



Student Information Guide 2024

Murray ACE Swan Hill Inc

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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. A combination of full time training and short courses. We are also registered to provide foundation skills 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. Other courses include Pre Accredited programs funded by the ACFE Board (Adult Community and Further Education) which include personal enrichment programs and basic computer skills programs. These programs can be designed to meet the community needs.

Murray ACE also deliver VETis programs for our local schools, these include but not limited to the Certificate III in Early Childhood Education and Care, Certificate III in Community Services, Certificate III in Beauty Services, Certificate II in Salon Assistant, Certificate III in Business and Certificate III in Accounts Administration.

What is VETis? Vocational Education and Training in Schools (VETis) is a program that enables students to gain nationally recognised qualifications while at school. Students learn skills and knowledge required for specific industries. VETis is an important component of our students' educational journey.

OUR VALUES

As a publicly funded entity, Murray ACE Swan Hill Inc. acknowledges and abides by the Public Sector Values.



ADDITIONAL VALUES OF OUR ORGANISATION

- Sustainability
- Creativity

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

Address: 429 Campbell St, Swan Hill 3585

Office Hours are 9am – 4 pm Monday to Friday
Registered Training Organisation No: 3776
Scope: <https://training.gov.au/Organisation/Details/3776>

MEMBERSHIP

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 NCVET student survey which may be administered by an NCVET employee, agent or third party contractor. 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 VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncvet.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, social media 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.

COVID-19 POLICY

Attendance on site

The following guidelines have been taken from the recommendations for schools (Victorian State Government, 2020).

- All unwell staff, trainers and students must remain at home
- Anyone living with complex medical needs should refer to the advice of their doctor
- In line with other members of the community anyone in the following categories may be at a more serious risk if infected with Covid-19 if they are:
 - Aged over 70 years of age
 - Aged 65 years and over and have a chronic medical conditions
 - Of any age and have a compromised immune system
 - Aboriginal and Torres Strait Islander and are aged over 50 with chronic medical conditions

Hygiene

Everyone can protect themselves and prevent the spread of Covid-19 by continuing effective hand hygiene. Enhanced hygiene measures should continue during class.

- All staff, trainers and students should undertake regular hand hygiene, particularly on arrival to school, before and after eating, after blowing nose, coughing, sneezing or using the toilet. All staff and trainers are to remind students of this as needed.
- Hand sanitiser is to be made available in all classrooms and common areas. Staff, trainers and students are encouraged to use hand sanitiser regularly
- Students are encouraged to bring their own food and drink if required. Murray ACE do not provide tea or coffee services. The drink machine is still available.
- Temperature checks will be taken of all staff, trainers and students upon entry to the building

Considerations for teaching and learning environments

- It is important to maintain a distance of 1.5 meters between all people
- Staff, trainers and students will be temperature checked before class each day
- At the end of each day all tables and desks, door handles and light switches in classrooms will be wiped down with disinfectant

- At the end of each day all tables, door handles and light switches in common areas will be wiped down with disinfectant
- At the end of each day all computers, printers and photocopiers will be wiped down with disinfectant
- Hand hygiene immediately before and after the use of common equipment is recommended
- Promotion of air flow within classrooms when weather conditions permit is recommended
- Staff and trainers are reminded to remain 1.5m in distance from each other and students as much as possible.

Provision of first aid

It is not possible to remain physically distant during the provision of first aid. In such a case, infection control must be used. The use of appropriate PPE such as masks, gloves and aprons. Hands must be washed before and after the provision of first aid.

Management of an unwell student or staff member

It is important that anyone who becomes ill while at Murray ACE returns home immediately.

- Anyone who needs to wait to be picked up will be isolated. The room that they are isolated in will be cleaned thoroughly after the person has left
- If the unwell person is displaying symptoms compatible with Covid-19, proper precautions must be taken including:
 - Remaining 1.5m from the unwell person
 - Anyone dealing with the unwell person should wear appropriate PPE such as a mask, apron and gloves
- If the unwell person is not able to breath properly they should not wear a mask
- Anyone who is exhibiting symptoms compatible with Covid-19 should be encouraged to seek medical advice
- If an unwell person sneezes or coughs onto a service, the service should be cleaned immediately while wear gloves
- Any unwell staff member, trainer or student should not return to Murray ACE until well again

Murray ACE will supply Rapid Antigen Tests (RATs) to all students as required.

ENROLMENT CONDITIONS AND FEES

Students will be required to pay a tuition fee based on the category of the course to be undertaken as determined by Murray ACE fee structure and the relevant Guidelines about fees.

Murray ACE may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, Murray ACE may require payment of additional fees which must be paid out over the duration of the course ensuring all fees are paid when the course has finished. This can be done through a Direct Debit Plan or by Centrelink Deductions.

Enrolment Forms are to be completed in full. Please address any queries to the administration staff if you are having trouble completing the form

Payment of course fees needs to be established ***prior*** to course commencement. Trainers cannot accept payment for courses.

Certificates will not be issued until course enrolment fees are paid in full.

All Courses require a minimum of 6 participants to proceed. We reserve the right to re-arrange, cancel or postpone classes if necessary.

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

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:

Citizenship/residency

A student must be either:

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

The '2 Skill Sets in a year' and '2 AQF qualifications in a year' limits

1. In a calendar year, a student may only commence a maximum of two: a) Skills First subsidised Skill Sets; and b) Skills First subsidised programs that are AQF qualifications.
2. The following scenarios are not counted when determining if a student meets these limits:
 - a) transitioning from a superseded program to the current version of the same program;
 - b) recommencing training in the same program (at either the same or a different provider);
 - c) enrolling in an Apprenticeship (not Traineeship) after having participated in one of the programs identified as a 'Pre-Apprenticeship and Pathway Program' on the Funded Programs Report; or
 - d) participation in '22510VIC – Course in Identifying and Responding to Family Violence Risk'.

The '2 at a time' limit

1. A student may only commence a maximum of two Skills First subsidised programs at any one time.
2. Participation in the '22510VIC – Course in Identifying and Responding to Family Violence Risk' will not be counted when determining if a student meets this limit.

Eligibility for Foundation Skills programs

A student is not eligible for a Foundation Skills Program if they:

- a) hold an AQF qualification issued by an Australian VET or higher education provider that is at AQF level 5 (Diploma) or higher.
- b) are enrolled in the Commonwealth Government's 'Skills for Education and Employment' program.

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 at the back of this guide and on our Website

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

For enrolments in courses at the Certificate IV level and below, the Training Provider must charge the concession fee to an individual who, prior to the commencement of training, holds a current and valid:

- Health Care Card issued by the Commonwealth;
- Pensioner Concession Card; or
- Veteran's Gold Card; or
- an alternative card or concession eligibility criterion approved by the Minister for the purposes of these Guidelines.

FEE FOR SERVICE

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

REFUNDS

Students who provide Murray ACE with 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. Students are required to complete a Withdrawal Form so we have your bank details as all refunds are issued by Electronic funds transfer directly to your bank account. Student Refunds cannot be made in cash. This may take up to 10 working days.

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 by the Centre Manager

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

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 2 weeks 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. If your attendance falls below 85% over a four week period you will be contacted to discuss your non attendance and possible withdrawal from the course.

Students attending classes via Microsoft Teams must participate in the class with their cameras on at all times during class delivery/discussion as this is deemed as your attendance in class/course.

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.

APPEALS AND COMPLAINTS

The Centre Manager in consultation with the relevant teaching staff member and assessor is responsible for:

- Acting on any written appeal or complaint raised against an internal final assessment (for a unit or subject)

- Examining the merits of the appeal
- Setting out a corrective and preventive strategy
- Ensuring both the student and the assessor are able to have a fair hearing
- Recording all complaints in accordance with Murray ACE policy and procedures
- Ensuring all procedures have been followed
- Ensuring complaints are dealt with within appropriate timelines.

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

EXTERNAL COMPLAINTS.

- All external complaints against staff, trainers or students are to be in writing from the complainant. This will ensure we have all the correct information at the time of the complaint and that it can be forwarded to the relevant person for follow up/attention.
- * *A copy of the Murray ACE Policy Manual is available upon request*
- * *Complaints/Room for Improvement forms are available at front Reception*

What is a complaint?

A complaint is negative feedback about the RTO, its trainers/assessors, services, a third party or a learner which has not been resolved locally. Complaints may be made by any person but are generally made by students and/or employers.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Murray ACE within 28 days of the student being informed of the assessment decision or finding.

If the student is dissatisfied with the outcome of the appeal process, or if for some reason the student believes they cannot raise the issue with Murray ACE, they can:

- Request for external assistance from mediation services or other agencies.
- Contact the National Training Complaints Hotline Phone: 1800 000 674
- Complaints about Murray ACE actions and decisions can be made to the Victorian Ombudsman. The Ombudsman is, generally, the office of last resort. If steps laid down in this

procedure have not been followed, the Ombudsman may ask to do so before accepting complaints.

VRQA – VICTORIAN REGISTRATION & QUALIFICATIONS AUTHORITY

Murray ACE Swan Hill Inc is registered with the VRQA to deliver training in Victoria. If you have a complaint about breaches of standards and guidelines please visit the VRQA website for further information <https://www.vrqa.vic.gov.au/complaints/Pages/complaints.aspx>

Complaints hold providers to account and can improve the quality of our education and training system. We encourage students and parents to raise issues when they arise.

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 on the Gray Street Nature Strip. It is important that you go to the Gray Street Nature Strip 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 on the Gray Street Nature Strip 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 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.

PERSONAL HYGIENE

Personal hygiene is of the utmost importance. Many of you will be working closely with others. It is expected that students will arrive at class having showered, have fresh breath and clean clothes. Unless you have an allergy problem, please also consider using deodorant. Hair should be wash and those with long hair will need to tie it back. Wash your hair, yourself, and your clothes regularly.

CODE OF CONDUCT (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). Covered in shoes must be worn in the salon at all times.

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.
- 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.
- 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.
- Cultural Respect – Respect each others cultural differences.
- 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. If you need to use your mobile phone please use during your breaks or remove yourself from the classroom/building so you **DO NOT** disturb any students/classrooms.
- 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

DRESS CODE

Students must be aware of the dress code and must adhere to the dress code at all times. Students who are not in uniform will not be able to work in the salons with clients.

- Uniform to be worn at all times
- Black Polo tops supplied by Murray ACE
- Must look professional at all times

Uniform

- Black Pants/Jeans,
- KNEE Length Skirts, Shorts or Dresses
- Black Polo Top or Black/Red top of your choice –
- may be sleeveless but NOT low cut
- No Singlets or tank tops
- No midriff showing
- Comfortable shoes
- Salon – Closed-toe shoes

Unacceptable Clothing/Footwear

- Jeans with Rips/Tears
- **SHORT** Skirts/Shorts/Dresses
- Leggings/Active Wear
- Hoodies/Windcheaters
- Thongs/Ugg Boots/Runners
- Open-toed shoes in Salon
- Low cut singlets or tops

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. **It is the responsibility of the student to keep copies of any work submitted.**

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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

LATE SUBMISSION OF ASSESSMENT AND EXTENSIONS

All assessments are to be completed on time. However, under exceptional circumstances the students may seek a 2 week extension from their trainer for a unit. A Request for Extension Form must be completed and signed by both trainer and student and then kept in student file with relevant unit.

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.

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.

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 III in Hairdressing
- Certificate III in Individual Support
- Certificate III in Beauty Services
- Certificate IV in Disability
- Certificate III in Early Childhood Education and Care

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 – at student expense (Copy for student file.)
- Current First Aid Certificate – at student expense unless covered with in your course
- Current Working with Children's Check – Voluntary check is free (Copy for student file.)
- Current Immunisation Status if applying for Hospital/Jacaranda
- Current NDIS Worker Screening Check (Copy for student file.)

NATIONAL POLICE CHECK

- Murray ACE require a copy of your current Police Check prior to enrolment.
- 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.

NDIS WORKER SCREENING CHECK *(INDIVIDUAL SUPPORT/DISABILITY)*

The NDIS Worker Screening Check is an assessment of whether a person who works, or seeks to work, with people with disability poses a risk to them. The assessment will determine whether a person is cleared or excluded from working in certain roles with people with disability.

[NDIS Worker Screening Check | vic.gov.au \(www.vic.gov.au\)](http://vic.gov.au)

UNIFORM

Murray ACE student shirts are provided for classroom, 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.

- Every course has a different requirement for work placement. Your trainer will discuss this with you when it is time for you to undertake work placement.
- 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 check sheet. 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 Training 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 and Beauty students you are required to seek placement at hairdressing and beauty 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

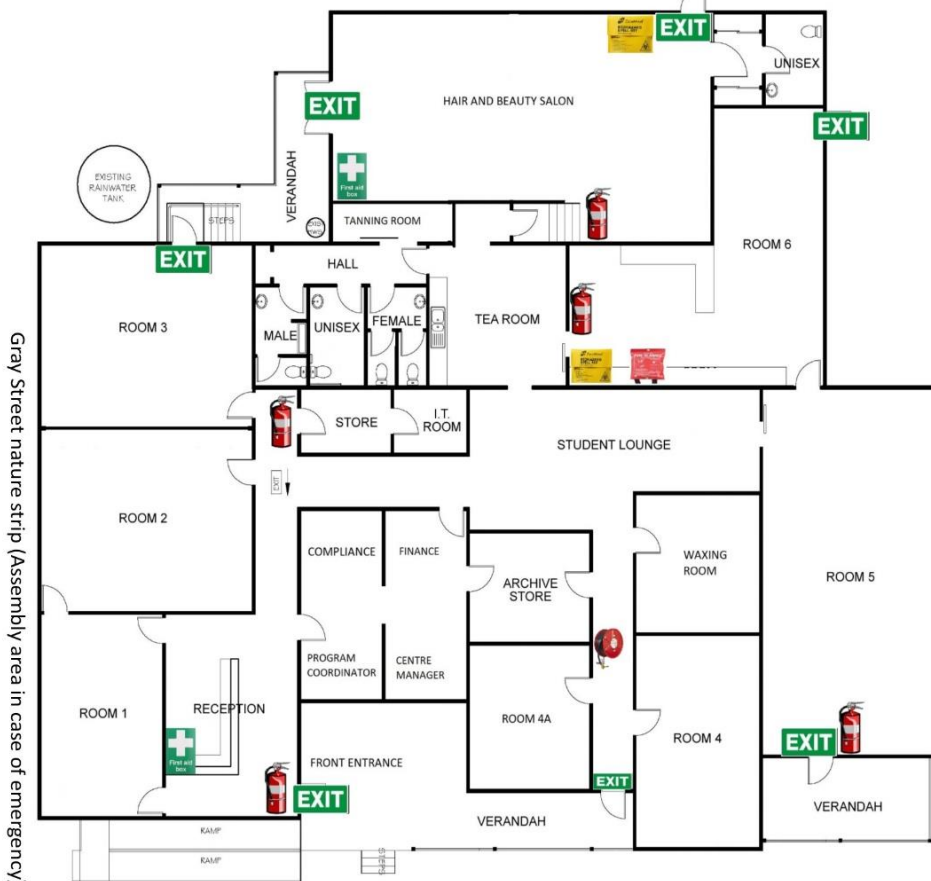
- Meeting and evaluation between student and assessor following placement to confirm competency and make final assessment.

STATEMENT OF FEES 2024

Murray ACE Courses	Government Contribution per Funded Student (approx. per qualification)	Student Tuition Fee (Which ever applies to each individual)				Additional Course Fees	
		Hardship (Funded)	Fee for Services (FFS)	Non Concession (Funded)	Concession (Funded)	Student Amenity Fee (SAF)	Resource Fee
FSK20113 Certificate II in Skills for Work and Vocational Pathways	\$1,290	\$414	\$,1376	\$430	\$86	\$160	\$254
22474VIC Certificate III in General Education for Adults	\$2,400	\$472	\$2,560	\$640	\$128	\$240	\$232
SHB20213 Certificate II in Salon Assistant	\$3,465	\$950	\$2,640	\$825	\$165	\$160	\$790
SHB30416 Certificate III in Hairdressing	\$9,225	\$3730	\$8,200	\$,2563	\$513	\$720	\$3,010
SHB30121 Certificate III in Beauty Services	\$4,745	\$1505	\$5,840	\$1,825	\$365	\$400	\$1,105
SHB50121 Diploma of Beauty Therapy	\$5,817	\$2665	\$7,160	\$3,132	\$623	\$560	\$2,105
CHC33021 Certificate III in Individual Support (Ageing & Disability)	\$8,505	\$827	\$7560	\$2363	\$473	\$400	\$427
CHC30121 Certificate III in Early Childhood Education and Care	\$8310	\$736	\$8,864	\$2,770	\$554	\$480	\$256
CHC40121 Certificate III in Community Services	\$4,462	\$702	\$4,760	\$1,488	\$298	\$320	\$382
CHC43115 Certificate IV in Disability -	\$5250	\$735	\$5,600	\$1,750	\$350	\$320	\$415
FNS30322 Certificate III in Accounts Administration	\$3080	\$580	\$3,520	\$1,100	\$2020	\$240	\$340
FFS – Fee for Service (No Funding Available)							
SITHFAB002 Responsible Service of Alcohol	N/A	N/A	\$55	N/A	N/A	\$2	\$23
SITXFSA101 Use Hygiene Practices for Food Safety	N/A	N/A	\$55	N/A	N/A	\$2	\$33
BSB30120 Certificate III in Business - Online	N/A	N/A	\$2,118	N/A	N/A	\$30	\$352
Farm Chemical Users Course	N/A	N/A	\$308	N/A	N/A	\$8	\$64
White Card Course	N/A	N/A	\$156	N/A	N/A	\$4	\$30
HLTAID009 Provide Cardiopulmonary Resuscitation (CPR)	N/A	N/A	\$65	N/A	N/A	\$2	\$18
HLTAID011 Provide First Aid	N/A	N/A	\$125	N/A	N/A	\$5	\$35
HLTAID012 Provide Emergency First Aid Response in an Education and Care Setting	N/A	N/A	\$155	N/A	N/A	\$5	\$25
Pre-Accredited – ACEF Funded Courses for Learn Local Providers							
Careers Goals and Pathways	\$546	N/A	\$0	\$0	\$0	\$0	\$0
My Career, My Choice	\$546	N/A	\$0	\$0	\$0	\$0	\$0
Migrant English – Part 1 and 2, 3 and 4	\$910	N/A	\$0	\$0	\$0	\$0	\$0
Skills Review	\$91	N/A	\$0	\$0	\$0	\$0	\$0
Digital Literacy Essentials – Level1	\$364	N/A	\$0	\$0	\$0	\$16	\$34
Digital Literacy Essentials – Level 2	\$364	N/A	\$0	\$0	\$0	\$16	\$34

Murray ACE Floor Plan

Evacuation Plan: All Emergencies Dial 000



Gray Street nature strip (Assembly area in case of emergency)

Evacuation Procedure

In event of a fire/emergency, all persons are to be evacuated from the building via designated exits and assemble on the Gray Street nature strip

- Fire/Emergency warning will be advised with a siren
- Trainers will be responsible for the orderly evacuation of their students
- Trainers are responsible for Roll Call immediately after evacuation
- Missing persons' names to be reported to Murray ACE staff or Emergency Service Personnel

- Exit sign and door
- Fire Extinguisher
- Hose Reel
- First Aid Kit
- Blood Spill Kit
- Fire Blanket
- You Are Her

S:\Admin\Templates\2019-10-28 Evacuation Plan