Business and Management Programs

Applicant and Student Handbook

RESPONSIBLE STAFF MEMBER: Compliance Officer
CATEGORY: Business Systems
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RELATED HANDBOOKS AND DOCUMENTS: All Institute policies and procedures and handbooks

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Checklist – Terms & Conditions

Once you have read the student handbook, you should be able to complete the following checklist – ensuring that you can fully maximise the successful completion of your programme. If you are unable to confidently check each of the items, or if you feel you need further information or explanation, please do not hesitate to contact the College on (02) 9987 2322 or studentsupport@macdonaldeducation.com.au

Items	Yes/No
I am aware of the courses offered and am able to confidently select the programme most suitable to my needs	
I understand the course outline and the credential that I will receive on completion of my selected programme	
I recognise that pathways between programmes exist, and that I can access further career development information from the College	
Completing the enrolment form in full enables the College to form a student profile that will assist in maximising my learning. I understand that all information provided is subject to the Federal Privacy legislation and is confidential	
I understand how payment occurs, how fees are protected and the College refund policy	
I understand that all learning materials are provided online through resource material, reading and research guidelines.	
I am aware that should I require tutorial support, mentoring or assistance with sourcing research material that the College can provide this assistance 24 hours a day, 7 days a week.	
I understand how assessment occurs and that I will be assessed either competent or Not Yet competent	
I understand how to submit assessments, and the number of times I can resubmit assessments before being charged an extra marking fee	
I understand that all work I submit must be my own work and that I am required to agree to the terms and conditions of submission. Should I submit work that is not my own, I realise I will be unenrolled from the programme without refund.	
I am aware that Recognition of Prior Learning is available and I understand how the process works	
I am aware that I am able to appeal any assessment result and that an appeals process is in place for me to do this in a confidential and transparent manner.	
I understand that the College has a student contact strategy in place, in order to monitor and assist my learning	
I understand that I have complete access to my records at all times and I am aware of the process in place to enable this access	
I am aware that the College implements access and equity strategies and is able to provide reasonable adjustment to my learning processes should I feel that I am being disadvantaged	
I am aware that the College operates within the guidelines of anti-discrimination legislation	
If I require any support with my learning, or if I am having any difficulties I understand that the College has strategies in place to either assist me, or guide me to the most appropriate avenue for assistance. I recognise that I have a responsibility to alert the College to any potential support I may require, prior to enrolment.	
I understand there is a complaints process in place and that I can utilise this at any stage of enrolment. I am aware that all complaints must be in writing and that The College will follow up in a timely manner to ensure the most appropriate action.	

Business and Management Programs

Macdonald Education (The College) offers a range of business, management and marketing courses, suitable for people working in a wide range of business and management environments.

All courses are delivered on-line with flexible study options, which provide you with a choice of when you commence and finish your study program. You can also choose to enrol in one of the following qualifications, or to enrol in one or more units from these qualifications.

Qualifications

- BSB40207 Certificate IV in Business
- BSB40407 Certificate IV in Small Business Management
- BSB41307 Certificate IV in Marketing
- BSB40807 Certificate IV in Frontline Management
- BSB51107 Diploma of Management

Registered Training Organisation

The College is a Registered Training Organisation (RTO) bound by the standards contained in the VET Quality Framework, which provides the nationally agreed quality training framework for the Australian vocational education and training system. The College is audited against these standards and these provide the basis of quality in the administration and delivery of training for all students.

Contact details

After you have read this information and visited the College website www.macdonaldeducation.com.au please contact the College with any further queries:

Phone: (02) 9987 2322

Email: train@macdonaldeducation.com.au

On-line learning

Participating in on-line learning has many benefits. You, the learner have maximum flexibility with regard to planning and pacing your learning as well as choosing your learning location and environment. It is not surprising that it is the choice of increasing numbers of people.

However it is recommended that you check whether on-line learning is for you, before you start. We understand that students can sometimes feel alone when taking courses by distance learning. Lifestyles play a big role in the success of On-line learners. On-line learning is different in many respects from the traditional face-to-face learning we're all used to, primarily in the way we get our information and how we interact with facilitators. Many people say they learn more On-line and their retention is better too.

These are the traits that successful On-line students possess, to varying degrees:

- Self-Directed
- Motivated
- Comfortable with computers
- Able to use email, internet browser, word processor
- Like to read and write
- Inquisitive
- Disciplined
- Independent
- Able to stay on task

These questions will assist you in deciding if On-line learning is for you:

Are you self-directed and motivated?
As On Line learning happens on your schedule, you'll need to be self-directed and motivated to complete the activities and assessment tasks. You'll be responsible for creating the time line to finish each topic.

Are your technical skills adequate?
Along with having access to a computer and not being overwhelmed by typing, On Line learners should be comfortable with internet browsing and searching, email, Skype, sending and reading attachments and word processing.

Do you have good reading and numeracy skills?
Reading and basic number skills can play a large part in any course and especially On Line. The ability to read and comprehend subject matter without it being a chore is critical to your success.

Does written communication come easily for you?
In most cases writing is the primary method of communication in On Line classes, so you should be at ease with writing to express your thoughts, share ideas and ask questions.

Will you ask questions when you need to?
If you typically don't hesitate to seek help when you need it you'll do fine. Since you'll be in an On Line environment it's important to let your facilitator know when you need help.

If you're satisfied with your answers to these questions, you're likely to do well in an On-line learning course. Remember, we are always here to help. Our telephones are answered 24 hours a day and you can always contact us by email.

Technical requirements

Please note the technical requirements to be able to access and navigate around the On-line learning site.

Recommended	Minimum
Hardware Platform	
Windows 2000, XP or Vista Pentium 3 Sound capable 1 GB RAM	Windows 98 Pentium 2 Sound capable 512 MB RAM
MAC OS X G3 Sound capable 1 GB RAM	MAC 9 G3 Sound capable 512 MB RAM
Screen Resolution	
CRT - 1024 x 768 pixels Flat screen (LCD) - 1280 x 1024	CRT - 800 x 600 pixels
Internet	
High Speed ADSL (Broadband) or Cable connection to the Internet	56k modem connection to the Internet
Internet Browsers	
Mozilla Firefox 3 Internet Explorer 8	Mozilla Firefox 3 Internet Explorer 7
Opera and Safari will not display the built-in HTML editor	
Pop-up Blockers	
Some modules use pop-up windows, therefore you will need to disable pop-up blockers in your browser. Refer to your browser help files.	
Applications (software/programs)	
Microsoft Word Microsoft Excel Microsoft PowerPoint	Word Processor Excel Viewer PowerPoint Viewer
Open Office is a **free** alternative to MS Office and is available to download from: www.openoffice.org	
Multimedia Plugins	
Some modules may provide audio, video and/or flash based resources which may require special plug-ins. Below you will find links to free downloads.	
Windows Media Player RealPlayer Apple Quicktime Acrobat reader	Flash player ShockWave player Java Applets Java Mac OSx
Anti-virus	
It's very important to ensure the files you are uploading to Moodle are virus free. Be sure to have up to date anti-virus software loaded on your home computer. There are several free anti-virus programs available to download from the Internet, this is a good site to get software that has been evaluated, e.g. AVG Anti-Virus Free Edition, www.cnet.com	

Course Information

BSB40207 Certificate IV in Business

This course is for people who want to develop the knowledge and skills to effectively operate in a wide range of business contexts across industry sectors, including the property sector. You can select electives from the areas of customer service, financial administration, general administration, interpersonal, communication, marketing among many others.

BSB40207 Certificate IV in Business Total units = 10 1 Core units plus 9 elective units		
Core units (all of these)	List electives (min 5 – max 9 of these)	Electives (Min 0 -max 4 of these or alternative electives)
BSBOHS407A Monitor a safe workplace	BSBCUS401A Coordinate implementation of customer service strategies	BSBMGT403A Implement continuous improvement
	BSBCUS402A Address customer needs	BSBMGT401A Show leadership in the workplace
	BSBCUS403A Implement customer service standards	BSBMGT402A Implement operational plan
	BSBRSK401A Identify risk and apply risk management processes	BSBWOR402A Promote team effectiveness
	BSBMKG413A Promote products and services	BSBWOR404A Develop work priorities
	BSBMKG414A Undertake marketing activities	BSBSMB403A Market the Small Business
	BSBREL401A Establish networks	BSBMKG401B Profile the market
	BSBLED401A Develop teams and individuals	BSBMKG402B Analyse consumer behaviour for specific markets
	BSBFIA402A Report on financial activity	Other electives can be selected / recognised from BSB07 or other Training Package or accredited course at Certificate IV level. If not a 'listed elective' 1 unit may be selected from either a Certificate 111 or Diploma qualification. Elective units must be relevant to the work outcome, local industry requirements and the qualification level.
	BSBCMM401A Make a presentation	
	Other 'listed electives' from this qualification– not listed here – which the candidate has completed, will be recognised. Go to www.training.gov.au to see all 'listed electives for this qualification or contact Macdonald Education.	

Entry Requirements

There are no formal entry requirements for this qualification. However preferred pathways are:

- completion of Certificate III in Business [BSB30107] or other relevant qualification/s
- evidence of competency in the majority of units required for the Certificate III in Business [BSB30107] or other relevant qualification/s
- some vocational experience assisting in a range of environments providing administrative or operational support to individuals and/or teams but without a formal business qualification

Articulation

When you finish this course you may be eligible to do BSB51107 Diploma of Management or other specialist Diploma qualifications in the Business Services Training Package (BSB07) such as marketing, management or human resources.

In addition, depending on units/electives completed in this course, you may be eligible for advanced standing in other courses and other Training Package qualifications.

Course duration

As a self-paced learning program you have 24 months to complete this qualification, but you can complete requirements sooner.

As a guide the nominal hours for the course are 385 with approximately 35 to 40 hours required to complete each unit. Your progress and the actual time spent will depend on your personal circumstances and your existing familiarity with the subject matter of the course.

BSB40407 Certificate IV in Small Business Management

This course is for people who intend to go into small business as an owner and/or manager as well as those who are already a small business owner and/or manager.

This course provides the skills and knowledge required to manage the establishment, planning, promotion, finances, operations and workforce of a small business.

The BSB40407 Certificate IV in Small Business Management requires competency in four core units, plus six electives (total ten units). The electives shown below have been chosen for their relevance to small business operation in the property industry. Alternative electives are available.

BSB40407 Certificate IV in Small Business: Total units = 10 4 Core units plus 6 elective units		
Core units (all of these)	List electives (6 of these)	
BSBSMB401A Establish legal and risk management requirements of small business	BSBSMB405A Monitor and manage small business operations	BSBMGT403A Implement continuous improvement
BSBSMB402A Plan small business finances	BSBFIA402A Report on financial activity	BSBMKG402B Analyse consumer behaviour for specific markets
BSBSMB403A Market the small business	BSBSMB406A Manage small business finances	Other electives can be selected / recognised from BSB07 or other Training Package or accredited course at Certificate IV level. If not a 'listed elective' 1 unit may be selected from either a Certificate 111 or Diploma qualification. Elective units must be relevant to the work outcome, local industry requirements and the qualification level.
BSBSMB404A Undertake small business planning	BSBSMB407A Manage a small team	
	BSBLED401A Develop teams and individuals	
	BSBCUS402A Address customer service needs	
	BSBMKG413A Promote products and services	

Entry Requirements

There are no formal entry requirements for this course; however applicants can demonstrate their potential to undertake the course with:

- personal or vocational experience in a specific industry
- vocational experience in a specific industry and an industry specific qualification

Articulation

When you finish this course you may be eligible to do BSB51107 Diploma of Management or other specialist Diploma qualifications in the Business Services Training Package (BSB07) such as marketing, management or human resources.

In addition, depending on units/electives completed in this course, you may be eligible for advanced standing in other courses and other Training Package qualifications.

Course duration

As a self-paced learning program you have 24 months to complete this qualification, but you can complete requirements sooner.

As a guide the nominal hours for the course are 400 with approximately 40 hours required to complete each unit. Your progress and the actual time spent will depend on your personal circumstances and your existing familiarity with the subject matter of the course.

BSB41307 Certificate IV in Marketing

This course is for people who want to develop the knowledge and skills to work in marketing across a range of industry and organisational settings. You will develop a range of specialist marketing skills as well as other generic business skills that will allow you to function effectively in a marketing industry setting.

The BSB41307 Certificate IV in Marketing requires competency in four core units, plus six electives, including at least three 'listed electives' (total ten units).

BSB41307 Certificate IV in Marketing: Total units = 10 4 Core units plus 6 elective units		
Core units (all of these)	List electives (min 3 – max 6 of these)	Electives (Min 0 -max 3 of these)
BSBCMM401A Make a presentation	BSBMKG412A Conduct e-marketing communications	CPPDSM4013A Market property for lease
BSBMKG401B Profile the market	BSBMKG413A Promote products and services	CPPDSM4014A Market property for sale
BSBMKG402B Analyse consumer behaviour for specific markets	BSBMKG414B Undertake marketing activities	CPPDSM4052A List and market rural property for sale and lease
BSBMKG408B Conduct market research	BSBCUS402A Address customer needs	CPPDSM4005A Establish and build client-agency relationships
	BSBCUS403A Implement customer service standards	CPPDSM4069A Promote and market listed businesses
	BSBRES401A Analyse and present research information	BSBSMB403A Market the Small Business
	BSBOHS407A Monitor a safe workplace	Other electives can be selected / recognised from BSB07 or other Training Package or accredited course at Certificate IV level. If not a 'listed elective' 1 unit may be selected from either a Certificate 111 or Diploma qualification. Elective units must be relevant to the work outcome, local industry requirements and the qualification level.
	BSBREL401A Establish networks	
	BSBRSK401A Identify risk and apply risk management processes	
	Other 'listed electives' from this qualification – not listed here – and which a candidate has completed, will be recognised. Go to www.training.gov.au to access full list of electives for this qualification or contact Macdonald Education.	

Entry Requirements

There are no formal entry requirements for this qualification but preferred pathways into include:

- achievement of the BSB30107 Certificate III in Business or other relevant qualification/s
- evidence of competency in the majority of units required for the BSB30107 Certificate III in Business or other relevant qualification/s

- some vocational experience in assisting marketing team leaders, supervisors or managers to conduct marketing activities but without formal marketing qualifications

Articulation

When you finish this course you can apply to do BSB51207 Diploma of Marketing or other specialist Diploma qualifications in the Business Services Training Package (BSB07), such as advertising or management.

In addition, depending on units/electives completed in this course, you may be eligible for advanced standing in other courses and other Training Package qualifications.

Course duration

As a self-paced learning program you have 24 months to complete this qualification, but you can complete requirements sooner.

As a guide the nominal hours for the course are 385 with approximately 35 to 40 hours required to complete each unit. Your progress and the actual time spent will depend on your personal circumstances and your existing familiarity with the subject matter of the course.

BSB40807 Certificate IV in Frontline Management

This course is for people who work in a team leader, supervisory, front desk or line management position across a range of industry sectors including the property sector. You will learn how to provide leadership and guidance to others and to take responsibility for the effective functioning and performance of a team and its work outcomes.

The BSB40807 Certificate IV in Frontline Management requires competency in four core units, plus six electives (total ten units).

BSB40807 Certificate IV in Frontline Management Total units = 10 4 Core units plus 6 elective units		
Core units (all of these)	List electives (min 3 – max 6 of these)	Electives (Min 0 -max 3 of these or alternative electives)
BSBMGT401A Show leadership in the workplace	BSBWOR404A Develop work priorities	BSBSMB407A Manage a small team
BSBMGT402A Implement operational plan	BSBCUS401A Coordinate implementation of customer service strategies	BSBREL401A Establish networks
BSBOHS407A Monitor a safe workplace	BSBCUS402A Address customer needs	BSBSMB401A Establish legal and risk management requirements of small business
BSBWOR402A Promote team effectiveness	BSBCUS403A Implement customer service standards	Other electives can be selected / recognised from BSB07 or any other Training Package or accredited course at Certificate IV level. If not a 'listed elective' 1 unit may be selected from either a Certificate 111 or Diploma qualification. Elective units must be relevant to the work outcome, local industry requirements and the qualification level.
	BSBMKG413A Promote products and services	
	BSBCMM401A Make a presentation	
	BSBMGT403A Implement continuous improvement	
	BSBLED401A Develop teams and individuals	
	BSBFIA402A Report on financial activity	
	BSBRSK401A Identify risk and apply risk management processes	
	Other 'listed electives' from this qualification – not listed above – which a candidate has completed will be recognised. Access all 'listed electives' for this qualification from the www.training.gov.au or contact Macdonald Education.	

Entry Requirements

There are no formal educational requirements for entry into this course; however learners must have appropriate competencies to enter at this level.

Preferred pathways into this qualification are:

- completion of Certificate III in Frontline Management [BSB31207] or other relevant qualification/s
- evidence of competency in the majority of units required for the Certificate III in Frontline Management [BSB31207] or other relevant qualification/s
- some vocational experience in a supervisory role but no formal qualification

Articulation

When you finish this course you can apply to do BSB51107 Diploma of Management or other Diploma qualifications in the BSB07 Business Services Training Package, such as business, marketing or human resources.

In addition, depending on units/electives completed in this course, you may be eligible for advanced standing in other courses and other Training Package qualifications.

Course duration

As a self-paced learning program you have 24 months to complete this qualification, but you can complete requirements sooner.

As a guide, the nominal hours for the course are 380 with approximately 35 to 45 hours required to complete each unit. Your progress and the actual time spent will depend on your personal circumstances and your existing familiarity with the subject matter of the course.

BSB51107 Diploma of Management

This course is for people who manage the work of others or who add value to or review management practices of an organisation.

BSB51107 Diploma of Management Total units = 8	
Group A (min 5 and max 8 of these)	Group B (min 0 and max 3 of these)
BSBCUS501B Manage quality customer service	BSB504A Manage workforce planning
BSBFIM501A Manage budgets and financial plans	BSBSUSS501A Develop0 workplace policy and procedures for sustainability
BSBMGT502A Manage people performance	Other Group B units can be recognised from this (BSB07) or any other Training Package or accredited course at Diploma level. One unit may be selected/ recognised from either a Certificate IV or Advanced Diploma qualification. Elective units must be relevant to the work outcome, local industry requirements and the qualification level.
BSBMGT515A Manage operational plan	
BSBMGT516A Facilitate continuous improvement	
BSBRSK501A Manage risk	
Other A and B listed electives from this qualification which the candidate has completed – not on this list – will be recognised. Access all 'listed electives' for this qualification from the www.training.gov.au website or contact Macdonald Education.	

Entry Requirements

There are no formal educational requirements for entry into this course; however learners must have appropriate competencies to enter at this level. Preferred pathways into this qualification are:

- completion of Certificate IV in Frontline Management [BSB40807] or other relevant qualification/s
- evidence of competency in the majority of units required for the Certificate IV in Frontline Management [BSB40807] or other relevant qualification/s
- vocational experience in supervision or management but without a formal qualification

Articulation

When you finish this course you can apply to do BSB60407 Advanced Diploma of Management or other specialist Advanced Diploma qualifications in the Business Services Training Package BSB07 such as marketing or human resources.

In addition, depending on units/electives completed in this course, you may be eligible for advanced standing in other courses and other Training Package qualifications. You may also be able to articulate to degree courses in Business or a related area.

Course duration

As a self-paced learning program you have 24 months to complete this qualification, but you can complete requirements sooner.

As a guide the nominal hours for the course are 330 with approximately 40 to 50 hours required to complete each unit. Your progress and the actual time spent will depend on your personal circumstances and your existing familiarity with the subject matter of the course.

Assessment Information

Assessment Processes

All courses being offered are competency based, and as such, students are required to submit completed tasks and activities for assessment. There are assignments and practical assessments and presentations / conversations (Skype / video) where you show evidence that you can carry out tasks to a required standard. There are also verbal or written tests where you show evidence that you have knowledge and understanding.

Once you have enrolled and accessed the units in your course of study on the online learning site, you will be able to see the assessment requirements for those units. If you have any questions regarding the assessment tasks you should contact the course coordinator prior to attempting or submitting your assessment.

You are expected to research each task utilising either material or resources supplied via the online learning site or by gathering information from your own resources. All activities and assessment tasks must be successfully completed for competency to be achieved.

Assessment submission

Assessment submissions are made electronically, and there are guides on how to upload assessment on the learning site. You may also submit work via email, fax or post. Audio or video formats may also be required for some units. Course coordinators will assist if you have any queries regarding the submission of assessments.

Assessment results

Once an assessor has reviewed your assessment submission you will receive either a Competent or Not Yet Competent result.

Re-submission

All students are given the opportunity of re-submitting assessments if they have not met the competency standards required, i.e. received a Not Yet Competent result. A student may re-submit an assessment task up to 3 times.

Monitor progress on-line

You can monitor your progress by accessing your results and feedback on-line.

Appealing a result

In the event that a student is not satisfied with an assessment decision or process, the following procedure applies:

- Discuss the matter with the facilitator/assessor.
- If the matter is unresolved, then discuss the matter with the CEO.
- If the matter is unresolved, then both parties to agree on the nomination of an independent assessor to examine the matter.
- If the matter is unresolved, then the student has the option to take the matter to the State Training Authority, which in NSW is the NSW Department of Education and Training.

Cheating

Whatever the form of assessment, it is essential that the work you are assessed on is your own. All students should be aware that penalties will be imposed for students found to be cheating in an assessment. Cheating can take different forms. For example, it may be copying or using the work, writing, drawings or photographs created by other people and passing them off as your own. **You must make it clear if you are quoting or using other people's work.**

Of course, it is often helpful to discuss your work and ideas with other people. Where you are working in a team with other students on a joint assessment task, your assessor will explain how your own contribution will be assessed.

Students are required to agree to the 'submissions terms and agreement' outlined on each assignment, prior to submission. Submission of an assignment denotes that the terms and agreement have been adhered to.

Issuing results

On completion of a course, you will be issued with your qualification (Certificate or Diploma) and a transcript which lists all the competencies achieved for the qualification.

If you formally withdraw from a course you will be issued with a Statement of Attainment which lists the units you have completed prior to withdrawal.

Recognition of Prior Learning and Mutual Recognition

Recognition of Prior Learning (RPL) provides students with the opportunity to gain recognition of competencies that they already possess. These competencies could have been obtained via previous formal training, work experience, or life experience.
The College encourages students to apply for RPL if the student has self-assessed their knowledge and skills as meeting the learning outcomes of individual units in the course they wish to study.

An RPL application form is available that provides students with guidance on how to submit the evidence required to support the application. This form can be downloaded from the College website. Once the application form is completed, a qualified workplace assessor will evaluate the application and determine the outcome. If further information is required, a student will be advised, and in some cases an interview, usually by phone, is conducted to clarify details.

If a student gains a competency through RPL, they will be exempt from that Unit and the transcript of results will record that competency exists.

If a student disputes the outcome of the RPL process they will be directed to utilise the grievance and appeals process of the College.

Mutual Recognition and Credit Transfer Pathways

The College recognises the national qualifications issued by other Registered Training Organisations (RTOs). Once the qualifications or Statements of Attainment from another RTO have been validated, the student can be exempted from equivalent competencies.

Completion of a prior qualification may also provide advanced standing into another qualification via credit transfer pathways.

College staff can assist you in determining the pathways that are most appropriate for your career plan

In some cases, where the qualification is older than 5 years, particularly in units of competency that are based on legislation or regulations which have undergone substantial change, The College may require the student to re-do these particular modules to ensure currency. The College reserves the right to assess students where the competencies claimed are greater than 5 years old.

Enrolment information

Course fees

Fees are required to be paid prior to commencement of the program. Payment can be made through the website with MasterCard, Visa, or direct deposit or posted cheque. For students who pay by credit card, a receipt for payment is will be sent automatically via the 'Paymate' payment system. Payments take 24 hours for authorisation.

Course	Full Fee
BSB40207 Certificate IV in Business	$2,395
BSB40407 Certificate IV in Small Business Management	$2,395
BSB41307 Certificate IV in Marketing	$2,395
BSB40807 Certificate IV in Frontline Management	$2,395
BSB51107 Diploma of Management	$2,695

Refund policy

Tuition fees paid are refundable, less an administration fee of $150, if the student withdraws from a course up to 4 weeks from being given access to the e-learning site for their learning program.

Once 4 weeks have elapsed after being granted site access, refunds are not available if a student wishes to withdraw from the course. Note: All applications for refunds must be submitted in writing.

Once a student submits an assignment for marking they acknowledge they are no longer eligible for the refund regardless of the time that has elapsed.

Note: All applications for refunds must be submitted in writing

Enrol online

Step 1. Select your course

To enrol in any of the programs offered by the College, simply select the program you wish to undertake by clicking on the appropriate course on the website. You will then be directed to either enter your username and password (for those that have already registered) or alternatively following the directions 'start now by creating a new account'. Once registration has been completed, you will receive an email asking you to confirm your account.

Step 2. Pay fees

You will then be directed to a payment page where you can pay your course fee via credit card through Paymate. The College will receive confirmation of your payment within 24 hours. Once payment has been received by the College, you will be enrolled into the program and an email confirming your enrolment will be sent to you with a student profile form attached.

Step 3. Complete student profile form

By filling out the student profile form in full you will enable the College to complete your student enrolment record. Once this is completed, it remains a confidential document in alignment with privacy legislation. The registration form enables the College to ascertain if a student has special needs that we need to be aware of in order to administer training and assessment effectively.

The student profile form also asks permission to contact the student's employer where possible. The ability to contact a student's employer enables the College to:

- Coordinate with an employer to support the student's assessment, particularly in a unit where direct observation of a task is another way of gaining evidence of the student's competency
- Gather client feedback. Does the employer feel that the learning provided by the College is relevant and reflects current practices?
- Where appropriate, monitor and support the learning the student is undertaking.

It is not compulsory to provide employer details, however for those who are employed and feel that their employer can play an active and beneficial role in their learning, the College encourages employer support.

Student Access to Records

Students have the ability to access their records at any point of their enrolment. This enables the student to check their progress, the outcomes of any module completed and any records in relation to complaints, and appeals. All student records are held electronically and in hardcopy and as such are available at all times to student as a result of a phone call or email to the College.

In addition, the College is required to retain all Student records for a period of thirty (30) years. This enables a student to have access their records over that period of time. For instance, should a statement of attainment or transcript need to be re-issued, a student can contact the College, and after providing relevant information that matches with the correct enrolment data, such requests can be met. It is important to recognise that archiving of student records occurs on a regular basis, therefore a two week period is required to access records for the re-issuing of statements of attainment and transcripts.

Grievance Procedures

In the event of a student having a grievance concerning the delivery or assessment of a course, or some other matter concerning the operations of the College, the following procedure applies:

- Discuss the matter with the teacher/assessor
- If the matter is unresolved, forward a written complaint to the CEO
- If the matter is still not resolved, then the student can pursue other legal remedies according to consumer protection legislation including National Training Complaints Hotline 1800 000 674.

The CEO will ensure that complainants are kept informed regarding the status of their complaint and are informed in writing of the outcome of the complaint, and reasons for the decision.

The College will ensure that:

- Each complaint, grievance, appeal and its outcome is recorded in writing
- Each appeal is heard by an independent person or panel; and
- Each appellant:
    - has an opportunity to formally present his or her case; and
    - is given a written statement of the appeal outcomes, including reasons for the decision
- It will act upon the subject or any complaint found to be substantiated

If the matter is still not resolved, then the student can pursue other legal remedies according to consumer protection legislation.

The CEO will ensure that complainants are kept informed regarding the status of their complaint and are informed in writing of the outcome of the complaint, and reasons for the decision. Any and all grievances will be processed and acted upon if substantiated, in a timely manner.

Access and Equity

The College is committed to equal opportunity and positive action in vocational education, training and employment. As such the College provides an environment that embraces equity, fairness and respect for social and cultural diversity.

All teaching methods, assessment and review process, teaching materials and support services demonstrate commitment to an environment that is free from discrimination, harassment and racial vilification. All staff are aware that access and equity is their responsibility.

Further details of the Access and Equity aspects of the College can be found in the Code of Practice – available on the website. Failure by a person or persons to comply with the Access and equity policy outlined in the Code of Practice will warrant disciplinary action

Personal Information Protected

The College is bound to protect students' individual and personal information. All employees of the College are aware of the Federal Privacy Legislation and how it affects the dissemination of

information, and follow College policies and procedures on the use of the student administration system and the protection of Students privacy. A student will always have the right to access their own files.

College Chat Room Policy

The Chat Rooms are a forum for sharing information among existing College students and posting privileges are restricted to College students.

The College is not responsible for the contents of any message posted by a student. Messages express the views solely of the authors of the messages, and do not necessarily represent the views of the College.

Any user who feels that a posted message is objectionable should contact us, and we will remove any messages we determine to be objectionable.

You agree, through your use of this service, that you will not use the Message Board to post any material which is knowingly false and/or defamatory, inaccurate, abusive, vulgar, hateful, harassing, obscene, profane, sexually oriented, threatening, invasive of a person's privacy, or otherwise in violation of any law. You agree not to post any copyrighted material unless the copyrighted material is owned by you. The moderators of this message board reserve the right to delete any message and/or revoke the posting privileges of any student for any reason whatsoever. We reserve the right to reveal information about you in the event of a complaint or legal action arising from any message posted by you. You remain solely responsible for the content of your messages.

If you identify yourself personally on the Message Boards or by sending an e-mail with questions, comments, we may use the information you have provided in order to respond to your questions or comments. By using the College site and its message boards or chat room, you consent to the collection and use of your information as described in this policy statement.

Deceptive, antagonistic, abusive, or profane messages or solicitations are not appropriate on these forums and will result in revocation of posting privileges and dismissal from any courses in which the poster of the message is enrolled. No refund is available in these circumstances.

Disciplinary Procedures

The College endeavours to promote a safe and fair environment for staff and students. Disciplinary action will occur if students:

- engage in harassment or discriminatory behaviour
- do not comply with the College Chat Room policy
- fail to pay any fee or charge owing to the College
- cheat or plagiarise material for assessment

If a student is reported to have committed any of the above acts, an investigation by the CEO will occur. The student will be given an opportunity to present their case at this time. If this person is found to have breached any of the above, disciplinary action will take place. Dependent upon the act this may constitute expulsion from the course, of a strict penalty may be imposed.

Student Support Services

Learning Support

During your course(s) with the College you are encouraged to use the ongoing support services available to assist with your access and understanding of the course material and clarify any questions with regard to assessment tasks and requirements.

- email to studentsupport@macdonaldeducation.com.au
- phone (02) 9987 2322, 7 days per week
- An electronic 'Chat Room' is available on line for students to access assistance from fellow students in a group learning room.
- Messages may also be posted to the College and a set of Frequently Asked Questions will be generated and posted.
- Confidentiality of the name of any person asking a question will be maintained, unless the person posts their information in the 'Chat Room'.

Language Literacy and Numeracy Support

Students requiring support in these areas are asked to denote this on the enrolment form, or to contact the College CEO. Where only a low level of support is required, the CEO may arrange for the student to receive extra-curricular assistance from the Trainer or other staff member. Where extensive support is needed the student will be referred to an LLN specialist. This may attract a fee.

Where a student's language, literacy of numeracy deficiencies will clearly inhibit achievement of learning outcomes and the applicant refuses support, enrolment may be declined.

If you feel you need assistance with LLN, please contact the College CEO on (02) 9987 2322 or via email to studentsupport@macdonaldeducation.com.au

You may also contact specialised service providers such as Adult Multicultural Education Services **www.ames.net.au** Phone: 9926 4666