the Centre Manager.
- The Manager is to convene a meeting between the parties with the aim of settling the dispute. There should be a minimum of 3 people present at this meeting; the manager has the right to decide who is to be present. Full meeting minutes are to be recorded and signed by all parties.
- If the grievance remains unresolved Murray ACE Swan Hill Inc. may ask an outside agency to act as a mediator in determining matters.

### **EMERGENCIES**

In an Emergency you will hear a siren. When you hear this siren please follow the evacuation plans that are clearly displayed in each class room. Exit the building immediately by the closest doorway and assemble in the car park. It is important that you go to the car park so that staff can mark you off the roll to ensure that everyone has left the building safely. Once you have exited the building please stay in the car park unless told you can re-enter the building by Staff or Emergency Services. No one, including staff is to re-enter the building until it is deemed safe by Emergency Services.

## **FIRST AID**

Murray ACE has a First Aid officer on site. In case of illness or an accident please notify your trainer or Administration Staff.

Staff are not permitted to issue or give medication (including over the counter medications) to students.

It is advisable that students be a member of an ambulance fund as staff members are not permitted to transport students to Hospital or to the Doctors.

## **ACCIDENTS / INJURY / ILLNESS / SICKNESS**

Please report any accident, injury or sickness to Reception immediately, even if it does not seem serious at the time. Reception will assist you with filling out an incident form that will be kept on record. If you have an illness or sickness that is contagious, out of consideration to class members, Trainer and staff, it is advisable that you do not attend class until you are fit to do so.

## **OCCUPATIONAL HEALTH AND SAFETY**

Trainers and Students must be aware at all times of Occupational Health and Safety issues. Students need to be responsible for their own safety whilst at Murray ACE.

Any areas of concern can be directed to Trainers or Administration Staff.

## **VALUABLE ITEMS**

Due to the large number of people using this training organisation, it is important that you keep valuable and/or personal items with you at all times. While we take every care with your property, no responsibility will be taken for missing or damaged items.

Lockers have been installed in the student lounge. If you require the use of a locker please see the staff at reception.

## **FACEBOOK & GROUP RULES**

If your Trainer establishes a Facebook group you can follow the steps below to join the group

- Add the person Murray Ace as your friend – the profile photo is a yellow post it note with “Hello” on it.
- Once your friend request is accepted Murray Ace will add you to the secret group relative to your enrolment.

You must adhere to the following guidelines -

- The group is to remain secret, for the use of currently enrolled students only.
- The page is designed for communication between students and the trainer.
- The page has been established as a support group for information, reminders and assistance with your course.
- Share experiences and questions about your course and training.
- Protect your group, as it is for you, your trainer and your class mates only.
- Posts are to be positive and in relation to the course in which it is posted.
- Trainers and Murray Ace admin will monitor the page, negative comments will be removed and you will lose your rights to access the support page.
- No bullying or harassment will be tolerated. If this is detected you will be removed from the group and lose your rights to access the support page.
- Any issues please direct these in a message to the person Murray Ace.
- You do not need to be friends on Facebook with your trainer to access the page.
- You don't need to be friends on Facebook with other students to participate in the page.
- No discussion regarding instances at Murray ACE on Facebook will be tolerated.

## **CODE OF CONDUCT AND DRESS CODE (FOR STAFF, TRAINERS AND STUDENTS)**

**Participants are expected to be well-presented - neat, clean and tidy. No low cut tops, bare midriffs, singlets or exposed underwear. Appropriate footwear such as shoes or sandals must be worn at all times (no thongs).**

All students have the right to learn in a friendly, non-threatening environment free from discrimination or harassment. Anyone found to be threatening or intimidating students or staff will be asked to leave the premises and may be dismissed from the class.

- Murray ACE maintains a zero tolerance approach to bullying and harassment.
- If there is an ongoing conflict between yourself and another student please advise your trainer and if this cannot be resolved see a member of staff.
- Behave in a responsible manner and demonstrate respect for staff, trainers, fellow students, facilities and equipment.
- Bad language or discriminatory remarks and gestures will not be tolerated.
- Front reception staff are busy, please only visit for business purposes. Do not loiter.
- Do not attend classes whilst under the influence of alcohol or illegal substances.
- Personal information gained from class discussion will remain confidential.
- Participants will be punctual. Trainers cannot wait or repeat work as this is unfair on students who arrive on time.
- Murray ACE Swan Hill Inc. is a non-smoking environment. However, smoking is permitted outside for students OVER 18 in designated areas where ashtrays are provided.
- Please assist in keeping the grounds tidy by using the litter containers provided and disposing of cigarette butts in the ash trays provided.
- We ask for your co-operation in placing all used crockery and cutlery in the dishwasher after use.
- Please ensure mobile phones are turned off before class. Active mobile phones are only permitted in the class room on vibrate or silent mode for emergency purposes.
- Eating and Drinking in classrooms is not permitted.
- If you are sick please do not come to class.

***What you hear in the classroom or on work placement may be confidential!***

***A good student or teacher keeps your secrets for you***

***A breach of confidentiality and privacy through careless gossip has legal and ethical consequences***

## **ACCREDITED TRAINING**

If you are enrolled in an accredited course or unit the following information will advise you how training and assessment will be conducted and help you to understand the assessment procedure. Specific unit details are contained in your workbook under the heading unit information.

## **DELIVERY STYLE**

Murray ACE provides flexible delivery which may mean that the delivery of the content of the unit may vary in its scheduled timing due to class numbers and the flow of activities.

## **ASSESSMENT**

At the commencement of each unit students will be provided with written and verbal information regarding the unit delivery and assessment methods. If you do not understand a task please ask your trainer to explain. There is no such thing as a dumb question!

All assessments are to be submitted with a signed Unit Cover sheet attached. Written feedback will be given to the student on return of their work. Please ask your Trainer if more information is required.

Assessments will meet the rules of evidence - validity, currency sufficiency & authenticity and the principles of the rules of assessment Validity, reliability flexibility and fairness.

## **LATE SUBMISSION OF ASSESSMENT AND EXTENSIONS**

All assessments are to be completed on time. However, under exceptional circumstances the students may seek an extension by initially approaching the Trainer. The course coordinator must approve in writing any agreement for the late submission.

## **REASSESSMENT OPTIONS**

Students may discuss options for reassessment with the Trainer and course coordinator within 7 working days of the due date. An additional fee may apply for reassessment.

## **GRADING SYSTEM TO BE USED**

Pass (P) or Fail (F)

## **ATTENDANCE REQUIREMENTS**

It is expected that students enrolled in courses delivered face to face maintain an attendance of 85%. It would be appreciated that if you cannot attend the course you notify reception on **03 5032 3719**. If you are absent from a course for 1 week and administration has not been notified, your trainer will contact you to discuss your absence. If a response has not been received and you have not attended class for 4 consecutive weeks, you will be withdrawn from the course and any relevant agencies will be notified of your withdrawal.

## **RECOGNITION OF PRIOR LEARNING (RPL)**

Recognition of prior learning (RPL) is the acknowledgement of the full range of an Individual's skills and knowledge, irrespective of how it has been acquired. It includes competencies gained through formal study, work experience and other 'life' experience. Murray ACE Swan Hill Inc. aims to ensure that an individual's prior learning is recognised, irrespective of where or how the learning has taken place. If you believe you are eligible for RPL ask your Trainer for an RPL Application form. Please note there is no funding available for RPL this is a full fee service.

## CREDIT TRANSFER

Credit transfer allows students to count relevant, successfully completed studies – achieved at TAFE colleges, accredited private providers, professional organisations or enterprises and universities – towards their current course or qualifications. Credit transfer may also be referred to as ‘advanced standing’

Credit transfer works in two ways:

- Students receive credit for units or modules they have previously completed and are exempt from retaking them, therefore reducing the study load.
- Students are exempt from certain introductory units but are still required to complete the total credit points or hours for the course.

## SUBMISSION OF WORK

All work is to be submitted to the Trainer no later than 2 weeks after the end of the delivery of each unit. If you require an extension of time you must discuss this with your Trainer prior to the due date. If you do not re-submit your work within the given timeframe you will be recorded as fail and may be required to undertake the unit again (additional costs may be incurred).

Completed work can be left at reception to be forwarded onto the relevant Trainer.

Commented [LL | MASH3]: Is this correct?

## PREPARING WRITTEN REPORTS

All work submitted for assessment must be the student’s own work and **presented in their own words**. All sources of information must be referenced appropriately, as covered in the study skills classes. Remember that internet sites must also be appropriately sited with appropriate referencing of all sources of information included. Copy of internet information must be submitted as an appendix.

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

## LEARNING AND ASSESSMENT ADVICE

Here are some suggestions which may help you to be an effective learner. These suggestions can be used to assist you in the learning and assessment of this unit and the course in general.

### Goal setting

- Setting clear goals of what you have to do and how you will achieve is an important key to success.
- Use the time you have available wisely. Plan how much time you have to study and set a reasonable goal for how much study you will do.
- Take note of the dates that your assessments are due. Write them down in your diary and include them in your goals.
- Be flexible. If your circumstances change then be prepared to revise your plans.

### Take control

- Take responsibility for the completion of your unit/course.
- Consider your previous background and experience. The skills you have developed may be of assistance to you as part of this course.
- Seek help when you need it. Don’t wait until it is too late. Early help is the best.
- Discuss your assessment tasks with your Trainer.

### Practice time management

- Set up times when you will study. Plan for this regularly.
- Have all the study materials available in one location.
- Keep a diary so that you can plan effectively
- Allow time for other activities during the week and make sure you have a balance.
- Treat yourself if you complete tasks on time. Be positive.

### Study effectively

- Recognise what type of learning strategy works for you.
- Identify the key issues covered in the assessment tasks.
- Start early. Plan to complete assessments before the due date so that you will not put yourself under pressure.
- Read everything carefully before commencing your assessments so that you focus on the right areas.
- Organise your learning and assessment tasks into smaller 'achievable' blocks of work.
- Focus on the unknown rather than what you already know.
- Revise and review your work regularly.

### Don't forget feedback

- Your Trainer is a valuable source of assistance. Make sure you ask about anything you do not fully understand, especially in relation to your assessment tasks.
- If you find you are getting behind please do not hesitate to contact your Trainer.

### Use your knowledge

- Your course is designed to prepare you for work so look for how the information you learn in these units will assist you to do this.
- Information covered in one unit may also assist you with understanding parts of other units.
- Look for opportunities to apply your knowledge.

## PLAGIARISM

### What is plagiarism?

- Giving answers directly from your workbook without acknowledgement of the reference.
- You must not copy someone else's work and present it as your own. This includes group work. Group work and answers must always be acknowledged.
- Turning in someone else's work as your own.
- Copying words or ideas from someone else without giving credit.
- Failing to put a quotation in quotation marks.
- Giving incorrect information about the source of a quotation.
- Copying so many words or ideas from a source that it makes up the majority of your work, whether you give credit or not.

To avoid plagiarism and its penalties, students are advised to note the following:

- **All answers must be written in your own words using paraphrasing.**
- If you quote from someone else's work (for example from workbook, textbooks, journals or other published materials) you must always indicate the author and source of the material.

### Example from an Internet source:

Source: <http://www.plagiarism.org/article/what-is-plagiarism> Published May 18, 2017  
Accessed 01/07/2017

- You should name sources for any images, graphs, tables or specific data, which you include in your assignment.

### What is paraphrasing?

Paraphrasing involves taking a set of facts or opinions and rewording them. When paraphrasing, it is important to keep the original meaning and to present it in a new form. Basically, you are simply writing something in your own words that expresses the original idea.

Here are some sentences that have been paraphrased:

**Original:** Mary lived through an era of liberating reform for women.

**Paraphrase:** *Mary's life spanned years of incredible change for women.*

**Original:** Giraffes like acacia leaves and hay and they can consume 75 pounds of food a day.

**Paraphrase:** *A giraffe can eat up to 75 pounds of acacia leaves and hay every day.*

## STUDENT WORK PLACEMENT INFORMATION

*The following courses have mandatory work placement as a requirement for successful completion.*

- Certificate II in Community Services
- Certificate III in Individual Support
- Certificate III in Early Childhood Education and Care
- Certificate III in Hairdressing
- Certificate III in Beauty Services

The following are pre-requisites for participating in work placement. Students must create a portfolio which includes the following documents. At commencement of any placement you **MUST TAKE YOUR PORTFOLIO** to present to the workplace.

- Current Resume
- Current Police Check completed via National Crime Check (NCC).
- Current First Aid certificate. (Copy for student file.)
- Current Working with Children's Check – Voluntary check is free (Copy for student file.)
- Current Immunisation Status if applying for Hospital/Jacaranda

### NATIONAL POLICE CHECK

- For courses which require you to gain a police check to undertake work placement Murray ACE will assist with online completion of your Police check, the cost will be included in your course fee. If there are any issues which Murray Ace has known to prevent students gaining work placement then this will be promptly discussed.
- Please be advised that issues surrounding theft, assault and imprisonment may affect your ability to gain work placement which is a requirement of some courses.
- Please see the "AGED CARE QUALITY AND COMPLIANCE GROUP Police Certificate Guidelines" s5.4 Assessing precluding offences -  
*The offences that preclude a person from working in aged care are:*
  - a conviction for murder or sexual assault; or
  - a conviction of, and sentence to imprisonment for, any other form of assault.*Police Certificate Guidelines 2014 Page 11 of 18 Any person with a conviction for a precluding offence must not be employed, contracted, hired, retained, or accepted as an unsupervised volunteer in an aged care service subsidised by the Commonwealth.*

### WORKING WITH CHILDREN CHECK

- Complete the online form  
<http://www.workingwithchildren.vic.gov.au>
- Get a passport size photo of yourself – Post office or photography outlets
- Lodge your application at Australia Post with 100 points of ID

### IMMUNISATION CERTIFICATION (SWAN HILL HOSPITAL/JACARANDA ONLY)

**Cost:** Dependent on the need for blood test

If you wish to have a work placement at Jacaranda Lodge or the hospital you will require an immunisation certificate. You are required to have evidence to support what you have written on the form. If you do not have evidence you will need to have a blood test done at your expense. The forms are available from your trainer.

### UNIFORM

Murray ACE student shirts are provided for work placement and salon work. Please wear dark slacks or skirt (not jeans) and fully covered-in shoes. Remember no jewellery or nail polish, neat and clean presentation, hair tied back for all aged and disability placements.

For further information on work placement please see Fair Work Australia fact sheet.

<https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/unpaid-work/student-placements>

## STUDENT WORK PLACEMENT BOOKS

This book is an essential part of your assessment and you are required to have it fully completed. It is your responsibility as a student to look after it and to ensure that all required signatures are obtained.

- The completion of 120 hours of work placement is a course requirement for Certificate III in Individual Support. Hours are dependent on gaining required competencies. You may need additional hours to gain all the competencies required, if this occurs please discuss with your Trainer.
- You will have **ONE BOOK PER WORK PLACE**. Your Trainer will assist you by highlighting the competencies still requiring sign off. You can be signed off multiple times in any area, but **MUST** be signed off at least once in the workplace in **EVERY** area.
- At the end of placement, at each venue, pre-arrange a time for you and your workplace supervisor to complete the EMPLOYABILITY SKILLS checksheet. Take into consideration that not all workplaces will cover every criteria, but, you will need all criteria addressed as proof of your competence.
- The **DAILY JOURNAL** is to be completed at the end of each day, after placement. A daily journal is expected after each shift, and are included at the rear of this book. You can separate these and keep with you, and complete at the end of each shift.
- Ensure the **RECORD OF WORKPLACE & HOURS COMPLETED** is filled out. Please clearly indicate which who signed off what competencies.

Students are strongly encouraged to gain a broad industry exposure by attending several different venues during placement. At the conclusion of work placement, this book is to be returned to your Trainer at Murray ACE for assessment. If some competencies are not recorded you will need further placement to gain the remaining competencies. Once completed your work book will be stored on your file.

***Certificates cannot be issued until ALL assessments, including work placement book and required placement hours, are completed returned and marked.***

## ROLE OF STUDENTS ON WORK PLACEMENT

- **MUST TAKE WITH YOU YOUR PORTFOLIO**, incl. police check, WWCC, First Aid certificate and Resume
- At your **FIRST** shift you need to ensure your workplace returns the **PLACEMENT AGREEMENT ONE PAGE FORM** – You will need to sign this also. This informs Murray ACE you have commenced placement.
- You will be punctual and work your allocated hours.
- If you are unable to attend due to illness or other circumstances, you need to contact the workplace prior to your shift commencing. Hours missed will need to be made up which will have to be negotiated by yourself and the Workplace Supervisor.
- You will **observe and assist** staff under the direction of the Workplace Supervisor.
- You will not transport clients in your own vehicle.
- You will not give clients your private contact details, including mobile and email.
- You will ensure that your attendance record is signed by appropriate staff at the workplace.
- Ensure privacy and confidentiality are maintained at all times. Breaches of confidentiality are a violation of professional ethics and will be dealt with accordingly.
- You will have demonstrated to your Trainer an understanding of issues surrounding consumer rights and duty of care prior to attending the work placement.
- All students are covered by insurance after original work placement documentation is signed and returned to Murray ACE.



- Ask for support when you require it eg, your Workplace Supervisor, Murray ACE, and Trainer.
- Murray ACE reserves the right to terminate a placement under the following circumstances:
  - Students not abiding by their Murray ACE contract
  - At your request if difficulties are experienced
  - Following a request by the Workplace Supervisor
  - In this circumstance, consultation and negotiation would take place between all parties involved. An alternative placement may be sought but is not guaranteed.

#### **ROLE OF MURRAY ACE TRAINER**

- Formalise arrangements with appropriate organisations regarding placement
- Confirm in writing all placement dates, and the number and names of students who will be undertaking placement with each workplace.
- Ensure the placement agreement is signed by all relevant parties prior to the student commencing the placement
- Provide Industry Placement, Skills & Competencies workbook to each student.
- Be available to students and Workplace Supervisors to liaise, resolve matters of conflict, and answer queries regarding student placement.
- Liaise with Murray ACE Program Coordinator regarding issues of placement and course delivery.

#### **ROLE OF THE WORKPLACE SUPERVISOR**

- Provide clear guidelines and supervision for tasks the student is required to **observe and assist** with.
- Provide clear guidelines for your expectations of the student.
- Provide clarification, direction and supervision to students on placement.
- Provide sufficient and appropriate information about client care to enable students to safely carry out assigned tasks.
- Contact Murray ACE with queries regarding aspects of student placement.
- During and at the conclusion of the student's placement hours, please ensure you have completed and sign the following forms where required.

#### **ONCE ENROLLED**

- Discuss your preferred work place with your trainer. No workplace is guaranteed so have a list of 2-3 organisations.
- For Aged and Disability placements these can include hospitals, aged care facilities, individuals under home care, shared care houses.
- For Hairdressing students you are required to seek placement at hairdressing salons in the region. Please discuss with your trainer prior to making an approach to a salon.
- Placement Agreements must be signed by student, and the workplace and faxed back to Murray ACE on the commencement of any work placement.

#### **FOLLOWING PLACEMENT**

- Meeting and evaluation between student and assessor following placement to confirm competency and make final assessment.

## 2018 STATEMENT OF FEES

Murray ACE Courses		Government Contribution per Funded Student (approx. per qualification)	Student Tuition Fee			Additional Course Fees	
			Concession (Funded)	Non Concession (Funded)	Fee for Services (FFS)	Student Amenity Fee (SAF)	Resource Fee
Certificate I in General Education for Adults	22236VIC	\$3,388.00	\$364.00	\$1320.00	\$3,120.00	\$360.00	\$46.00
Certificate II in General Education for Adults	22237VIC	\$2,926.00	\$228.00	\$1140.00	\$3,040.00	\$360.00	\$46.00
Certificate I in Information, Digital Media and Technology	ICT10115	\$1,358.50	\$114.00	\$570.00	\$1,520.00	\$128.00	\$216.00
Certificate II in Business	BSB20115	N/A	N/A	N/A	\$1,500.00	\$400.00	\$300.00
Certificate III in Business Administration	BSB30415	N/A	N/A	N/A	\$1,500.00	\$400.00	\$300.00
Certificate II in Community Services	CHC22015	\$2,425.50	\$198.00	\$945.00	\$2,520.00	\$200.00	\$246.00
Certificate III in Individual Support (Ageing)	CHC33015	\$6,077.50	\$429.00	\$2,145.00	\$5,720.00	\$400.00	\$366.00
Certificate III in Early Childhood Education and Care	CHC30113	\$6,529.60	\$508.80	\$2,544.00	\$6,784.00	\$400.00	\$166.00
Certificate IV in Disability	CHC43115	\$6,968.50	\$543.00	\$2,717.00	\$7,240.00	\$720.00	\$376.00
Certificate IV in Ageing Support	CHC43015	\$11,481.80	\$736.80	\$3,684.00	\$9,824.00	\$480.00	\$446.00
Certificate II in Salon Assistant	SHB20213	\$3685.00	\$201.00	\$1005.00	\$2680.00	\$200.00	\$566.00
Certificate II in Retail Cosmetics	SHB20116	\$2610.00	\$261.00	\$1305.00	\$3480.00	\$200.00	\$546.00
Certificate III in Hairdressing	SHB30416	\$10,191.50	\$654.00	\$3,270.00	\$8,720.00	\$720.00	\$2,346.00
Certificate III in Beauty Services	SHB30115	\$3,504.60	\$318.60	\$1,593.00	\$4,248.00	\$320.00	\$1,096.00

Continued on the next page ...

Murray ACE Courses		Government Contribution per Funded Student (approx. per qualification)	Student Tuition Fee			Additional Course Fees	
			Concession (Funded)	Non Concession (Funded)	Fee for Services (FFS)	Student Amenity Fee (SAF)	Resource Fee
Provide First Aid	HLTAID003	N/A	N/A	N/A	\$90.00	\$10.00	\$60.00
Provide CPR	HLTAID001	N/A	N/A	N/A	\$40.00	\$10.00	\$30.00
Provide Emergency First Aid Response in an Education and Care Setting	HLTAID004	N/A	N/A	N/A	\$90.00	\$10.00	\$80.00
Assist Client with Medication	HLTHPS006	N/A	N/A	N/A	\$120.00	\$50.00	\$30.00
Careers Goals and Pathways	Pre Accredited	\$410	\$25.00	\$125.00	\$400.00	\$20.00	\$30.00
Introduction to Book Keeping –Accounting Software	Pre Accredited	\$328.00	\$16.00	\$80.00	\$320.00	\$16.00	\$50.00
Introduction to Book Keeping –Payroll	Pre Accredited	\$328.00	\$16.00	\$80.00	\$320.00	\$16.00	\$50.00
Intel Easy Steps	Pre Accredited	\$328.00	\$16.00	\$80.00	\$230.00	\$16.00	\$30.00
Skills Review	Pre Accredited	\$492.00	\$30.00	\$150.00	\$480.00	\$8.00	\$30.00
Life Skills and Computers	FFS	N/A	N/A	N/A	\$320.00	\$80.00	N/A
Responsible Service of Alcohol	SITHFAB002	N/A	N/A	N/A	\$48.00	\$2.00	\$15.00
Use Hygiene Practices for Food Safety	SITXFSA101	N/A	N/A	N/A	\$48.00	\$2.00	\$15.00
Participate in Safe Food Handling Practices	SITXFSA201	N/A	N/A	N/A	\$80.00	\$6.00	\$34.00

# MURRAY ACE FLOOR PLAN

