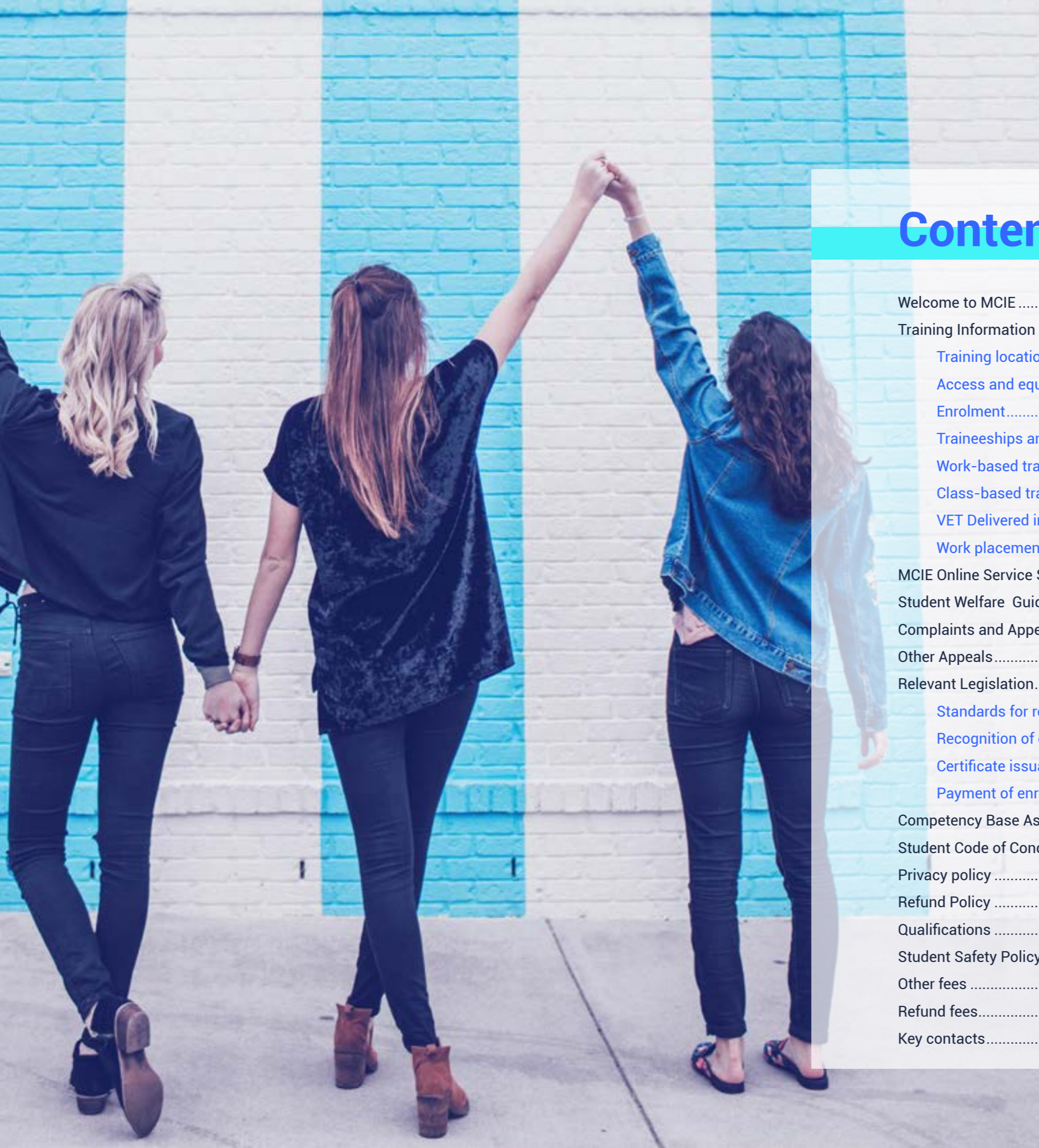




mcie

Domestic Student

Handbook



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Fun and dynamic
culture

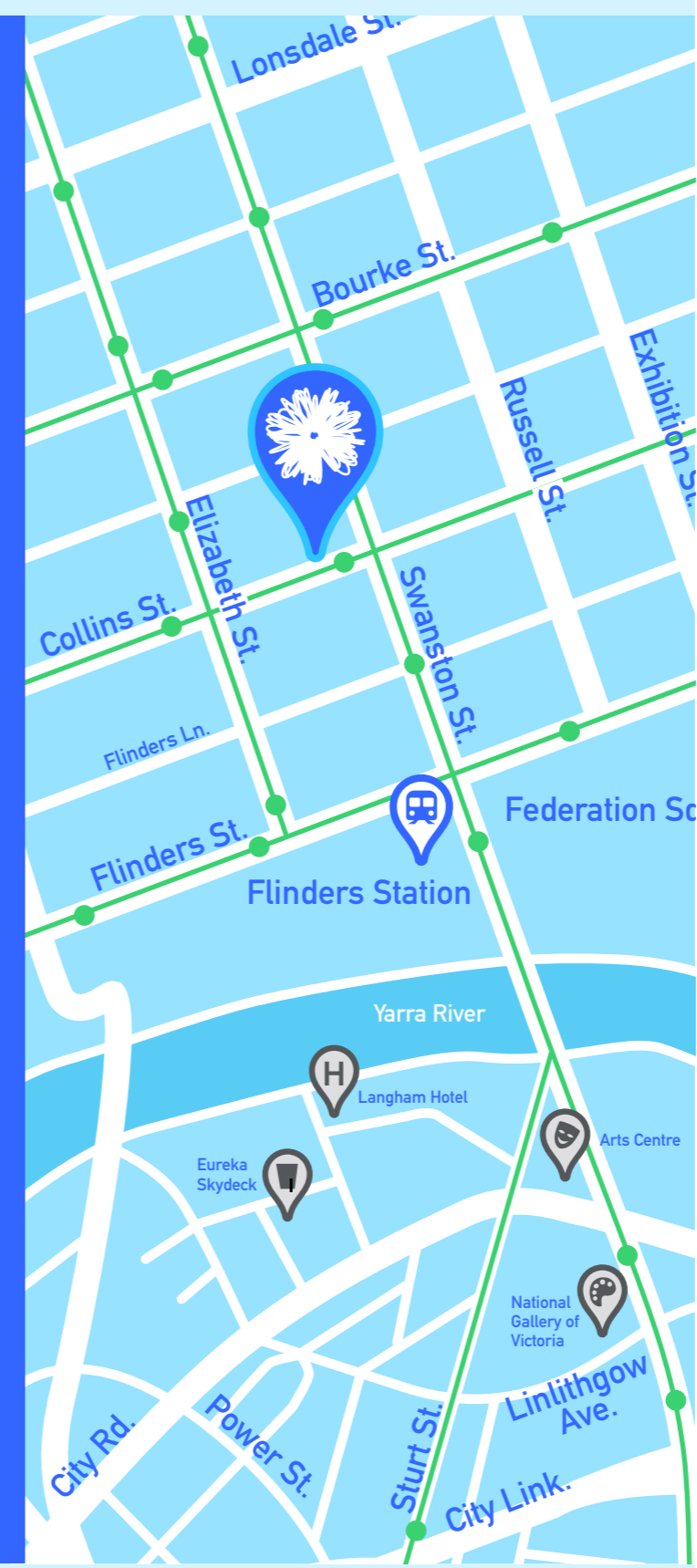
Welcome to MCIE

Melbourne City Institute of Education (MCIE) is located in Melbourne, Australia. MCIE is a quality Registered Training Organisation providing vocational education services to students from Australia and overseas. We seek to empower students with the skills and confidence to become contributing members of the business community and society in general. Our aim is to train, build and prepare each student for their relevant industry.

Studying at MCIE is an investment in your future

- Fun and dynamic learning environment
- Accredited, nationally recognised programs
- Personalised teaching
- Flexible courses
- Convenient location
- Career focused training
- Experienced trainers
- Our central location lends itself to shopping, dining, touring, recreational activities and all the lifestyle options this wonderful city has to offer

Map key: ● Tram stop
— Tram line
🚉 Train station



Training Information

Training locations

Our main campus is located on Levels 8 & 9, 250 Collins Street, Melbourne, Victoria 3000

With two levels of classrooms, our CBD campus is equipped with student kitchen facilities and a student common with vending machines, games and activities. We're located right in the heart of the CBD within easy walking distance of many public transport options.

Our commercial training kitchens are located at 112 Peel Street, North Melbourne, Victoria 3051, and 28-30 Fanning Street Southbank, Victoria 3006.

MCIE also has 2 purpose-built kitchens where cookery and hospitality students can get hands-one experience working in a commercial kitchen. Both kitchens are fully fitted with industry-standard equipment.

Access and equity

We strive to deliver accessible training to meet the needs of students and the wider community, as outlined in our access and equity policy.

The key principles of this policy are:

- MCIE recognises and implements principles of equity and accessibility via fair and considered resource allocation.
- All students will be recruited in an ethical and responsible way, consistent with the requirements of the training program.
- MCIE recognises and upholds equality of opportunity for staff, students and other members of the MCIE community.

With this in mind, our access and equity policy aims to:

- incorporate non-discriminatory student selection processes to encourage fair access for members of under-represented groups.
- ensure access and equity considerations are made in the development of training programs.
- provide staff with access to development programs to aid the implementation of the access and equity policy.

Enrolment

All students are required to complete the enrolment process prior to beginning their training program. The information provided in your enrolment form will help us assess your eligibility and determine which program is right for you.

Training at MCIE

MCIE delivers training in a number of ways. Here is an overview of the different types of training we offer at MCIE.

Traineeships and apprenticeships

Traineeship and apprenticeships combine on-the-job learning with in-person training in the workplace and real-time remote delivery via Microsoft Teams. A traineeship is usually for 12-18 months, whereas an apprenticeship generally takes around 3 years.

Students generally see their trainer once a month for a workplace training session, where they learn new content and complete assessments. They are also provided with an opportunity to speak with their Trainer virtually each week to seek guidance or discuss any coursework-related concerns. Assessments are completed either in hard-copy or online via the Canvas LMS.

MCIE Traineeships and Apprenticeships exist under a National Training Contract between an employer, trainee, and MCIE. The Australian Apprenticeship Support Network (AASN) is responsible for delivering support services to the trainee and employer on behalf of governments and is the first point of contact in relation to traineeships and apprenticeships in Victoria. They are responsible for the preparation and management of the National Training Contract.

Work-based training

Similar to a traineeship or apprenticeship, work-based training combines on-the-job learning with in-person training in the workplace and real-time remote delivery via Microsoft Teams. Students generally see their trainer once a month for a workplace training session, where they learn new content and complete assessments. Assessments are completed either in hard-copy or online via the Canvas LMS.

They are also provided with an opportunity to speak with their Trainer virtually each week to seek guidance or discuss any coursework-related concerns. Students are also entitled to 12 withdrawal hours from routine work each month to complete their coursework. They must maintain a withdrawal log, which is signed off by the workplace supervisor and trainer.

Class-based training

Class-based training is a traditional form of training where students learn face-to-face in a classroom environment on MCIE campus. Assessments are completed either in hard-copy or online via the Canvas LMS. Students will generally have one or two classes a week, with learning support sessions or tutorials to supplement their learning. Any work placement required by the qualification is usually completed in 1-2 blocks.

Blended training

Blended training is similar to class-based training, where students will learn according to a hybrid online and in-person model. Any mandatory in-person sessions are indicated on student timetables, and virtual sessions are conducted in real-time remotely using Microsoft Teams. Assessments are completed either in hard-copy or online via the Canvas LMS.

Students will generally have one or two classes a week, with learning support sessions or tutorials to supplement their learning. Any work placement required by the qualification is usually completed in 1-2 blocks.

VET Delivered in Secondary Schools

VET Delivered in Secondary Schools, or VETDSS, is vocational education and training delivered to secondary school students by MCIE. Students are usually taught in-person either in secondary schools or at MCIE campus by MCIE trainers or other suitably-qualified trainers under an arrangement with the organising cluster. Assessments are completed either in hard-copy or online via the Canvas LMS.

Work placement

Most MCIE training programs include mandatory work placement, as many of our qualifications have mandatory placement hours or units of competency which must be assessed in the workplace. For class-based, blended, VETDSS or international programs, the MCIE Work Placement Coordinator will help students find suitable placements to complete any hours or assessments.

MCIE Online Service Standards

Most MCIE programs include online learning elements, for example, submitting assessments via the Canvas LMS, using digital technology to access learning resources, or attending hybrid classes remotely via Microsoft Teams.

Student Support

For general requests, complaints, appeals, feedback and IT support, students should submit requests on our website via the MCIE Student Support form, which can be accessed at: <https://www.mcie.edu.au/student-support-options/>. Students can also phone MCIE for administrative requests on 1300 737 004. MCIE staff aim to respond to requests within 48 hours.

Students can also contact trainers and assessors directly for questions about learning and assessment, either by email, or by phone between 9:00am and 5:00pm Monday to Friday for the duration of the training program. Trainers aim to respond to student queries within 48 hours. Assessments submitted online are generally marked and returned to students within 2 weeks of the due date.

Digital literacy and technology

MCIE conducts a comprehensive Pre-Training Review for all candidates hoping to enrol in a qualification. These reviews help us to determine students' existing digital literacy skills, and confirm students have access to appropriate technology to access learning resources and submit assessments.

Students should know how to use either Windows or Mac OSX, Microsoft Office software, a basic media player like VLC, internet browser such as Google Chrome, and use video conferencing software such as Microsoft Teams.

MCIE recommends that all students have a PC or laptop with a stable internet connection and webcam, as well as a basic web browser and Microsoft Office installed. MCIE provides access to Microsoft Office.

Online learning resources

Most programs require students to access online learning resources, presented in a variety of formats to suit different learning styles.

Online learning resources include:

- Self-paced content using eBooks or eLessons

- Discussion forums on Canvas LMS
- Webinars, videos and audiovisual material
- PowerPoint presentations
- Remote classes via Microsoft Teams

Student engagement

MCIE uses digital technology and online learning resources to ensure training is interactive and engaging. To ensure students are progressing through their programs, we provide collaborative learning activities through real-time remote classes and support via Microsoft Teams, ongoing formative and summative assessment via Canvas LMS, and ongoing feedback from trainers and assessors.

MCIE contacts students who have not logged on or continued to participate in learning activities after 2 months. Canvas allows users the option to track student progress via a progress bar, so trainers can quickly identify students who are potentially at-risk, then reach out to offer proactive support.

Assessment methods

In line with the principles of assessment and rules of evidence, and taking into account a range of different learning styles, MCIE offers a minimum of 2 forms of assessment for each unit of competency.

Assessment methods include:

- written questions or multi-choice quizzes
- case studies and scenarios
- portfolios of evidence
- role plays
- practical tasks or projects
- work placement tasks and observations

Trainers and assessors

All MCIE trainers and assessors are experienced in delivering an online learning experience and have completed professional development in online delivery. This includes training on how to facilitate classes online, and how to participate in discussions, forums, meetings and sharing ideas for improvement.

Student Welfare Guidance and Support

MCIE strives to meet your learning needs so you can achieve the required competencies for your training program. If you're feeling stuck or having trouble completing coursework, your trainer should be your first point of contact.



If you're experiencing difficulty with...

- completing coursework
- time management
- self-motivation
- finding a job
- personal welfare

You are encouraged to contact your trainer to discuss some possible solutions.

Student support services

For further support, MCIE students can speak to the Student Welfare Coordinator. Our Student Welfare Coordinator is there to support students in the challenges they face with studying away from home.

The Student Welfare Coordinator can be contacted for direct support, or may refer you to other professionals best-placed to help you with your specific needs.

Michelle Cassell
Student Welfare Coordinator
03 9655 0600
michelle.cassell@mcie.edu.au



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.

Personal presentation

To ensure students are prepared for work, MCIE requests that students are dressed appropriately for classroom or work placement activities. Students should not wear any clothing which displays obscene or discriminatory slogans. Footwear may be open-toe or closed, however thongs and bare feet are potentially hazardous and are not permitted. Trainers have the right to refuse students permission to attend class if their clothing is not appropriate for workplace tasks or classroom activities.

Students are required to wear workplace uniforms, MCIE shirts or appropriate industry attire as directed during scheduled work placement.

Student disciplinary action

MCIE has a Student Code of Conduct which outlines the rights and responsibilities that MCIE students are expected to comply with. You can read the student Code of Conduct and Discipline Policy on our website at: <https://www.mcie.edu.au/student-code-of-conduct-and-discipline-policy/>

When a student fails to meet expected standards, behaves inappropriately or demonstrates serious misconduct, the trainer and relevant Head of Department may take disciplinary action to resolve the issue. In cases of misconduct, MCIE retains the right to exclude students pending investigation. In the event of serious misconduct impacting student safety, MCIE may suspend students for up to 10 working days pending investigation.

Student 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 we encourage you to report anything which could become a hazard to yourself or others.

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 behaviour could impact on the safety of others.

MCIE has some general rules around using our facilities:

- Always be mindful of the safety of yourself and others
- Avoid consuming food and drink in classrooms
- Smoking, alcohol and drugs are prohibited in all MCIE buildings
- Equipment and fittings should not be tampered with
- Please use the bins provided to dispose of your litter
- Keep noise to a minimum near study areas, classrooms and offices
- Protective clothing and footwear may be required to enter certain areas, such as training kitchens
- Observe warning, safety and hazard signs
- MCIE has a zero-tolerance policy towards bullying, sexual harassment and discrimination of any kind
- It is unacceptable to be under the influence of alcohol or drugs on MCIE premises. Students who continually abuse this policy may be removed from their training program.

Course information

Course assessment

In general terms assessment during training will involve assessment of your practical skills and knowledge:

- observation of performance
- case studies/projects/assignments/presentation/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 is marked 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 student is entitled to appeal to MCIE if they feel that their result is not as they expected.

Complaints and Appeals

MCIE has a Complaints and Appeals policy and procedure to ensure students have clear guidance about making a complaint or appeal, and escalating these if necessary. Students can access the MCIE Complaints and Appeals policy and procedure online: <https://www.mcie.edu.au/complaints-appeals-policy-domestic/>.

- We use the complaints and appeals policy as a tool to:
- manage and respond to allegations involving the conduct of MCIE staff and students
- manage requests for reviewing assessment decisions and appeals
- ensure staff and students are treated fairly during the complains and appeals process.

Procedure

How MCIE handles complaints

Step one: Local resolution

If you have a complaint, the first step is to attempt to resolve the complaint informally by speaking with the person the complaint is about. Students can also use the student support form on the MCIE website to provide feedback, or make a complaint or request at: <https://www.mcie.edu.au/student-support-options/>.

If the issue cannot be resolved this way, or if it isn't appropriate to submit a complaint via the website, for example in cases of sexual harassment, the person with the complaint should consult, in confidence, with their trainer or the Student Welfare Coordinator.

The MCIE staff member will then:

- Discuss the details of the issue with the person making the complaint
- Discuss potential ways to resolve the issue
- Help obtain any necessary information
- Assist the person making the complaint to find a resolution
- The MCIE staff member may, in particular circumstances, refer the complaint to a more senior staff member to help determine whether an external agency should be involved.

Where it is not possible to resolve the complaint informally, the person making the complaint may seek the advice of the relevant Head of Department. The Head of Department may then make further steps to resolve the issue informally, or, with the agreement of everyone involved, call a meeting to resolve the issue.

At any stage of the informal resolution process, the person making the complaint may nominate another person to speak on their behalf or be present with them during resolutions.

Step two: Making a formal complaint

If the matter is still unresolved, the complaint can be formalised in writing by emailing it to complaints@mcie.com.au. You can also speak with the Student Welfare Coordinator directly.

If the complaint is made verbally, the Student Welfare Coordinator must summarise the complaint in writing and have it signed off by the person making the complaint. The Student Welfare Coordinator will respond in writing within three working days acknowledging they have received the complaint.

The Student Welfare Coordinator 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 with the nominee, who is not a legal practitioner, being appointed by the student.

Step three: Outcome

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.

If the complaint takes more than 60 calendar days to be resolved, the complainant will be advised in writing the reasons for the delay and regular written updates will be provided until a resolution is achieved

Step four: Dissatisfaction with the resolution

In the event that the complainant is not satisfied with the outcome, they can appeal in writing to the Managing Director, using the complaints@mcie.com.au email address.

If they are not satisfied with the outcome of the internal complaints process, the person making the complaint can request mediation through the National Training Complaints Hotline. The direct phone number for the hotline is listed below:

National training complaints hotline: 133873

If the complaints and appeals process results in a decision, MCIE will immediately implement this decision, as well as any corrective or preventative action as appropriate.

Other Appeals

Appeals Matrix: send appeal in writing to complaint@mcie.edu.au

Assessment

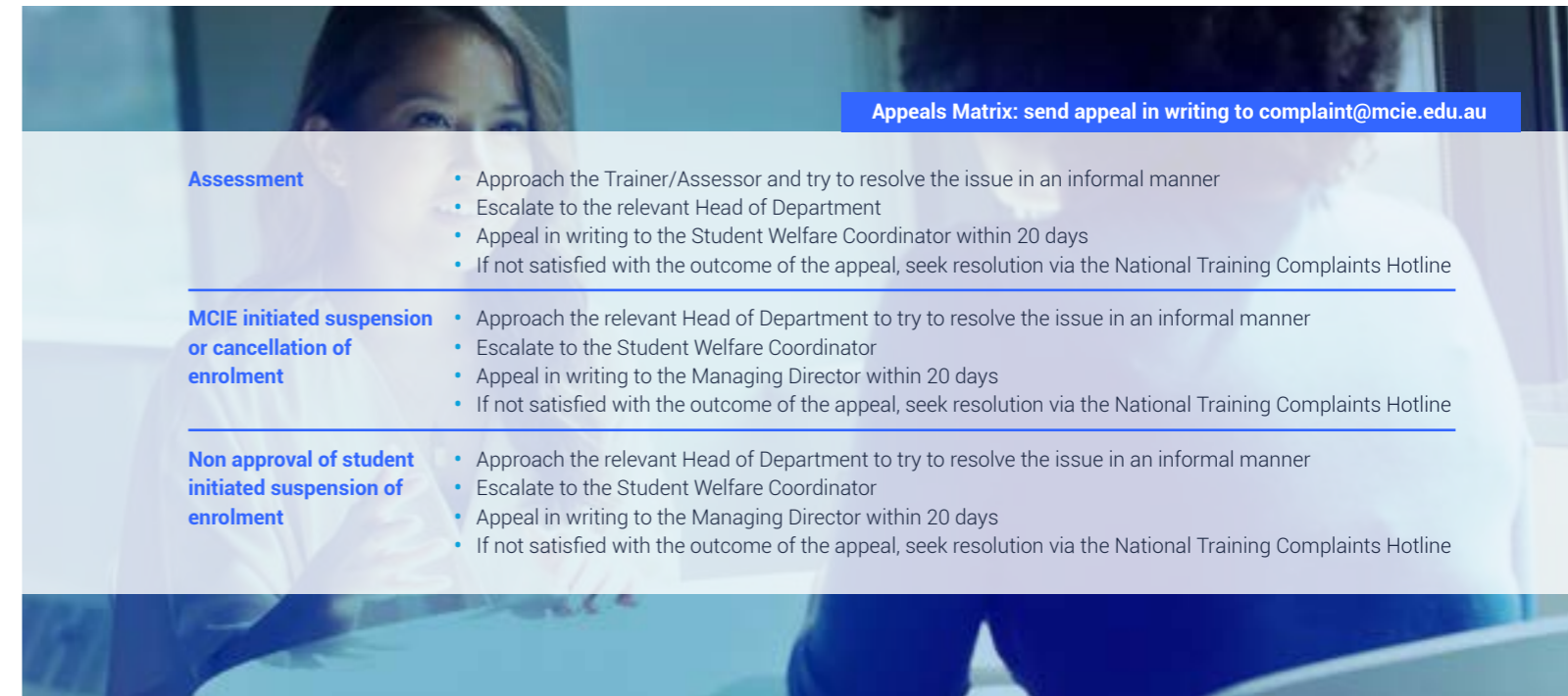
- Approach the Trainer/Assessor and try to resolve the issue in an informal manner
- Escalate to the relevant Head of Department
- Appeal in writing to the Student Welfare Coordinator within 20 days
- If not satisfied with the outcome of the appeal, seek resolution via the National Training Complaints Hotline

MCIE initiated suspension or cancellation of enrolment

- Approach the relevant Head of Department to try to resolve the issue in an informal manner
- Escalate to the Student Welfare Coordinator
- Appeal in writing to the Managing Director within 20 days
- If not satisfied with the outcome of the appeal, seek resolution via the National Training Complaints Hotline

Non approval of student initiated suspension of enrolment

- Approach the relevant Head of Department to try to resolve the issue in an informal manner
- Escalate to the Student Welfare Coordinator
- Appeal in writing to the Managing Director within 20 days
- If not satisfied with the outcome of the appeal, seek resolution via the National Training Complaints Hotline



Confidentiality and record-keeping

All complaints and appeals will be treated confidentially, respectfully and professionally.

Any written complaints or appeals will be stored alongside any corresponding documents in the student's file and in the record of complaints and appeals.

Student enrolments are maintained and students are generally advised to continue attending classes while appeals are in progress. The process will be at no cost to the student.

Responsibility

It is the Managing Director's responsibility to provide a healthy and positive learning environment free from discrimination and harassment. In doing so, the Managing Director must ensure that all staff and students are aware of their rights and responsibilities. It is incumbent upon the Managing Director to act where unacceptable conduct is observed or brought to his attention.

Relevant legislation

Standards for Registered Training Organisations

Registered Training Organisations, also known as RTOs, deliver nationally recognised training, and must be registered and compliant with the federal government Standards for Registered Training Organisations (RTOs) 2015. MCIE is an RTO legally authorised to issue nationally-recognised training and qualifications to students who successfully achieve all core and elective units required for the completion of their training program.

The Standards underpin vocational education and training to ensure consistency and quality of education across Australia. Students who successfully achieve their training programs will be issued with their relevant qualifications. Students who do not successfully complete their full training programs will be issued with a Statement of Attainment which lists the units of competency they have been deemed competent in.

Recognition of other qualifications

All Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by Australian RTOs will be recognised by MCIE. Where current qualifications or units of competencies are held, MCIE may recognise these to reduce students' study loads.

Ideally, candidates should provide evidence of any qualifications or units of competency held on enrolment, but these can also be submitted at any time during the course. To find out more, submit a request using the student support form on our website at: <https://www.mcie.edu.au/student-support-options/>.

Certificate issuance and the USI

MCIE will not issue a Certificate or Statement of Attainment if a Unique Student Identifier has not been provided by the student unless the student has been granted a USI Individual Exemption as it applies under the Student Identifiers Act 2014. If an exemption to the USI has been applied, the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar. Certificates are issued within 4 to 6 weeks from last assessment submission date provided all assessment tasks have been deemed satisfactory. Certificates are issued to students who achieve Competent results for all units, who have provided a USI and who has paid all outstanding fees.

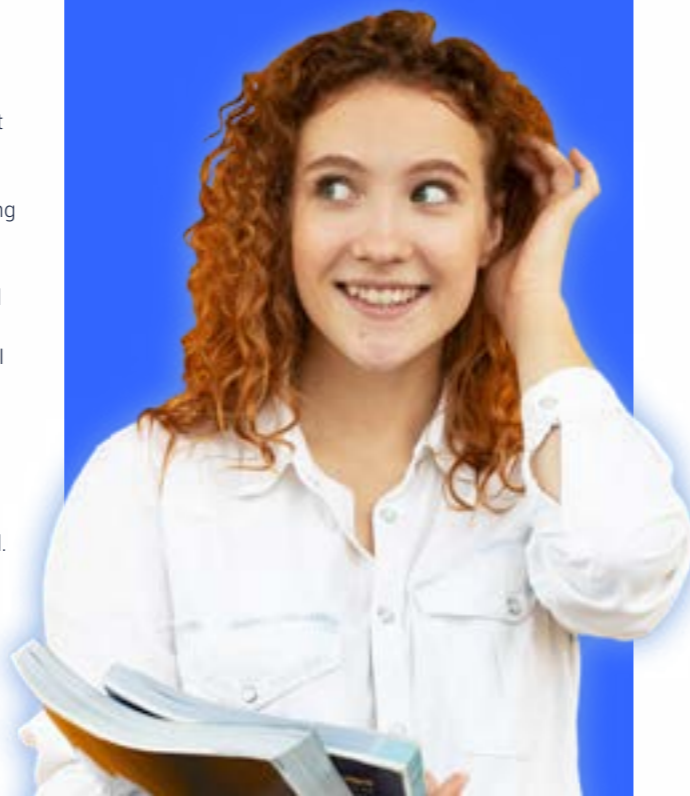
Payment of enrolment fees

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

Legislation impacting students in vocational education includes:

- 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 Act 2000
- 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



Competency-based assessment

What is competency based assessment?

Competency is the ability to successfully and efficiently perform a task to a specific standard. These standards are developed by industry professionals, and detailed in national training packages and accredited courses.

MCIE uses competency-based assessment to determine whether students can perform certain tasks to standards set out in national training packages or accredited courses. These tasks will usually be contextualised to specific workplaces for particular work outcomes.

Our competency-based assessments align with:

- national Principles of Assessment and Rules of Evidence
- assessment requirements of the training package
- current Australian Qualifications Framework standards

Assessment may be provided either in hard-copy or online via the Canvas LMS. MCIE trainers will use a range of assessment methods to ensure students are competent in each element of the knowledge and performance criteria set for each unit of competency.

MCIE provides competency-based assessments which are:
Valid by ensuring assessments are contextualised to the elements in the unit of competency
Reliable by ensuring assessments are consistently-applied and contextualised
Flexible by ensuring assessments accommodate reasonable adjustments for diverse student needs
Fair by ensuring all students are assessed in an equitable manner

Formative and summative assessment is conducted throughout the training program, and may take many forms, from written answers, multi-choice questions, practicals or projects, role plays, assessor observations, and work placement tasks. Students are assessed both during and after unit content has been delivered, and students are marked Satisfactory or Not Yet Satisfactory. To successfully complete an assessment, all questions and tasks must be correctly answered. When all assessment tasks have been completed for a unit, students are then graded either Competent or Not Yet Competent in the unit. Students are given 2 opportunities for reassessment before the final outcome is recorded.

MCIE uses the following assessment methods:

- practical demonstrations or presentations
- oral or written questions
- portfolios of evidence
- scenarios and case studies
- role plays
- work placement tasks and observations

Some units require that assessment is performed in the workplace. Where this is the case, MCIE ensures students have the opportunity to complete their assessment tasks while on work placement. The Work Placement Coordinator will support students to find work with one of our industry partners. Students already employed in a relevant context can discuss completing their assessments in their existing workplaces with the Work Placement Coordinator.

When you undertake work placement, MCIE will ask your workplace supervisor to provide evidence that your competencies are up to industry standard in the form of a third-party report. This report is used as supplementary evidence, but is not a formal method of assessment.

Plagiarism, collusion and cheating

Acts of plagiarism, collusion or cheating are not permitted in any work completed for assessment. If identified, a student will receive written warning, they will be required to repeat the unit of work, and incur associated charges.

Plagiarism, collusion and cheating are not permitted at MCIE. If any student is identified as having cheated, plagiarised or colluded in completing assessments, they will receive a written warning and may be asked to repeat the assessment at their own cost.

If a student is caught plagiarising, colluding or cheating a second time, they may be suspended or expelled from MCIE. All work submitted must be an accurate representation of each student's level of competency.

Plagiarism means taking or using another person's ideas or work and passing them off as your own ideas or work. Plagiarism is also failing to acknowledge adequately any ideas that are not your own.

Collusion is when two people work together to intentionally gain an unfair advantage in their assessment by, for example, authoring a task jointly that should be completed individually, or allowing someone to pass off your information as their own.

Cheating means preparing information in a way that gives you an unfair advantage: for example, copying someone's work during a test, or copying another student's assignment, or allowing another student to use your work for their own assessment task.

Student Code of Conduct

Students have a duty of care when studying at MCIE, and are expected to conduct themselves in a way that does not harm others in the MCIE community.

MCIE has a **zero tolerance** policy towards bullying, sexual harassment and discrimination of any kind.

Study expectations

MCIE strives to provide students with a positive social and academic learning experience and expects students to take responsibility for their training program, including:

- being well-informed about, planning and preparing for program requirements
- actively participating in learning activities in class and the workplace
- conducting themselves in a professional manner and respecting client confidentiality on placements

Academic support and reassessments student responsibilities

MCIE expect students to:

- be aware of all rules concerning the terms and conditions of their enrolment and use of MCIE facilities
- respect all MCIE property and facilities
- respect the rights of others to use MCIE facilities
- maintain educational integrity

Punctuality and time commitments

MCIE expect students to:

- attend classes or sessions as required and submit on time
- supply accurate personal and other required information as per deadlines

Educational activities

MCIE expect students to:

- be well informed about course requirements and plan appropriately
- prepare for and actively participate in learning experiences such as discussion and debate
- incorporate feedback into their learning experience and be aware of the specific rules and course requirements applying to their course of study
- conduct themselves in a professional manner while undertaking work placement and respect the confidentiality of client information made available their placement.

Participation and community

MCIE expects that students will display integrity as part of the MCIE community, including:

- treating other students and staff with respect and courtesy
- providing honest and constructive feedback to help ensure quality education programs
- showing cultural sensitivity and being inclusive of diversity
- respecting others opinions and engage in rational debate when disagreements arise
- maintaining personal and client privacy as per the Privacy Act

Standards of behaviour

The Student Code of Conduct establishes the following standards of behaviour required by MCIE students.

MCIE expects that students will:

- abide by all MCIE rules and requirements
- respond respectfully to lawful and reasonable staff directions
- conduct themselves with integrity and be aware that academic dishonesty is unacceptable
- use all MCIE facilities, equipment and resources appropriately
- follow health and safety requirements
- follow policies and procedures, including for complaints and appeals

The Code of Conduct prohibits the following behaviour:

- Wilfully unlawful, violent, or unsafe disruptions to learning activities
- bullying, harassment, intimidation, aggression towards others
- interfering with or causing wilful or negligent damage to MCIE property
- theft of MCIE, staff or students' personal property
- attending training under the influence of alcohol or other drugs
- bringing alcohol, drugs or other illicit materials to campus or placement
- bringing weapons or other items likely to intimidate others to campus or placement
- smoking inside MCIE buildings, lifts or fire exits
- discriminating against anyone based on gender, sexuality, marital, parental or carer status, pregnancy, breastfeeding, age, disability, race, ethnicity, creed, or industrial activity.

Breaches to the Code of Conduct

If a student continues to breach the Code of Conduct after the three-step disciplinary process has been carried out, their training will be withdrawn and the student will be notified in writing that their enrolment has been suspended or cancelled.

If a student breaches the Student Code of Conduct, MCIE follows three-step procedure process for disciplinary action.

Step 1

A staff member will contact students in the first instance to discuss the issue or behaviour and to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file.

Step 2

If the issue or behaviour continues, students will be invited for a personal interview with the Student Welfare Coordinator to discuss this further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file on the student management system.

Step 3

Should the issue or behaviour continue, the student is given a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file.

Privacy policy

If the unacceptable behaviour continues after the three steps have been followed, training services will be withdrawn and the student will be notified in writing that their enrolment has been suspended or cancelled.

At any stage of this procedure, students are able to access MCIE's Complaints and Appeals Procedure to settle any disputes that may arise. Students may send their complaint to: complaint@mcie.edu.au this is a confidential address only accessed by MCIE management.

Unique student identifier (USI)

Commonwealth Government identifiers (Medicare number, tax file number or the Unique Student Identifier) will only be used as directed by specific departments of the Australian Government.

Privacy policy

MCIE will not release the personal details, assessment results or details of grievances/complaints of any student to a third party without the written consent of the student. Where written consent is provided, only information relating to the administration of the course may be provided. The full version of this policy is available at:

www.mcie.edu.au/privacy-policy/

Privacy of students' personal information

Students' personal information will be collected by fair and lawful means which is necessary for the purpose of enrolment and administration at the institute. MCIE is committed to ensuring the confidentiality and security of all student information provided in accordance to the Commonwealth Privacy Act (2000).

In addition, MCIE Privacy Policy provides procedures for how MCIE collects, stores, uses and disseminates student information with reference to the record management system and the Victorian Freedom of Information Act (1982).

Use of personal information

Information provided by students may be made available to relevant Commonwealth and State agencies MCIE adheres to the National Legislation for Privacy regarding a student's

personal information. All personal information collected by MCIE is securely stored and MCIE will not provide their personal information to any third party other than government agencies or regulatory authorities as required by law.

Student training records

It is a requirement of the VET Quality Framework that RTOs ensure the security of student data and records, that VET students can access their personal information held by the institute that and that they may request corrections to information that is incorrect or out of date.

Access to personal information

Students can have access to their personal information including their assessment records if required. You can lodge a request on-line at: www.mcie.edu.au/student-requests-form/ Access to your student record is provided free of charge.

Use of student images

During their learning journey with MCIE students are likely to participate in many of our events, presentation and promotions. MCIE may photograph students at these events and may use these images on our website or in promotional material. Students provide, or decline to provide MCIE with permission to use photos in which they appear by signing an acceptance agreement during the enrolment process.

You can withdraw permission for MCIE to use your photo in marketing and promotional material by sending a request via our online Student Support form at mcie.edu.au/student-support-options/.

Refund Policy

Refunds where MCIE cannot deliver the training program:

If for any reason MCIE cancels, withdraws, or is unable to start delivering a training program on the agreed commencement date, and no training is provided, students are entitled to a full refund including enrolment fees within 2 weeks of program cancellation.

If MCIE cancels, withdraws, or is unable to continue delivering a training program after students have already commenced and received some training, MCIE will refund unused tuition fees, or offer to transfer the student to an alternative training program.

Refunds where the student withdraws or cancels their enrolment

To withdraw enrolment in an MCIE training program, students must apply in writing by emailing support@mcie.edu.au or filling out a request on the website at: <https://www.mcie.edu.au/student-support-options/>.

Withdrawal at least 10 weeks prior to commencement

If a student applies to withdraw from a training program in writing at least 10 weeks prior to commencement, MCIE will provide a full refund, less the enrolment fee and \$200 administration fee.

Withdrawal between 4-10 weeks prior to commencement

If a student applies to withdraw from a training program in writing between 4-10 weeks prior to commencement, MCIE will provide a refund of 50% of the total pre-paid fees, less the enrolment fee and \$200 administration fee.

Withdrawal less than 4 weeks prior to commencement

If a student applies to withdraw from a training program in writing less than 4 weeks prior to commencement, MCIE will provide a refund of 25% of the total pre-paid fees, less the enrolment fee and \$200 administration fee.

Withdrawal after commencement

If a student applies to withdraw from a training program in writing after they have commenced their training, no refund will be provided. Students may transfer their enrolment in the training program to another student wishing to complete the same training program.

If the student abandons the course without notice, or the enrolment is cancelled due to misconduct or non-compliance with government regulations, no refund will be provided.

Exceptional circumstances

Where a student withdraws from the course because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of unspent fees paid by the student will be refunded.

Short course refunds

- If MCIE postpones a program for more than 4 weeks from original start date, a full refund will be provided on request.
- If the student terminates or cancels their enrolment, no refunds will be provided. The student may transfer their short course enrolment to another student.
- If the student is unable to attend to the class on the original start date, the student may nominate someone else to take their place. They may also be able to transfer to the next available class by giving at least five working days' notice in writing. The application must be approved by MCIE, and minimum \$20 administration fee applies.

Cooling off period

MCIE recognises a cooling off period for enrolment into full qualifications, in line with State regulations. Where a statutory cooling off period applies within the State where the education program is delivered, a refund will be applicable in accordance

with state statutory requirements. The cooling off period in the state of Victoria is 10 business days from the day of acceptance of the enrolment agreement.

Refund procedure

Students must request refunds in writing either online via the Student Support form at: <https://www.mcie.edu.au/student-support-options/>, or by emailing their request to support@mcie.edu.au with all supporting documents and evidence. These may include medical records, reports or letters, as well as proof of any extenuating circumstances.

Refunds will be made within 28 working days after written notification and supporting documents have been received by MCIE. The Finance Manager or a nominated staff member approved by the Finance Manager must approve all student refunds. Refunds will be paid in Australian dollars to the student

or person nominated on the refund application. Details of refunds will be maintained in student files.

Student's rights to appeal

Any student who is refused a refund by the institute may appeal within 14 days in writing to the Student Administration Manager. The institute's appeal process does not restrict the student's right to pursue other legal avenues. The availability of a complaints and appeal processes does not remove the right of the student to take action under Australia's consumer protection laws.

Student guidelines

MCIE will

- ensure that you are provided with access to the Complaints and Appeal 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

The availability of a complaints and appeal processes, does not remove the right of the student to take action under Australia's consumer protection laws

Changes to agreed services

Where there are any changes to agreed services, MCIE will advise students in writing as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

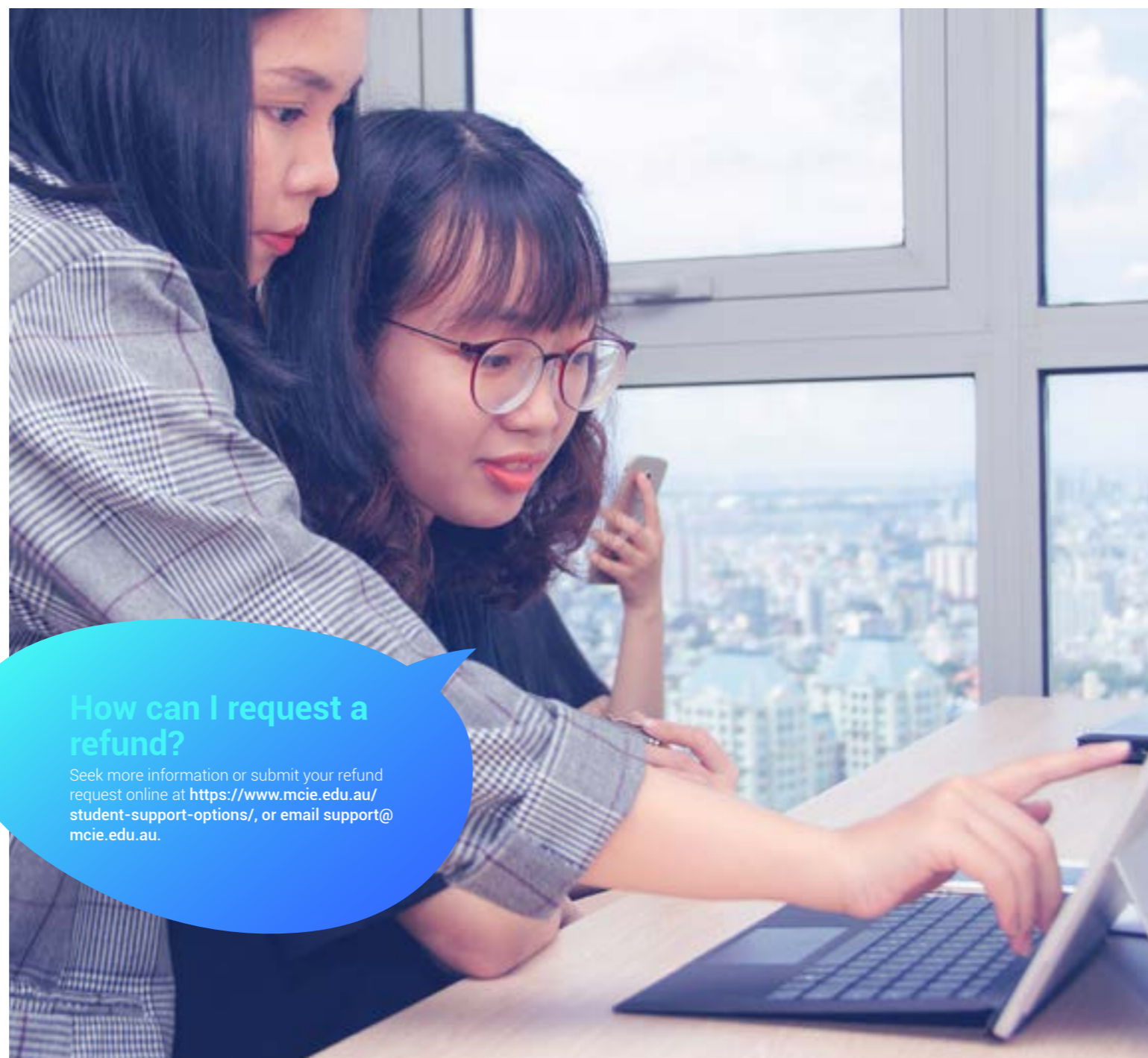
Note Students will not be entitled to a refund of any course fees if they are removed from the course for any breach of the MCIE Student Code Behaviour or other serious misconduct.

Calculating fee refunds

MCIE may in its absolute discretion, refund some or all courses fees where it determines that there are extenuating or compassionate circumstances. A refund for part course fee will be calculated on a pro-rata basis less an administration fee of up to \$200. The pro-rata fee is calculated on fees paid excluding the enrolment fee. The enrolment fee is a portion of fee not eligible for refund.

Refunds are subject to the following conditions:

- the student must have paid fees for refunds to be made available
- these fees must have been cleared and received by MCIE
- the student must pay any debt in full to MCIE before refunds can be issued or the outstanding amounts will be deducted from the refund
- MCIE reserves the right to apply an administrative processing fee of up to \$200 for any refund.



How can I request a refund?

Seek more information or submit your refund request online at <https://www.mcie.edu.au/student-support-options/>, or email support@mcie.edu.au.

Qualifications

All students successfully completing a course with MCIE will receive a:

- a full AQF Certificate, or
- a Statement of Attainment

The following terms are used to record unit outcomes on Statements of Attainments and qualification certificates.

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 student 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.

A Statement of Attainment may be issued where:

1. The student has not completed the full qualification requirements
2. The units delivered are from an accredited and registered program

If your Certificate or Statement of Attainment is misplaced or damaged, you can request a replacement online at [mcie.edu.au/student-support-options/](https://www.mcie.edu.au/student-support-options/). You may be required to pay a replacement fee.

Credit Transfer

Credit Transfer (CT) is available to all candidates enrolling in MCIE training programs. CT refers to existing nationally-recognised qualifications or units achieved being credited towards a new training program with another Registered Training Provider. All credit transfer applicants must sign a form giving MCIE permission to verify the qualification with the original RTO or ASQA.

Recognition of prior Learning

Recognition of Prior Learning (RPL) is a process through which you can gain formal recognition for your existing skills and abilities.

This could include:

- Courses or programs studied informally
- Skills obtained over the course of your working life
- Skills obtained during other life experiences

RPL usually means that you are able to skip certain units or competencies in a program due to your prior experience.

If you are granted RPL at MCIE you will be issued with a new Training Plan which reflects your altered program duration. RPL incurs a fee per hour, and more information can be found at: <https://www.mcie.edu.au/rpl/>.

Want to know more or apply for RPL?

Please submit a request using our Student Support form at: <https://www.mcie.edu.au/student-support-options/>. Alternatively, you can contact your trainer or the MCIE reception at 1300 737 004.

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 08:00 hrs to 22:00 hrs.
- 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:

- 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.
- If 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.

Child safety policy:

All students under eighteen (18) years of age who are supported by MCIE have a right to feel and be safe. We want children to be safe, happy and empowered. We support and respect all children. We are committed to the safety, participation and empowerment of all children. See our website for a full version of our policy on child Safety.

Emergency
Number 000

Always remember - Safety First!

Other fees

Item	Domestic	International VET	Explore English
MCIE T-Shirt	\$40.00	\$40.00	\$ -
Replacement Student ID	\$20.00	\$20.00	\$20.00
Re-print/Replacement of Qualification/SOA	\$50.00	\$50.00	\$50.00
Copy of Logbooks, per logbook	\$ -	\$50.00	\$ -
Transfer Fee	\$100.00	\$ -	\$ -
Change of COE	\$ -	\$50.00	\$50.00
File Retrieval, per trip	\$100.00	\$100.00	\$ -
Certificate Postage - Onshore	\$10.00	\$10.00	\$10.00
Textbooks Postage - Onshore	\$30.00	\$30.00	\$30.00
Postage - Offshore	\$40.00	\$40.00	\$40.00
Credit card surcharge, per transaction	2%	2%	2%
NYC - Theory Assessment, per assessment	\$50.00	\$300.00	\$ -
NYC - Practical Assessment	\$ -	\$400.00	\$ -
Catchup class, per class	\$ -	\$75.00	\$ -
Suspension of enrolment	N/A	\$1,500 per term	\$100 per week
Late Fee Surcharge of overdue amount	10%	10%	10%
Ongoing late payment fee Per week	\$50.00	\$50.00	\$50.00

Commercial Cookery List	Cert III in Commercial Cookery & Cert III in Patisserie
Tool Kit and Uniform Sets	\$400.00
Tool Kits only	\$185.00
Uniform sets	\$215.00
Half Apron	\$20.00
Bib Apron	\$20.00
Cap	\$20.00
Chef Jacket	\$45.00
Shoes	\$10.00
Neck Tie	\$30.00
Chequered pants	\$40.00

Short Courses Fees	Charges
First AID - 011 and 012	\$135.00
CPR - HLTAID009	\$90.00
RSA	\$55.00
Barista Course - External	\$125.00
Barista Course - Internal	\$95.00
Childcare Cook - External	\$350.00
Childcare Cook - Internal	\$250.00

Textbook Price by Courses	Charges
Certificate III in Early childhood Education and Care	\$150 per set of 2 books
Diploma of Early Childhood Education and Care	\$150 per set of 2 books
Certificate IV in Education Support	\$100.00
Certificate IV In Disability	\$100.00
Certificate III In Individual Support	\$100.00
Certificate IV in Ageing Support	\$100.00
Certificate IV in TESOL	\$275.00
Diploma of Community Services	\$100.00
Certificate IV in School-Based Education Support	\$100.00
Certificate III in Allied Health Assistance	\$100.00
Certificate III in Health Services Assistance	\$100.00
EAL Courses	\$100.00

* Students can purchase textbooks themselves from Cengage

Refund policy

Item	Domestic
Application rejected by MCIE	Full refund not including \$200 Enrolment Fee.
Deferral prior to course commencement	\$200 Administration Fee is payable at the time of signing the new offer letter. No additional charge for COE change fee.
Visa refused prior to course commencement	Full refund of the total amount of pre-paid fees the provider received for the course, less: Processing Fee which is the lesser amount of: (a)..... 5% of the total amount of pre-paid fees the provider received in respect of the student for the course; or (b)..... the sum of \$500
Visa extension is refused	Once the course has started, the full fee of the current term is payable as scheduled on the Letter of Offer and Acceptance Agreement, which includes all tuition fees, costs of learning and assessment resources, late fee surcharges, and OSHC (where applicable). Or paid fees for the current term as scheduled on the Letter of Offer and Acceptance Agreement are not refundable. Students are responsible for ensuring they have a valid visa.
Nonrefundable deposit	Nonrefundable deposit means that all fees (tuition and enrolment fees) paid at the time of signing the Acceptance Agreement, are Not Refundable.
Withdrawal (including transferring to another provider) after course/ term commencement	Nonrefundable deposit means that all fees (tuition and enrolment fees) paid at the time of signing the Acceptance Agreement, are Not Refundable. Materials fees paid will be refunded.
If students start the course after the scheduled date	Once the course has started, the full fee of the current term is payable as scheduled on the Letter of Offer and Acceptance Agreement, which includes all tuition fees, costs of learning and assessment resources, late fee surcharges, and OSHC (where applicable), or paid fees for current term as scheduled on the Letter of Offer and Acceptance Agreement are not refundable.
Enrolment is cancelled due to student's misconduct or non-compliance with the rules and regulations set by the Australian Government	No reduction in fee and the student must pay the balance of all outstanding fees per Fee Payment Schedule including all tuition fees, cost of learning and assessment resources, OSHC (where applicable) and uniform and kit costs for cookery qualifications.

Refund policy cont.

Item	Domestic
Student abandons the course without notice	No refund and the student must pay the balance of all outstanding fees per Fee Payment Schedule including all tuition fees, cost of learning and assessment resources, and OSHC (where applicable) and uniform and kit costs for cookery qualifications.
MCIE is unable to start the delivery of a course on the agreed starting date (course withdrawn by MCIE before the agreed start date)	Full refund including enrolment fee within 2 weeks of cancellation, or the agreed starting date, whichever is applicable.
MCIE is unable to provide the course after the agreed start date (for which the original offer was made) or ceases to deliver the course before it is completed	Return of unused tuition fees. Pre-paid fees may be transferred to an alternative enrolment where the student agrees.
The course is not provided fully to the student because MCIE has a sanction imposed by a government regulator	Return of unused tuition fees.
Recognition of Prior Learning (RPL) fees	No refund if Statement of Attainment has been provided to the student.
Compulsory Health Insurance (Student visa holders only)	Refer to Overseas Student Health Cover provider.
Home stay Fees and accommodation booking fee (if applicable)	Full Refund if service is cancelled prior to service is booked with the service provider. Once booked, please refer to the refund policies of the service provider. Third Party service.
EFTPOS and/or credit card payment surcharge and any transaction fees	No refund
Visa cancelled due to actions of the student	No refund for pre-paid fees, or the full fee of the current term is payable as scheduled on the Letter of Offer and Acceptance Agreement, which includes all tuition fees, costs of learning and assessment resources, late fee surcharges, and OSHC (where applicable).



Key contacts

Emergency

- Police, Fire & Ambulance **000**
- Lifeline 24 hour Telephone Counselling **13-1114**
- Victorian Poisons **13-1126**

Legal services

- Victorian Legal Aid **(03) 9269-0234**

Medical and health services

- The Alfred (Hospital), Prahran **(03) 9076-2000**
- 100 Collins St Medical Centre **(03) 9654-5600**
- Lifeline 24 hour Counselling Service **13-1114**
Direct Line - 24 Hour Drug and Alcohol Counselling
- Information and Referral Service **(03) 9416-1818**
- Drug Line - Buoyancy Foundation **(03) 9429-322**
- Alcoholics Anonymous **(03) 9429-1833**
- G-Line - assistance with compulsive gambling problems **(03) 9696-2112**
- Gamblers Anonymous **(03) 9696-6108**
- Grief Line (12 pm to 12 am) **(03) 9596-7799**
- Poisons Information Centre **13-1126**
(Australia Wide)
- Sexual Assault - Centre Against Sexual Assault **(03) 9344-2210**
- Women's Domestic Violence Crisis Service of Victoria **(03) 9329-8433**
- St Vincent's Private Hospital, Fitzroy **(03) 9417-1055**
- Epworth Freemasons Hospital, East Melbourne **(03) 9418-8188**
- Melbourne Private Hospital, Parkville **(03) 9349-3566**



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