

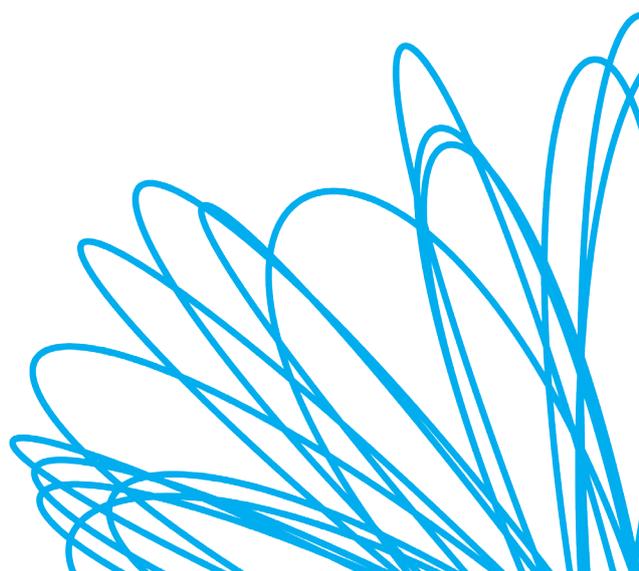
**MCIE**

# Domestic Student Handbook



# Handbook Contents

<b>Introduction</b>	2
<b>Training Location</b>	3
<b>Access &amp; Equity</b>	3
<b>Enrolment</b>	4
<b>Personal Presentation</b>	4
<b>Student Behaviour</b>	4
<b>Student Disciplinary Action</b>	4
<b>Induction</b>	4
<b>Quality System</b>	4
<b>Course Assessment</b>	4
<b>Student Welfare, Guidance &amp; Support</b>	5
<b>External problems</b>	5
<b>Access to Personal Information</b>	5
<b>Complaints &amp; Appeals Policy</b>	6
<b>Legislation</b>	8
<b>Privacy Policy</b>	8
<b>Competency Based Training &amp; Assessment</b>	8
<b>Payment of Enrolment Fees</b>	8
<b>Refund Policy</b>	9
<b>Qualifications</b>	11
<b>Credit Transfer Policy</b>	11
<b>Recognition of Prior Learning</b>	11
<b>Student Safety Policy</b>	12
<b>Key Contacts</b>	14



# INTRODUCTION

Melbourne City Institute of Education (MCIE) is located in Melbourne, Australia. MCIE is a Registered Training Organisation that meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia. The Australian Skills Quality Authority monitors and subjects us to regular external audits to verify adherence to these standards.

## The MCIE Difference

The teaching and learning at MCIE is specifically designed to ensure student's have a competitive edge – an important step in developing your work and life skills. The Institute provides educational services to numerous students from diverse backgrounds and walks of life. Our centrally located college has all the advantages of a new generation, multi disciplinary school, with accredited courses and quality assurance. Our class sizes, accessible teaching

staff and learning facilities provide the personal attention to support students in gaining their qualifications.

## Studying at MCIE is an investment in your future

- Accredited, nationally recognised programs
- Personalised teaching
- Flexibility in training delivery

Please take the time to read through this handbook. If you require assistance, ask your course coordinator or trainer to clarify any information you do not understand.

We trust that you will find your learning with MCIE to be a rewarding experience and look forward to your feedback to help us make our programs even better.



**“We welcome you to your college,  
Melbourne City Institute of Education!”**

# TRAINING INFORMATION

## Training Location

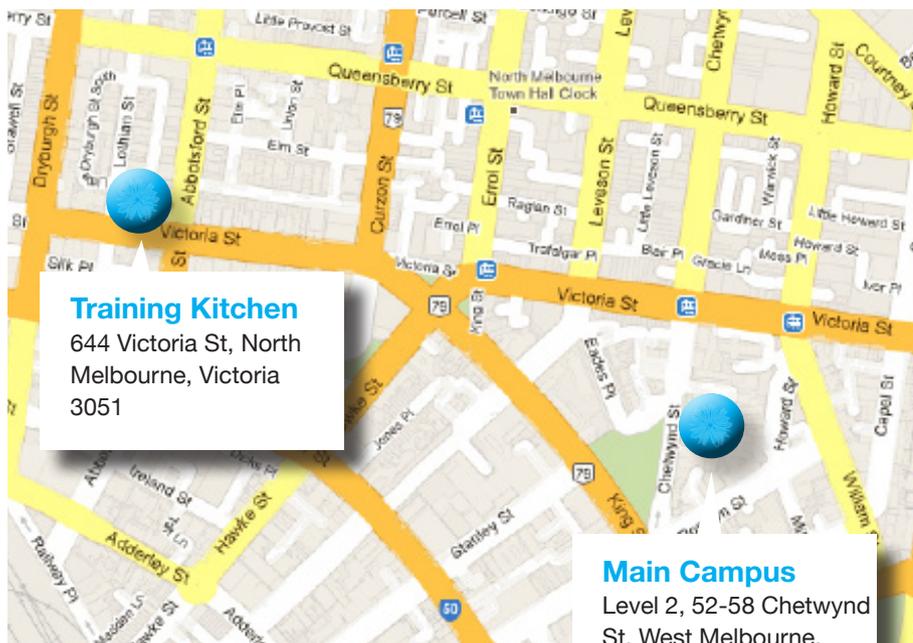
The main campus is located at [Level 2, 52-58 Chetwynd Street, West Melbourne, Victoria, 3003](#).

Student amenities include a kitchen with microwave and refrigerator, common room, computer lab with Internet access, and male and female restrooms. Facilities are centrally situated in Melbourne's CBD and can be easily accessed via public transport.

Our central location lends itself to shopping, dining, touring, recreational activities and all the lifestyle options this wonderful city has to offer.

The training kitchen is located at [644 Victoria Street, North Melbourne, Victoria 3051](#).

The training kitchen has been purpose built to support the practical components of the hospitality courses and includes industry standard ovens, burners, and extractor canopies. All our equipment and resources are mapped to each qualification, enabling our students to learn effectively.



### Training Kitchen

644 Victoria St, North Melbourne, Victoria 3051

### Main Campus

Level 2, 52-58 Chetwynd St, West Melbourne, Victoria, 3003

## Contact MCIE

### Melbourne City Institute of Education

Level 2, 52-58 Chetwynd St, West Melbourne 3003

**Ph:** 1300 737 004

**Fax:** +61 3 9329 0052

**Email:** [info@mcie.edu.au](mailto:info@mcie.edu.au)

**Web:** [www.mcie.edu.au](http://www.mcie.edu.au)

## Access & Equity

The aim of this Policy is to ensure MCIE meets the needs of individuals and the community as a whole through the integration of access and equity guidelines.

### The key principles of this Policy are:

- MCIE recognises the need for implementation of equity principles via the fair allocation of resources
- All students will be recruited in an ethical and responsible manner, consistent with the requirements of the training program
- MCIE recognises the right to equality of opportunity without discrimination for all members of the community

### With these principles in mind, the objectives of this Policy are to:

- Incorporate non-discriminatory student selection procedures that encourage fair access for members of under-represented groups
- Ensure access and equity issues are considered when developing training programs
- Provide access to staff development courses, if required, in order to assist Trainers who deliver courses to under-represented groups

Read more about studying with MCIE @

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

## Enrolment

All students are required to complete an enrolment form prior to commencing training. The information in the enrolment form will be used to assess student eligibility, as well as providing key information for our records.

## Personal Presentation

Students are required to wear workplace uniforms or appropriate uniforms or appropriate industry attire as directed for any scheduled training session.

## Student Disciplinary Action

Where the trainer has identified a student disciplinary action, this will be escalated to the student's immediate supervisor. If the behaviour or problem continues, meeting between the supervisor, MCIE Director of Training Delivery and the trainer will be established to identify the corrective action to rectify the problem. MCIE reserves the right to withdraw a student from a training program should a resolution not be achieved.

## Induction

All students will be provided with an induction. This involves a familiarisation with the program requirements and, where appropriate, a tour of training facilities and introduction to MCIE staff. Inductions may be completed as part of a group or on a one to one basis.

## Quality System

MCIE has been approved as a Registered Training Organisation. MCIE has demonstrated compliance against a set of national policies, practices, guidelines and protocols related to operation as a training organisation. MCIE operates under a set of policies and procedures which comply with the National Vocational Education and Training Regulator Act 2011.

## Duty of Care

Australian educational institutions and workplaces are subject to complying with the Occupational Health and safety Act.

We are committed to providing you with a safe study environment and welcome you drawing to our attention, anything that may cause a hazard to yourself or others.

## Student Behaviour

You have a "duty of care" to conduct yourself in a way that does not cause harm to people around you. Please be aware of how your behaviour could impact on the safety of others.

There are a number of general rules relating to use of and access to MCIE buildings:

- Always take care, use commonsense and consider others
- Consumption of food and drink should not occur in lecture rooms and other academic areas
- Smoking is prohibited in all MCIE buildings
- Equipment and fittings should not be tampered with
- Minimise litter by using the bins provided
- Keep noise down, particularly in or near study areas such as teaching rooms and offices
- Protective clothing and footwear may be required for entry to some areas, such as kitchens
- Observe all signs and instructions relating to access to and use of college buildings
- MCIE has a no tolerance policy toward bullying, sexual harassment or discrimination of any sort
- Consumption or being under the influence of alcohol or illicit substances during training hours is unacceptable and will result in you being asked to leave the premises. Continued abuse of this policy may result in your removal from the Traineeship or Training program

# COURSE INFORMATION

## Course Assessments

In general terms assessment during training will involve:

- Observation of performance
- Case studies / Projects / Assignments / Presentations / Role plays
- Written assessments
- Integrated assessment of some units may occur

Students will be given advance warning of the time and form of any summative assessment and will not be expected to sit an assessment they have not prepared for. At the start of the assessment the Assessor will read through the instructions/ assessment Task with you and you will be given the opportunity to ask any questions regarding your assessment task, prior to commencement. Students will be given an opportunity for at least one reassessment for any competencies not achieved on the first attempt. If a student Not Yet Competent in the assessment, they can apply to undertake the assessment for a second time, at no additional cost. However, if competence is again not achieved, a student can request to be re-assessed again but will be required to pay a fee of \$250 (Theory) and \$300 (Practical) for each unit. If competency is not achieved in either situation, the student will be required to re-enrol in the unit and undertake it in full.

A student is entitled to appeal to MCIE if they feel that their result is not as they expected.

# Student Welfare, Guidance & Support

MCIE aims to assist you to achieve the required level of competencies in the course undertaken. Your trainer/assessor is the first point of contact to discuss any difficulties you are experiencing.

## These could include:

- Time management
- Difficulties in understanding resource materials
- Self motivation

You are encouraged to contact the trainer/assessor to discuss any training issues you may have

## External Problems

MCIE recognises that a student may have problems that do not directly concern the institute but may interfere with the student's ability to learn. For example, health, housing, relationships. MCIE will offer advice in referring students to appropriate external support groups for assistance.

MCIE Welfare Officer

[Arsh Dahri](#)

e: [arsh.dahri@mcie.edu.au](mailto:arsh.dahri@mcie.edu.au)

p: 0406 812 318

## Access to Personal Information

Students can have access to their personal information including their assessment records if required. You can lodge a request at the reception desk, main campus.



# COMPLAINTS & APPEALS POLICY

The purpose of this Policy is to ensure students have a complaints and appeals process that includes access to an independent external body if necessary.

## Procedure

### Handling complaints involves:

**1.** Any parties who have a complaint in the first instance are encouraged to approach the respondent with the object of informal resolution. However, it is recognised that this is not always appropriate, e.g. in cases of sexual harassment. If the complaint is not able to be resolved at this stage, the individual with the complaint can consult, in confidence, any one of the following persons: Trainer, Student Welfare Officer, Director of Training Delivery, Managing Director.

### The staff member approached by the complainant will:

- Discuss the details of the complaint or problem with the complainant
- Discuss the options available for resolution
- Help obtain any necessary information
- Assist the complainant in dealing with the problem themselves if this seems appropriate and acceptable

or

If the staff member believes he or she is not the most appropriate person to assist the complainant, they will refer and/or accompany the complainant to the Student Welfare Officer if it is considered that the involvement of an external agency is warranted.

Where it has not been possible to resolve the complaint informally, the complainant(s), together with the person assisting, may seek the advice and assistance of the Student Welfare Officer. With the concurrence of the complainant(s), the Student Welfare Officer may take appropriate steps to resolve the matter informally or, with the concurrence of the complainant(s) and the respondent(s), the Student Welfare Officer may call together those persons involved in the complaint or who might assist in its resolution with the aim of solving the problem to the satisfaction of the complainant(s).

A nominee of the student may be included at any stage of informal resolution processes if the student so chooses with the nominee being appointed by the student.

**2.** If the matter is unable to be resolved at this level, the complaint can be formalised in writing to the Student Welfare Officer. The complaint can be emailed to [complaints@mcie.edu.au](mailto:complaints@mcie.edu.au). If the complaint is made verbally, the Student Welfare Officer must summarise the complaint in writing and have it signed off by the person making the complaint. The Student Welfare Officer will respond in writing within three working days acknowledging that he/she has received the complaint and the process to resolution has commenced.

**3.** Student Welfare Officer will investigate the matter and the complainant will be given an opportunity attend an interview and to formally present his or her case which may include the respondent. A nominee of the student may be included at any stage of formal resolution processes if the student so chooses.

**4.** At the end of the hearing the outcome will be communicated in writing, including reasons for the decision, to all concerned parties. Under normal circumstances the complainant can expect an outcome within three working days, however if an outcome takes longer the complainant will be kept informed on the progress

**5.** In the event that the complainant is not satisfied with the outcome, he/she can appeal in writing to the Managing Director, using the [complaints@mcie.edu.au](mailto:complaints@mcie.edu.au) email address.

**6.** If the complainant finds no satisfactory outcome with the internal MCIE Complaint and Appeals process then they can request mediation through Voxen.

The contact details for Voxen are as follows:

Voxen Complaints Investigation  
PO Box 11  
Keilor Victoria 3036  
Email: [Office@Voxen.com.au](mailto:Office@Voxen.com.au)  
Website: [www.voxen.com.au](http://www.voxen.com.au)  
Phone: 1300 777 100

**7.** If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, MCIE will immediately implement any decision, and/or corrective and preventative action required.

# OTHER APPEALS

## Appeals Procedure

Refer to the following matrix for appeals that are not in relation to a complaint outcome:

Assessment	<ul style="list-style-type: none"> <li>Approach the Trainer/Assessor and try to resolve the issue in an informal manner</li> <li>Appeal in writing to the Director of Training Delivery</li> <li>If not satisfied with the outcome of the appeal, seek resolution via the external appeals channel</li> </ul>
Intention to Report for unsatisfactory Course Progress	<ul style="list-style-type: none"> <li>Approach the Director of Training Delivery and try to resolve the issue in an informal manner</li> <li>Appeal in writing to the Managing Director within 20 working days</li> <li>If not satisfied with the outcome of the appeal, seek resolution via the external appeals channel</li> </ul>
MCIE initiated Suspension or Cancellation of Enrolment	<ul style="list-style-type: none"> <li>Approach the Operations Manager and try to resolve the issue in an informal manner</li> <li>Appeal in writing to the Managing Director within 20 working days</li> <li>If not satisfied with the outcome of the appeal, seek resolution via the external appeals channel</li> </ul>
Non Approval of Student initiated suspension of Enrolment	<ul style="list-style-type: none"> <li>Approach the Operations Manager and try to resolve the issue in an informal manner</li> <li>Appeal in writing to the Managing Director</li> <li>If not satisfied with the outcome of the appeal, seek resolution via the external appeals channels</li> </ul>
Non Approval of Transfer Request to another registered provider or student initiated Cancellation of enrolment	<ul style="list-style-type: none"> <li>Approach the Operations Manager and try to resolve the issue in an informal manner</li> <li>Appeal in writing to the Managing Director</li> <li>If not satisfied with the outcome of the appeal, seek resolution via the external appeals channels</li> </ul>

The investigation may involve contacting the parties who were involved in making the decision and allowing them to respond in writing in relation to the appeal, alternatively a meeting may be arranged with all parties involved. The student will have the right to appoint an independent nominee to attend all discussions.

At the end of the investigation the outcome will be communicated in writing, including reasons for the decision, to all concerned parties (within three working days). If the student disagrees with the outcome of the appeal, they can request mediation through Voxen.

### The contact details for Voxen are as follows:

Voxen Complaints Investigation  
 PO Box 11  
 Keilor Victoria 3036  
 Email: [Office@Voxen.com.au](mailto:Office@Voxen.com.au)  
 Website: [www.voxen.com.au](http://www.voxen.com.au)  
 Phone: 1300 777 100

If the internal or any external appeals process results in a decision that supports the student, MCIE will immediately implement any decision, and/or corrective and preventative action required.

### Additional notes:

- All matters will be treated with utmost confidentiality, and professional respect at all times
- The original written complaint/appeal together with a copy of the acknowledgement and any responses or correspondence related to the complaint/appeal is retained in the student's hard file record and the Complaints and Appeals file
- The students enrolment is maintained and the student is expected, and advised to continue attending classes, while the appeal is in progress
- This process will be at no cost to the student

# LEGISLATION

Legislation that significantly affects participation in vocational education and training are the:

- Occupational Health and Safety Act 1985
- Privacy Act 2000
- Racial & Religious Tolerance Act 2001
- Disability Discrimination Act 1992
- Vocational Education & Training Act 2000
- National Vocational Education and Training Regulator Act 2012
- Accident Compensation (WorkCover Insurance) Act 1993
- Commonwealth Privacy Act
- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students Regulations 2001
- Equal Opportunity Act 1995 (Vic)
- Food Act 1970
- Occupational Health and Safety Act 1985
- The Australian Student Visa Program administered by the Department of Immigration and Multicultural Affairs
- The National Code of Practice for Overseas Students
- Vocational Education and Training Act 1990

For further information on legislation visit [www.asqa.gov.au](http://www.asqa.gov.au)

## Privacy Policy

MCIE will not release the personal details, assessment results or details of grievances/complaints of any trainee to a third party without the written consent of the trainee and/or their guardian, where the trainee is under 18 years of age. Where written consent is provided, only information relating to the administration of the training program and/or the employer's access to government funding will be released to a third party, including the trainee's employer, the Australian Apprenticeship Centre and/or the trainee's school, where applicable.

## Competency Based Training & Assessment

All programs delivered by MCIE are assessed under the Principles of Competency Based Training. This means that all courses are built from "Units of Competency". Students are advised of the Units of Competency required to complete a course or program before commencement. The aim of Competency Based Training is to assess the Trainee's ability to carry out the activities in each unit instead of sitting an examination that has a specific 'pass mark'. Your Trainer/Assessor will assess your (ability) competency in each unit.

## Payment of Enrolment Fees

Enrolment fees must be paid as per government regulation or individual arrangement. Under certain circumstances; a payment plan can be negotiated.

# REFUND POLICY

## Full Refund of Course Fees

MCIE will make a full refund of course fees paid in advance in the following circumstance:

- If MCIE is unable to start the delivery of a course on the agreed starting date or ceases to deliver the course before it is completed. Full refund will be made within two weeks of the course not being provided

## Partial Refund

MCIE will provide a partial refund of course fees paid in advance:

- If you cancel prior to commencement of the course, you will be required to pay 20% of the course fee as an administrative charge.
- If you cancel within 4 weeks of course commencement, you will be entitled to a 50% refund.

## No Fee Refund

MCIE will not refund any fees:

- Where student withdraws from the course after commencement of the course. This includes Course Fees, Application Fees, cost of learning resources, uniform and kit costs.
- In an event where the student's enrolment is cancelled as a result of implementation of Student Disciplinary Policy.

## Request for Refund

Students who wish to apply for a refund of course fees in accordance to the Refund Policy should do so by completing the Refund Form (available at reception).

## Payment of Refund

All refunds for which a student is eligible will be forwarded, within two weeks to the person who paid the fees, unless the student is transferring to another registered provider in Australia, in which case any refund may be remitted to that registered provider. MCIE will provide the student with a statement detailing the calculation of the refund.

## Approvals

All refunds must be approved by the Finance Manager.

Exemptions to any of the above mention cases may only occur where the student has extenuating or compassionate grounds.

## Want to know more about refunds?

If you require further information about refunds please contact your MCIE Trainer/Facilitator or alternatively you can contact

**Ph:** 1300 737 004  
**Fax:** +61 3 9329 0052  
**Email:** info@mcie.edu.au  
**Web:** www.mcie.edu.au

## Student Guidelines

MCIE will:

- Ensure that you are provided with access to the Complaints and Appeals Process
- Pay refunds in Australian dollars only, and refund onshore by cheque or offshore by telegraphic transfer
- Pay refunds within two weeks of the Refund Form and any required documentation being submitted

“This agreement, and the availability of complaints and appeals processes, does not remove your right to take action under Australia’s consumer protection laws”

learn.  
achieve.  
succeed.



## QUALIFICATIONS

All students successfully completing a course with MCIE will receive

- Full AQF Certificate, or
- Statement of Attainment

The following terms are used to record unit outcomes on the qualifications outlined above.

**Competent:** The student has demonstrated competency in all learning outcomes for that unit.

**Not Yet Competent:** The student has been assessed and has not yet demonstrated competency in all the learning outcomes for an individual unit.

An AQF Certificate is issued when the Trainee has completed all requirements for a qualification as listed in the curriculum document. The certificate lists the modules or units of competency completed.

A Statement of Attainment is issued where candidates have partially completed a qualification.

This may be done if:

1. The trainee did not complete the full requirements for the qualification, or
2. Units or modules have been delivered from an accredited and registered program

If your certificate or equivalent document is misplaced or damaged, contact MCIE reception to order a replacement. A fee of \$25 will be charged.



## CREDIT TRANSFER POLICY

Credit Transfer is critical to the operation of a nationally consistent vocational education and training system. Nationally endorsed Training Packages and Australian Qualifications Framework (AQF) accredited courses are also subject to credit transfer. All states and territories have agreed to recognise Training Packages and accredited courses and it is a requirement for registration the RTOs agree to recognise the AQF qualifications and Statements of Attainment issued by other RTOs. This ensures the mutual acceptance throughout Australia of AQF qualifications and Statements of Attainment.

## RECOGNITION OF PRIOR LEARNING

**Recognition of Prior Learning (RPL) is a process that allows the skills and abilities you already have to be recognised. This might include:**

- Courses you studied informally
- Skills obtained during your working life
- Other life experiences

RPL usually means that you are able to skip certain competencies from your program because you are already competent in those areas.

MCIE is committed to providing up to date and relevant RPL information to all students at enrolment and whilst enrolled. MCIE staff will provide support and guidance regarding RPL enquiries in a timely manner.

If you are given RPL prior to commencing the course MCIE will issue a Training Plan that reflects the new duration of the course. If you are given RPL after commencing the course that leads to a shortening of the duration of your course, you will be provided an updated Training Plan to reflect the shortened duration.

To apply for RPL students must complete and submit the relevant application forms available from MCIE.

**Want to know more or apply for RPL?**

If you require further information or to apply for RPL please contact your MCIE Trainer/Facilitator or alternatively you can contact the MCIE office on 1300 737 004 or online [www.mcie.edu.au](http://www.mcie.edu.au)

# STUDENT SAFETY POLICY

**MCIE has a number of processes to provide a safe and secure learning environment to all students. These include hours of operation and access to staff to assist students where required.**

- MCIE does not schedule classes outside of 0800hrs to 2200hrs.
- MCIE does not allow students to attend scheduled classes for more than eight hours in any one day

When travelling to and from the MCIE premises it is important to ensure your own safety at all times.

The following are some tips to follow to ensure your safety:

## Student Safety Tips

- Do not openly carry valuables, including iPods, tablets, mobile phones, laptops, etc
- Try to find routes that are well lit and busy
- Avoid confrontation - it is better and safer to walk away if you are being provoked
- If you feel you are being followed, cross the street, and if you are still worried, move as quickly as possible to a public area (such as a restaurant) and then telephone for help
- At night, walk in pairs in well-lit areas and on busier streets, not dark alleyways and side streets
- Have your keys ready well before you reach the door of your car or house
- If travelling by bus or tram at night, try not to wait alone at the bus or tram stops. Arrange for others to meet you at your home stop if you are returning late and have a long way to walk home
- If you are travelling by train at night, do not sit in an empty carriage. Try to sit near groups of people in a well-lit area
- Check the time of the last train, bus or tram home to avoid being stranded at night
- Avoid walking alone after getting off public transport at night

**Emergency Number 000**  
**Always remember – Safety First!**

MCIE, has a number of processes to provide a safe and secure learning environment to all students



learn.  
achieve.  
succeed.



# KEY CONTACTS

## Emergency

Police, Fire & Ambulance (Emergency)  
Lifeline 24 Hour Telephone Counselling  
Victorian Poisons

000  
13 1114  
13 11 26

## Legal Services

Victoria Legal Aid

(03) 9269 0234

## Medical and Health Services

**The Alfred (Hospital), Prahran**  
**100 Collins St Medical Centre**  
**Lifeline - 24 Hour Counselling Service**  
Direct Line - 24 Hour Drug and Alcohol Counselling  
**Information and Referral Service.**  
**Drug Line - Buoyancy Foundation**  
**Alcoholics Anonymous**  
**G-Line - assistance with compulsive gambling problems.**  
**Gamblers Anonymous**  
**Grief Line (12pm to 12am)**  
**Poisons Information Centre ( Australia Wide)**  
**Sexual Assault - Centre Against Sexual Assault**  
**Women's Domestic Violence Crisis Service Of Victoria**  
**St Vincent's Private Hospital, Fitzroy**  
**Epworth Freemasons Hospital, East Melbourne**  
**Melbourne Private Hospital, Parkville**

(03) 9076-2000  
(03) 9654-5600  
13 11 14  
(03) 9416-1818  
(03) 9429-3322  
(03) 9429-1833  
(03) 9696-2112  
(03) 9696-6108  
(03) 9596-7799  
13 11 26  
(03) 9344-2210  
(03) 9329-8433  
(03) 9417 1055  
(03) 9418 8188  
(03) 9349 3566

## Contact MCIE

### Melbourne City Institute of Education

Level 2, 52-58 Chetwynd  
St, West Melbourne 3003

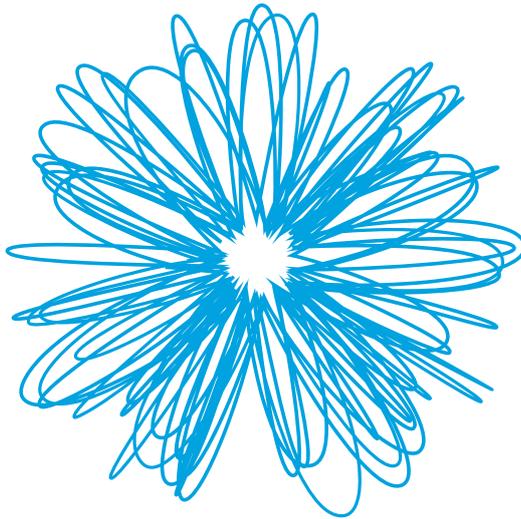
**Ph:** 1300 737 004

**Fax:** +61 3 9329 0052

**Email:** [info@mcie.edu.au](mailto:info@mcie.edu.au)

**Web:** [www.mcie.edu.au](http://www.mcie.edu.au)





**MCIE**

We welcome you to your College, Melbourne City Institute of Education!

---

**visit us online [www.mcie.edu.au](http://www.mcie.edu.au)**

---

