

MAYFIELD
EDUCATION

2020

Student Information Handbook

Expect the Best in Health Education

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1. WELCOME TO MAYFIELD EDUCATION

Mayfield Education is a not-for-profit Registered Training Organisation (RTO) that has been catering for the learning needs of the health and community services sector for over 50 years.

We look forward to partnering with you on your educational journey and supporting you to reach your career and study goals.

Please read this information handbook thoroughly so you are aware of your rights and responsibilities as a student and understand various Mayfield Education policies and procedures.

At Mayfield Education, we strive to provide quality education and flexible learning opportunities. Flexibility can include:

- Part-time and full-time courses
- Variety in training modes such as on-site, off-site, workplace training, on line learning and distance education
- Customisation of training to suit specific student groups
- Recognition of Prior Learning, Current Competency and Credit Transfer for applicants
- Variety in the use of teaching and assessment strategies to meet the range of student learning needs and styles

We encourage your feedback throughout the course and you will be invited to complete evaluation forms so that you can provide formal feedback about our programs, course coordinators, lecturers/and facilities.

Our Commitment to Students

Mayfield Education pursues high professional standards through its policies and procedures, and is committed to providing quality education programs and services, whilst ethically safeguarding the interests of its clients.

Mayfield Education will:

- conduct its business with honesty, diligence and integrity
- comply with all Commonwealth, State and Territory legislative and regulatory requirements
- undertake to provide the highest standard of tuition using trainers and assessors that are experts in their fields to enable students to attain the practical skills and theoretical knowledge required for their chosen field of study
- provide appropriate facilities and equipment in a safe and hygienic environment
- deliver, monitor and review its training and assessment strategies to ensure the best possible outcome for students
- offer a Credit Transfer process that recognise qualifications and Statements of Attainment issued by Registered Training Organisations (RTO) within the Australian Qualifications Framework
- ensure all students have access to Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC)
- ensure discrimination against age, sex, sexual preferences, race, colour, educational background, marital status, economic status and religion does not occur
- provide opportunities for reassessment and reasonable adjustment of assessment for individualised training needs
- provide an appeals and grievance procedure
- encourage feedback and evaluation from its stakeholders.
- maintain accurate, confidential and secure student and financial records

2. ENROLMENT INFORMATION

Please ensure that you read all the information given to you before the course commences. This will ensure that you are prepared for attending the first day of the course and are aware of the level of commitment that is required.

Prospective students are able to apply and submit the application forms on line.

Mayfield creates a safe, healthy and supportive learning environment which embraces diversity. Applications for all Mayfield Education courses are encouraged from those who identify as Aboriginal and Torres Strait Islander peoples, people with disabilities, those from LGBTI communities and people from culturally and linguistically diverse backgrounds.

If you have any questions or difficulties applying on-line and we can assist you on the phone. You are also welcome to visit and we can help you to complete this. Please do not hesitate to contact us. Enquiries should be made to:

- **Course Coordinator** for timetable, assessment and results, course materials, work placement and any other course related queries
- **Student Services** for enrolment queries and fee payment.
- **Reception** for information session details and other information

2.1 Course Prerequisites

There are no academic pre-requisites for VET Mayfield Education courses; however, there are pre-requisites to undertake courses. Students must:

- Be 18 years of age or over
- Have discussed with the Course Co-ordinator in the pre-course information session any pre-existing injuries or conditions which may impact on learning and practice
- Have a current email address and mobile phone number for contact and communication
- Have adequate physical/psychological capabilities necessary for establishing and maintaining professional working relationships with clients and colleagues
- Have basic computer skills sufficient for participation in online learning
- Have attended a pre-course Information Session on site
- Have completed the LNN robot as part of the pre course assessment (English language, literacy and numeracy levels relevant to the course to be undertaken.
- Have adequate command of English comprehension and verbal articulation as determined at the 1:1 interview as part of the pre course assessment. An assessment guide is used as part of the decision making process.
- Have complete a pre training checklist during the 1:1 interview with a nominated education staff member.
- Have all of the above processes confirmed and verified (signed and dated by applicant and education staff member) in the pre course assessment documentation.

USI - Unique Student Identifier

The USI is a requirement under federal legislation - Student Identifiers Act 2014.

The USI applies to all students undertaking nationally recognised training in Australia - Vocational Education and Training (VET) courses. Current and new students will need to provide a USI. Mayfield Education is unable to provide students with academic transcripts or certificate at the completion of their course without a USI having been provided.

A USI is like an account number made up of letters and numbers. It will give individuals direct access to their USI Account. An individual's USI account will enable them access to their training records and results through a computer, tablet or even smart phone, anywhere, anytime.

Individuals will also be able to see, send or print out their training records when applying for a job or further training.

Each time an individual enrolls with a new training provider their USI will be required, so they can make sure their records and results are placed into their account. An individual only needs one USI number for all their training and it is theirs for life. Students and applicants can apply for a USU through the website: www.usi.gov.au

2.2 Literacy, Numeracy and Computer Skills

As part of the course information and induction process, students will be assisted to undertake a literacy, numeracy and computer skills assessment. Please advise the Course Coordinator prior to course commencement if you feel that you may require assistance with literacy, numeracy or computer skills or you have learning difficulties. We will discuss ways that we may be able to support you such as modifying the course assessment to meet your needs.

Students should note that most hospital and health service workplaces use computers and information technology in delivering patient/client care and technical support.

You will need to demonstrate a satisfactory level of English literacy, numeracy and computer skills or demonstrate the ability to achieve a satisfactory level with support in the early stages of your course. The assessments that are provided at no cost during the information session will also provide applicants with an understanding as to the level of study that they are seeking to undertake.

For entry to Diploma of Nursing

Applicants must complete an online application form with proof of their completed education history. At pre course information session the Course Co-ordinator will undertake assessment of your documentation in line with the Nursing and Midwifery Board language skills registration standard. Please refer to the website <https://www.anmac.org.au/standards-and-review/enrolled-nurse>.

Required documentation and links to external Government approved English tests are listed on the Mayfield Education website.

2.3 Disability

Special arrangements can also be discussed and considered to cater for disability support. Ensure you record your requirements on the application form and speak to the Course Coordinator before the course commences. You may also visit www.ndis.gov.au

2.4 Course Fee Payment

Student Tuition Fee Contribution

Funded Fees (Skills First Program funded places) are subject to change of government policy and this may occur during your course. Invoices for student tuition fees are issued on a calendar year basis; student tuition fees may be varied/ increased in line with government fees and funding changes.

You will receive an invoice detailing the course fees that are payable. Course fees can be paid by:

- Credit Card - MasterCard or Visa (a 1.5% fee is charged)
- Cash or EFTPOS in person at Student Services
- Money Order or Bank Cheque
- Personal Cheque
- Electronic Funds Transfer (EFT) into Mayfield Education Bank account

(Please Note: A \$50 administration charge is payable if there are insufficient funds available).

Additional Fees and charges

Students are required to pay for the costs associated with misplaced identification cards, misplaced work placement books and in instances where pre-booked work placement has not been attended (for any reason).

A material fee may also be required and charged for some courses. Material fees are paid at the time of enrolment for incidentals provided to students for use in the course. These incidentals include disposable medical equipment used during practice in the laboratory sessions.

Selected courses require the purchase of uniforms, equipment and/or textbooks at an additional cost. These costs will be made known to you during the information session.

Mayfield Education acknowledges that students on occasions may incur financial stress and hardship. Students having difficulty should contact Student Services as soon as possible so that suitable arrangements can be made.

Student must pay standard initial deposit prior to course commencement, and enter an Auto Direct Debit Schedule offered in Letter of Offer, or pay standard instalment payment on time. Standard instalment payments attract a 5 per cent administration fee calculated on the full course fee payable. If instalments are not made as arranged, Mayfield Education reserves the right to suspend the student from any theory, assessment (including marking), workshops or work placement until full payment is made.

If payment is not received, students may be withdrawn from all student activities, the students file may be terminated and no certification will be issued to the student.

Mayfield reserves the right to retain the services of a debt collection agency if required.

There are no refunds on instalment payments already made if a student either withdraws or is terminated.

A late fee applies of \$55 will be applied to late payments.

2.4.1 Full Fee Courses (fully payable by the student)

Fees are due by the date specified in the letter of offer. Failure to pay by the due date entitles Mayfield Education to offer the place to another student.

2.4.2 Funded Courses

Funded course positions are partially funded by the Victorian State Government through Skills Victoria and they determine the fee structure. A student fee and contribution is applicable and Student Services will invoice the appropriate amount.

A concession tuition fee is applicable for people receiving specific Government benefits as listed on the application form (documentation must be provided).

2.5 Fee Refunds

Refund of fees paid in advance (prior to course commencement)

For all Courses (other than Short Courses), the following refunds apply according to the date that the written notification of withdrawal is received.

If written notification of withdrawal is received:

- 10 or more working days prior to course commencement - full refund less \$100 administration fee
- 5 to 9 days prior to course commencement - 50% refund
- less than 5 days prior to course commencement - No refund; however special consideration may be requested for exceptional circumstances.

Short Courses

A refund is given on receipt of written notice of withdrawal from a course of provided 10 working days prior to commencement. An administrative fee of \$50 is retained.

If written notification of withdrawal is received less than 5 working days prior to course commencement no refund is available. Another suitable person may attend as a substitute.

Refund of Fees and Fees Payable (for courses commenced)

The following applies to withdrawal from courses where the student has commenced:

Skills First Funded places (SF) and Full Fee for Service students may have up to a 50% refund or adjustment to outstanding fee invoices made for withdrawal from a course after commencement depending on student hours of participation already completed. In this instance an administrative fee of \$100 is retained. Refunds are only approved after applying in writing and if the student file documentation has been completed.

2.6 Cancelled Courses

If a course is cancelled by Mayfield Education at any time during the period of the student's enrolment, then Mayfield Education will refund the tuition fee (less any fees for which the student can achieve Credit Transfer through Statement of Attainment) and an appropriate proportion of any other fees charged.

If a student withdraws from only part of a course or if only part of a course is cancelled, Mayfield Education is required to only refund the portion of the tuition fee and materials fee applicable to that part of the course.

2.8 Credit Transfer

If a student has completed nationally accredited modules or units of competence that are the same, either in a different course, or at another registered education provider, they may be eligible for a Credit Transfer. If a Credit Transfer is granted the person is exempted from having to study that unit in the course.

If you would like to know more about Credit Transfer speak to your Course Coordinator who can give you a Student Guide explaining the process. Applicants must lodge the associated documentation at least two weeks prior to course commencement for the units to be considered.

The cost of this process is \$150.

Where credit transfer is approved, the cost of the unit is deducted from the total course fee.

2.9 Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) and Recognition of Current Competence (RCC) means that knowledge and skills acquired through work or life experiences may be recognised as equivalent to some specified course outcomes.

RPL/RCC can also be granted for previous formal and informal education that is not recognised under the Credit Transfer policy.

Applicants should consider if they would like to apply for RPL/RCC during the pre-course information process. You should note that Mayfield Education does not receive government funding (Skills First) for RPL units of study. Students who achieve RPL will be required to pay full fee for any RPL units even though participation in RPL units will not be required.

At the Information Session, applicants can be provided with the RPL/RCC Student Guide. The RPL/RCC process requires a significant commitment on the part of the student to provide sufficient and appropriate evidence as outlined in the Guide.

All RPL/RCC applications must be received at least 2-weeks prior to the commencement of the course and must be accompanied by a lodgement fee of \$500 per unit for Fee For Service students (FFS) and \$350 per unit for those receiving Government funding through Skills First (SF). This lodgement fee covers:

- processing of the course application and administration costs
- comparison of criteria from prior study to requirements of the units applied for
- costs associated with the assessment panel reviewing the evidence submitted with your application
- follow up required with persons who can substantiate your competence in the units applied for

Usually an interview will take place so you can verbally supplement the evidence you have provided and clarification can be obtained about how your knowledge and skills match the course requirements.

No course refunds apply for units granted through RPL/RCC. If you are applying for six or more units; the fee is capped at \$3000. The benefit of undergoing the RPL/RCC process is that students will not need to attend classes for units granted or undertake the assessment tasks. Student fees associated with the unit are applicable.

3. COURSE INFORMATION

3.1 Course Orientation for Students

All courses require applicants to attend an Information Session prior to commencement and in order for the application to be processed. This session provides an overview of the course for applicants to make an informed decision.

On the first day of a certificate/diploma course, the Course Coordinator will address the following areas with students in orientating them to the course and Mayfield Education policies and procedures:

- Course content and an outline of each of the units in the course
- Student and study areas
- Course delivery and assessment methods and schedule
- How to contact the Course Coordinator
- Education staff and sessional teachers
- Assessment and types of assessment
- What to do if a student requires assistance
- The assessment submission process Dates assessment work is due
- Marking and turn-around time for marking
- Extension process for submitted work
- Resubmit process for assignments
- Supplementary exam process
- Appeal procedure
- Workplace training/Clinical experience arrangements
- Validation of attendance/completion of hours
- Workplace Assessors
- Competency assessment
- Learning resources and Textbooks
- Certification process
- General information about the campus lay out including Parking & transport options
- Change of details notification (e.g. address, email)
- Change of employer notification (traineeship students)
- Using the Student Information Handbook
- Emergency and evacuation procedures
- What to do if you or a colleague are unwell
- Food and refreshment options

You will also be provided with a timetable and course handbook which contains a range of information including assessment due dates and study guide.

3.2 Student Identification Card

You will be asked to provide a current passport sized photograph of yourself for upload to your student file within 1 month of enrolment. This does not apply to short courses. This will be used to create your student identification card which is to be worn whilst on campus and during excursions and work placement. If you misplace the card and/or its magnetic backing, you will be required to pay a fee for the replacement (\$20).

3.3 Mayfield Online Student Learning

Mayfield Online provides an eLearning environment called itsLearning. This contains all learning and assessment resources for students to access. This is obtained upon entry into the course through a password (please note that a basic level of computer skills and access to a computer device with internet access is required to effectively use the online e-learning environment).

Through Mayfield Online, students can:

- view and download resources such as assignments, presentations, timetables and workbooks loaded by the Course Coordinator
- access links to relevant websites including the e library
- upload their assignments so they can be marked
- maintain a personal portfolio where they can keep as a record of assessment
- contribute to forums where course coordinators have posed questions to all room members to allow free flowing information sharing

Students access Mayfield Online through their computer (Google Chrome or Mozilla Firefox). itsLearning can also be accessed via a phone application.

3.4 Student Code of Conduct

The Student Code of Conduct aims to provide a safe and productive learning environment by encouraging ethical and sensible behaviour of all students.

All students must:

- Respect each other's needs
- Maintain a clean and safe learning environment
- Contribute positively in class and refrain from disrupting the class
- To treat staff, sessional lecturers and other students in a courteous manner
- Respect the equal rights for all students regardless of gender, race, culture, age, religion, gender preference and abilities which includes their right to participate
- Care for each other's property and the property of Mayfield Education
- Respond to any reasonable instruction from a member of staff
- Conduct themselves in a professional manner (including neat and clean attire)
- Not attend class or other student activities under the influence of alcohol, drugs or other substances
- Mobile phones are to be switched off or put on 'silent' during class times. Phone calls or text messages are not to be made or answered at any stage during class time except in extenuating circumstances that have been approved in advance with the session leader and/or Course Coordinator. These calls and messages are to be undertaken outside of the classroom so as not to disrupt other learners.

3.5 Change of Details

It is essential that students advise Mayfield Education promptly in writing of change of address, phone number, email address or other details. Failure to do this may result in important information not reaching the student. Note that students must maintain a current email address and mobile number which is a pre-requisite for all courses.

A change of details form can be accessed through Mayfield Online. The form should be emailed or posted to student services. The details on our database will NOT be amended by alternative means of notification, such as telling your Course Coordinator, or writing new details on a submitted assignment.

Certificates are issued to the address held by Student Services.

3.6 Course Hours and Course Attendance

Course hours vary depending on the course and will be conveyed to you by the Course Coordinator. Hours of opening of the campus are 8:30am until 4:40pm.

Refreshment breaks are usually of 15-minute duration twice daily. Lunchbreaks are half an hour to an hour depending on the course.

Students are required to wear the allocated student identification at all times and to sign a register to record their attendance in the morning and the afternoon. Absence from class, late arrival and early leaving is recorded.

All students are required to attend a minimum of 80% of the face-to-face component of the course program (where face-to-face is part of the course delivery). Participation and engagement through the Mayfield Online Learning System is required on a regular basis. Any specific attendance details for your course will be provided by the Course Coordinator.

3.6.1 Public Holidays

Mayfield Education is closed on all Victorian Public Holidays. Classes and work placements are not scheduled on these dates:

Note that Mayfield Education will be closed between Christmas and New Year period.

Courses which run for 12 months or more have a 'holiday gap' in the timetable. Please do not book extended leave, holidays or travel whilst classes are being run as some of these are mandatory and if missed; you will not be able to complete your course within the intended time.

3.7 Clinical and Work Placements

Most courses require students to undertake a practical placement in a health workplace so they can enhance their knowledge, proficiency and competence under guidance from mentors and clinical educators.

In becoming a health care professional and/or in readiness for work placement; you will be provided with the detailed information around the following:

- Police Checks
- Working with Children Checks
- Vaccinations status required
- Student Identification

Students who have failed the required theoretical component of subjects are ineligible for clinical placement. Students are required to attend 100% of work placement otherwise, make-up time will be required in order for students to demonstrate competence.

Students will be required to pay an additional amount in order to complete make-up time unless they have been officially granted special consideration.

Much time and effort is used to pre arrange placements (at least 6 weeks in advance) and the cost of placement is included in the calculation of student fees. Bookings with hospitals are made well in advance and Mayfield pays the hospitals to accommodate you. Whilst every effort is made to consider individual preferences for placement and attempts are made to source placement close to your residence, placement is highly competitive and difficult to source.

As a consequence, you will be asked to undertake placement that is offered to you. If you cancel and reasonable offer 1 month of less before the placement date of commencement you will be charged a fee before being provided with another offer.

This includes those students who have not prepared adequately with support documentation (see police checks and immunization coverage below). Depending on the course, the charge for work placement days can be up to \$75 per day. Replacement of work placement books is \$40.

Nursing Education and Allied Health Assistance programs require students on placement to wear a Mayfield Education Placement uniform. All students on placement and excursion activities are required to wear their identification card on their shirt. This is to ensure that hospital and other clinical placement venues can easily identify students as learners requiring supervision and support.

During clinical placements, students are required to:

- become familiar with the policies and procedures of the organisation including emergency procedures
- maintain confidentiality at all times
- adhere to the dress code including the wearing of Mayfield approved ID
- Have in your possession authenticated copies of pre placement documentation
- be appropriately equipped and prepared (e.g. watch, pens, scissors)
- take an active part in work activities within the boundaries of your placement tasks according to course competencies and skill level
- understand and respect patient rights (if applicable)
- discuss any absence from the ward beforehand with staff to ensure patient care is not compromised
- be punctual at all times and advise the clinical area/clinical educator if late or unable to attend a shift

If you currently work in a health service that is relevant to your area of study; you may be able to undertake work placement as part of the course in your own workplace. You may want to commence this conversation with the Manager of the area to see if this is possible.

Work placement can only occur if the following is in place:

- A placement contract with the host health agency (hospital)
- Placement Agreement PPA signed by the student, Mayfield and the Hospital Manager
- The student has provided pre placement documentation which is current and satisfies all requirements
- Placement is undertaken during specific dates and hours that are in addition to your work hours (ie. supernumerary)
- There is a workplace supervisor who is willing and able to assess you in the workplace and has qualifications in the area including a Cert IV Training and Assessment. This supervisor has completed and returned a nomination form
- The placement is signed off and agreed to in writing by the course co-ordinator (to ensure the pre placement study has been achieved in readiness)

A student undertaking clinical placement may be required to participate in a review at any stage to assess their suitability to participate, or continue, in the clinical placement or to continue in that course of study.

3.7.1 Police Checks

Police checks are a requirement of all work placement venues. Students will need to apply individually (and pay any associated cost). Note that students are eligible for a student discount in the cost of applying for police checks (through Victoria Police). The form can be collected from Student Services or downloaded from http://www.police.vic.gov.au/content.asp?a=internetBridgingPage&Media_ID=72672

Students will be required to upload their police check into the student-learning portal for review by their Course Coordinator as part of their student record, advice to the host agency and the pre-placement briefing. Students should retain the original police check for presentation at the host agency if required. If students do not have a current acceptable police check; they will risk being ineligible for clinical and work placement. Students who do not submit adequate documentation related to this at least six weeks prior to the commencement of work placement will be excluded from work placement. In many cases, this will not allow them to proceed with completion of the whole course. Students may also face additional charges associated with the re-organising and payment of future placements.

3.7.2 Working with Children Checks

The Victorian Government has introduced the Working with Children (WWC) Checks to help protect children less than 18 years of age from harm by preventing those who pose a risk to the safety of children from working with them, in either paid or volunteer work.

Your clinical and work placement provider may require you to obtain a working with children check if you are going to be on placement in a paediatric ward of a public or private hospital for an extended period of time.

3.7.3 Immunisation coverage for Student Clinical/Workplace Placement

Mayfield Students come under Category – A (Victorian Department of Health), for risk of direct contact with blood or body substances. As such, Mayfield Education encourages students to review their own personal vaccination status. Even if you have been working as a health professional for many years the Department of Health and the Placement Venues have a list of diseases for which they require students to have proof of protection before accepting them on clinical placement.

‘Under-vaccination poses one of the biggest threats to global health’ (world health Organisation, 2019)

Students may present a case to Mayfield Education for exemption to immunisation(s) depending on their personal, health and or ethical circumstances. This must be provided in writing. Mayfield Education will then notify the host agency to seek approval for the placement to proceed. Applicants should note that any exemption (to enable placement to proceed) will be at the total discretion of the host agency and the student may be required to sign a disclaimer and/or have limited access to certain areas of the agency. Students in this instance may have difficulties being placed and this will result in a delay in the completion of the placement and their course.

Applicants are strongly advised to address immunisation requirements prior to enrolment.

They include:

- Measles/Mumps/Rubella
- Chicken Pox (Varicella)
- Tetanus
- The vaccination for TB (tuberculosis)
- Annual Influenza Vaccination
- Pertussis (Whooping Cough) Other vaccinations such as Hepatitis A & B

The cost of this vaccination is to be met by the student. If students do not have an accurate written record of their vaccination history or are unsure as to the level of immunization coverage that they currently have, they are encouraged to consult their General Practitioner who may order a blood test to check Antibody levels in each case. A full vaccination program may not be necessary. For more information, please go to the Department of Health website

<https://www2.health.vic.gov.au/public-health/immunisation/adults/vaccination-workplace/vaccination-healthcare-workers>

3.8 Deferring Your Studies

Deferment means you remain enrolled as a fee-paying student but your study is stopped until you take this up again at the same place in the next course intake. Deferment can only be granted to enrolled students who have commenced their studies. Individuals who have accepted a position in a course and are no longer able to commence in that intake will need to reapply for the next intake.

Students who wish to apply for deferment of a position in a course should complete the 'Student request for deferral' form and forward this to the Course Coordinator in the first instance to discuss the exceptional personal, work or professional commitments that are preventing successful completion within the current intake.

This form need to have support information attached including Special Consideration and nominated return date. Deferrals are not automatically granted.

Students who submit a written request for a deferral will be informed of the decision within 2 weeks of the documentation being received by the Director Education. Generally, there is only one deferment available to students. Usually a deferment will extend only to the next available intake of a course and for a maximum of one year, with any difference in course fees to be paid by the student. Students granted deferral will be contacted 1 month prior to the proposed return date to confirm the recommencement of the study program.

No fee refunds are granted for deferral, as you are required to maintain your enrolment as a fee paying student. Any outstanding fees are payable.

Students wishing to transfer to alternative intakes, short courses and courses other than that which they are enrolled in are to apply in writing to the course co-ordinator and complete a deferral form.

Students undertaking traineeships must also ensure that they, and their employer, contact an Australian Apprenticeship Centre to process an official deferment through the Student reporting and claiming systems.

3.9 Course Withdrawal

Students who no longer wish to continue their studies need to discuss this with their Course Coordinator in the first instance. The Course Coordinator can advise if any of the course requirements have been met to date. The student needs to notify the Director Education in writing (email or letter) of their intention to withdraw. The student will receive a letter from the Director Education stating their student file is closed and if eligible, a Statement of Attainment and/or Transcript of Results will be forwarded.

Any outstanding fees are payable prior to certification being processed (refer to refund of fees on withdrawal).

3.10 Tertiary Accreditation

A number of Mayfield Education certificate courses have been articulated to tertiary level study. This enables credit for work completed in a Mayfield Education course to be recognised when undertaking subsequent tertiary studies at a later date. Further information is available from the Course Coordinator.

3.11 Feedback

3.11.1 Student Feedback

At various times during the course you will be asked to complete an evaluation questionnaire. This gives students an opportunity to provide suggestions and feedback regarding teachers, course material and our facilities. Students can also access an online feedback form at any time.

We value your input so that we can continually improve our service.

3.11.2 Employer Feedback

As part of our compliance under the VET Quality Framework, we annually contact employers to obtain their feedback about our courses and programs.

4. STUDENT RIGHTS AND RESPONSIBILITIES

At Mayfield Education, our students have certain rights which are respected and adhered to by the staff at Mayfield Education.

Along with rights, students also have responsibilities. Staff at Mayfield Education will expect students to fulfil these responsibilities.

4.1 Student Rights

Mayfield Education recognises the following rights of its students:

- To receive quality tuition that is in line with current industry practice
- To be provided with sufficient learning resources that will support their learning
- To be dealt with in a respectful and courteous manner by all staff of Mayfield Education, sessional lecturers and other students
- To be informed about course content and understand the associated assessment requirements
- To be provided with information on Mayfield Education's policies and procedures that impact upon students
- To have personal information held in confidence
- To have opportunities where students can evaluate the quality of tuition, course content, support and services received
- To receive timely feedback from their Course Coordinators on their student progress
- To be informed of student performance expectations for the course being undertaken

4.2 Student Responsibilities

Mayfield Education expects students to accept the following responsibilities:

- Display a high level of personal responsibility for their learning and for their interaction with staff members and other students
- To act professionally at Mayfield Education and whilst on clinical/ workplace placement
- To take initiative for obtaining a successful learning outcome
- To notify their Course Coordinator if for any reason they are unable to attend any component of the course or complete assessments as required
- To sign the attendance register as required
- To sign an agreed Training Plan at the commencement of the course and endorse any changes required during the course
- To only submit assessments which are the students own work and which have not been copied or developed by others
- To ensure that their enrolment details remain current including current email address
- To pay any fees and charges as they become due. If this is not possible it is the students' responsibility to contact the Student Services Officer to discuss the matter and come to an agreement regarding date of payment

4.3 Workplace Health and Safety

We consider the workplace health and safety (WHS) of our staff and students to be of the utmost importance. We take all “reasonably practicable” steps to provide and maintain a safe and healthy workplace and learning environment and assist students to safely achieve educational outcomes during the completion of course requirements.

A successful WHS program is dependent upon all persons on the Mayfield Education premises sharing responsibility for ensuring a safe and healthy environment.

Mayfield Education is Smoke Free and smoking is not permitted in the buildings and grounds. Students are not permitted to bring or consume alcohol, drugs (excluding medications prescribed by a doctor) or other substances.

If you identify a hazard at our campus that may pose a risk to students and staff (probability of injury, illness, or damage resulting from exposure to a hazard) then please report this to your Course Coordinator immediately. If you are undertaking a work placement then report any hazards to your supervisor or clinical educator.

If you notice spills on the floor, particularly in the student kitchen area please wipe it up immediately to prevent individuals slipping and injuring themselves.

All students and staff have the right to study and work in an environment free from offensive behaviour, bullying, sexual intimidation, racial vilification, or other forms of harassment or discrimination. Please read the section on Social Justice in this Handbook for further information.

Students are required to notify the Course Coordinator as soon as practicable of the implications of any illness, disability or other circumstances that may impact upon their physical or cognitive capacity to safely fulfil core academic requirements, including clinical placement and work experience. Students must notify their course coordinator immediately if they are involved in an accident or injury in the course of study or whilst on clinical placement. Examples of circumstances that may adversely impact upon the safety of a student or third parties include injury, acute or chronic illness, medication and pregnancy.

There are inherent risks in working within the health and community services environment including biological waste, manual handling, ergonomics, slips, trips and falls, falling objects and burns. Many courses at Mayfield Education include learning about WHS and it is important that you know how to keep yourself safe and healthy during clinical placement and work experience.

4.3.1 Emergency Procedures

If you detect a fire or building structure collapse or other emergency, please report this to the nearest staff member or Reception. If you are feeling unwell and/or witness another person on site who appears to be unwell, please report this to the nearest staff member or Reception.

If you hear an evacuation announcement, alarm or fire alarm, please listen carefully to the announcement or your Course Coordinator/lecturer and swiftly but calmly follow their instructions.

4.4 Computer Use and Electronic Communication

Mayfield has a Social Media Policy and Information Technology Policy which relates to Commonwealth and State laws relating to written communications apply equally to email messages and the internet.

Please ensure you do not:

- breach copyright such as unlicensed copying of a computer program
- download, upload, copy, store or distribute content that is illegal, inappropriate or potentially offensive including child pornography
- intercept, attempt to steal or alter data (hacking)
- Use electronic translation services to convert your work from a language other than English [LOTE]
- unlawfully access, alter, or falsify electronic documents or programs
- use communication and information devices for defamation, illegal gambling, fraudulent misrepresentation and unauthorised recording
- breach copyright by unauthorized and/or unreasonable notation, recording, videotaping, photographing, etc.,
- Quote and/or discuss specific content of Mayfield Education learning and associated activities such as clinical/work placement in social media. Failure to comply with this copyright warning may result in action which will result in student termination.

If you have reasonable, medical and/or other grounds to record, lectures, you must seek written permission from the Director Education.

4.5 Privacy and Confidentiality

The following information is provided consistent with the requirements of the Australian Privacy Amendment (Enhancing Privacy Protection) Act 2012, Victorian Information Privacy Act 2000 and other relevant education compliance requirements.

4.5.1 Student Records

Mayfield Education has a policy and procedure for the collection, storage and protection of all records of individual students.

- All information relating to attendance, course progress and assessment outcomes is kept in individual student files
- All records are securely stored
- Upon completion of your course, your assessment outcomes and qualification issued is recorded in the computer system and kept on file
- Records are kept confidential and require written permission by the student prior to release of any information in their records
- Access by officers from Authorised Agencies or their representatives may have access for activities required under the Standards of Registration for Registered Training Organisations [RTO's] and funding agreements.

Collection of Personal Information

Mayfield Education is committed to protecting the privacy and security of personal information collected and held by Mayfield Education about its clients and students. The minimum requisite information required will be collected plus any external requirements, for example a government funding body.

The type of personal information that Mayfield Education will collect about you will include your name, your current and previous personal and business addresses, next of kin/emergency contact, telephone number, email address, relevant educational/training background, accounting details, and occupation/title.

Generally, the purpose of collection and the minimum information which you must provide us with will be indicated at the time of collection.

The accuracy and currency of your personal information which Mayfield Education holds, depends to a large extent on the information which you provide. Please advise us of any errors, or advise us of any changes to your personal information.

It is a requirement for students undertaking the Nursing programs to allow Mayfield to share personal information to the Australian Health Professionals Registration Authority (AHPRA) as part of preparation for registration with The Australian Nursing and Midwifery Accreditation Council. Students are notified of this at time of enrolment.

Use of Personal Information and Student Records

Your personal information and academic records may be used in order to:

- Provide the Mayfield Education services you require
- Administer those services and provide appropriate support to you. This will include processes involving charging and collection of debts and facilitating emergency health assistance
- To inform you of other and new Mayfield Education services

Disclosure of Personal Information and Student Records

Mayfield Education will only disclose your personal information to:

- Authorised Mayfield Education staff for the purposes of providing a service
- Government and funding/regulatory authorities, and other organisations as required or authorised by law. For example, for audit purposes.
- Ambulance or medical personnel in an emergency situation

and:

- When reasonably necessary to protect or enforce Mayfield Education's legal rights or interests or to defend any claims made against Mayfield Education by any person
- To obtain a Credit Check where necessary
- Mayfield Education will not otherwise, without your consent; use or disclose your personal information for any other purpose.

4.5.2 Access to Your Records

Mayfield Education will, on request, inform you about the nature of the personal information that it holds relating to you, the main purposes for which the information is used, and your entitlement to gain access to that information.

Access to individual training records must meet Commonwealth and State Privacy legislation. Students do have access to their records of results and progress through the Mayfield Online portfolio. Students may have access to their training records at any time by making a request to the Course Coordinator (also refer to Mayfield Online Student Learning)

You may access your personal information, subject to some exemptions under law, by placing your request in writing to the Chief Executive Officer.

If you wish to access your records once you have completed your study and are no longer enrolled, your written request must be accompanied with two forms of identification.

4.6 Social Justice

Mayfield Education promotes fair and equitable interaction and relationships. We believe all students and staff have the right to study and work in an environment which protects them from any form of offensive behaviour based on racial vilification, bullying, sexual discrimination, disability discrimination, or other forms of general harassment or discrimination. This includes participating in all modes of learning including online activities and online chat rooms organised as part of your course.

Discrimination

Discrimination occurs when a person is treated less favourably on the grounds of a personal characteristic, such as a person's age, ethnicity or cultural background, marital or parental status, gender identity, sexual preference, physical features, impairment or disability, criminal record, political or religious beliefs, pregnancy or breastfeeding.

Bullying

Bullying is *repeated unreasonable behaviour* directed towards a person or group of people that creates a risk to health and safety. Examples of bullying are:

- ongoing verbal abuse
- constant humiliation of another person through sarcasm, insults or belittling someone's opinion
- regularly excluding or isolating a person
- psychological/emotional harassment
- regular intimidation
- spreading rumours about a person
- continual negative comments about a person's age, ethnicity or cultural background, marital status, gender identity, sexual preference, physical features, impairment or disability, political or religious beliefs, pregnancy or breastfeeding
- consistently and deliberately withholding information that is required for effective work performance without reasonable grounds for doing so

Most definitions of bullying include an element of reasonableness. Reasonableness means bullying has to be repeated and in context. It does not include one-off incidents where a normally subdued employer lost their temper and as a result, a worker was offended.

4.6.1 Reporting Discrimination and Bullying

Mayfield Education strongly encourages any victims of discrimination, racial vilification, bullying or other form of harassment to report the incident and seek redress.

We recognise rights of students to complain without adverse effect on assessment or marks. Furthermore, Mayfield Education understands the necessity for a thorough and careful resolution of all reported cases. It is illegal and contrary to Mayfield Education policy for any individual to engage either directly or indirectly in retaliatory conduct against a person who files a complaint. Any person who files a complaint and believes that retaliatory actions have been taken against them must seek redress through the Chief Executive Officer.

Since the aim of lodging a complaint is to achieve a satisfactory resolution, complaints are to be made in writing and referred to the Course Coordinator in the first instance, and if not resolved satisfactorily, in writing to the Chief Executive Officer. Complaints may be lodged in writing via a letter or on the appropriate complaint form.

4.7 Student Performance Management and Disciplinary Action

In circumstances where performance management and/or disciplinary action are required, the student can expect the following steps to occur:

- The Course Coordinator discusses the issues of concern with the student and outlines/confirms these discussions in writing to the student
- If the issues remain unresolved a meeting with the Course Coordinator and the Director Education is arranged with the student
- At the meeting parameters for management of the issues are discussed and specific actions, outcomes and timeframes are agreed
- These parameters will be closely monitored and if not adhered to by the student course termination may ensue

4.8 Course Termination

Grounds for terminating a student from a course include:

- Failure to comply with any instruction given by a member of staff relating to safety on our premises
- Unsafe clinical practice
- Continued absence from lectures
- Continued failure to meet course assessment standards despite support and guidance from Mayfield Education
- Continued non submission of course assessments by the required date and no extension obtained or medical certification provided
- Cheating in tests or examinations and plagiarism in assignments or workbooks (submitting copied material which is represented as the student's own work)
- Non-attendance at an examination without prior notification and the student does not provide adequate evidence of special circumstances (a medical certificate or statutory declaration)
- Harassment, assault or bullying including violent, offensive or disruptive language, gestures or behaviour towards fellow students, trainers, staff or other persons
- Bringing or consuming alcohol, drugs or other illegal substances on the premises or being adversely affected by the influence of drugs, alcohol or other substances
- Continued use of Mobile Phones and other electronic devices in class
- Damage to the property of Mayfield Education or other students
- Criminal activity including stealing or other inappropriate behaviours

Course Coordinators discuss the grounds for termination with the student and puts a recommendation forward to the Director Education. The final decision to terminate a student lies with the Director Education. A meeting with the Director Education and the Course Coordinator may be arranged to discuss the course termination.

A letter advising the student that they are no longer enrolled in the course and that their file has been closed will be sent.

4.9 Grievance Policy, Procedures and Processes

Purpose

To state Mayfield Education's commitment to providing a safe, fair and respectful workplace and to describe processes and procedures for reporting and addressing grievances. This Grievance Policy and Procedure will be made available to students and prospective students through publication in the Mayfield Education website (www.mayfield.edu.au)

Scope

This Procedure applies to students regardless of the location at which the grievance has arisen (campus, clinical/workplace placement), the mode of study or their place of residence. All grievances by students shall be raised and dealt with in accordance with these procedures.

This policy applies to all grievances, including but not limited to harassment, bullying and discrimination.

Responsibility

Directors, managers, supervisors (however titled) have a responsibility to identify, prevent and address problems in the workplace. These responsibilities include communication and implementation of this policy and related procedures.

Definitions

Grievance is defined as:

- An issue arising from a decision, act or omission which a student considers to be unjust, discriminatory or wrongful or at variance with Mayfield Education policy or procedure;
- A complaint about the behaviour of another student, group of students, staff member or group of staff; and
- Any other matter within the control of Mayfield Education that is not resolved through normal communication channels.

A grievance may relate to facilities, curriculum, administrative procedures or decisions; student progress and assessment; and handling/access to personal records.

Procedural Fairness

Procedural fairness requires processes that provide fairness to all parties. It includes the right to be heard, the right to be treated without bias, the right to be informed of allegations being made and to be provided with the opportunity to respond to them, and the right to information regarding the status of the grievance.

Complainant

The complainant is the staff member(s) notifying a grievance or student(s) notifying a grievance.

Respondent

The person(s) against whom a complaint is made.

Student Grievance Appeals Committee

The Committee appointed by the Board of Directors, Mayfield Education to hear an appeal against a decision of the CEO.

Privacy Statement

All records and information relating to a grievance will be handled in accordance with relevant government legislation.

Key Principles

- Grievances will be treated seriously, expeditiously and sensitively and as close as possible to their source having due regard for procedural fairness, maintaining confidentiality and privacy and the potential for victimisation
- Concerns should be raised as soon as possible after the incident relating to the complaint has occurred
- Issues related to the delivery, teaching or assessment of a course are education matters which should be directed in the first instance to the Course Coordinator/Facilitator and only then to the Director Education
- Where the grievance relates to ongoing student enrolment, the enrolment will be maintained until the grievance is resolved. An enrolment may be suspended if there are concerns such as safety, security or outstanding fees; the reasons for suspending an enrolment will be clearly documented and provided to the complainant in writing.
- Individual or groups of students are encouraged to raise issues and concerns directly with the appropriate education staff member. If the issue(s) can't be resolved it is referred to a higher authority within Mayfield Education
- Where possible, issues are to be resolved at the local level with emphasis on conciliation and informality
- The informal resolution of grievance is preferred; however, where this process is not successful then an aggrieved student may initiate formal procedures as outlined in this policy and procedure
- All parties directly involved in a grievance must have access to all information relevant to the complaint
- All parties to a grievance have the right to formally present their case and if desired can be accompanied by a third party support person at each stage of this procedure
- There is no cost for utilising this grievance process
- Where this procedure results in a decision that supports the student, Mayfield Education will implement the decision and/or any corrective action required and advise the student of the outcome
- The student will receive a full explanation in writing for any decisions and actions taken as part of the formal grievance process by the CEO or Board Chair (in the event that the grievance relates to the CEO)
- Complainants should not instigate grievances that are frivolous or malicious

Grievance Procedure

Informal Grievance Processes

Individual students or groups of students are encouraged to raise issues of concern. The student should contact their Course Coordinator/Facilitator or an appropriate staff member.

Where a staff member/facilitator receives a complaint, every reasonable effort should be made by the staff member and the aggrieved student to resolve the matter.

In most circumstances, it would be expected that resolution of a grievance raised in this manner should be achieved within two weeks from the date of raising the grievance.

If the matter is unresolved in two weeks, the student may submit details of the complaint to the Director Education. This must be done in writing.

The aggrieved student may seek advice and assistance from any staff member/ facilitator as required.

If the student has followed this procedure and the issue has not been resolved, the student may put his/her concerns in writing to the CEO, Mayfield Education

Formal Grievance Processes

The CEO, being satisfied that reasonable efforts have been made to resolve the matter informally according to the processes described may determine the matter. This may include the CEO meeting with some/all of the parties, and may require further written submission from either or both parties.

The CEO's decision will be forwarded to the student in a written report outlining the reasons for the decision within ten days of the student's first contact with the CEO. The report will advise the student of their rights to access the internal appeals process if they are not satisfied with the CEO's decision.

Appeals Processes

If the student is not satisfied that the grievance has been resolved, he/she may request the formation of a Student Grievance Appeals Committee by putting this in writing to the CEO so the matter can be further considered.

A member of the Board of Directors, Mayfield Education will convene the Student Grievance Appeals Committee within ten days of receiving the written request.

The Board of Directors, Mayfield Education, will determine the membership of the Student Grievance Committee; there will be a minimum of two and a maximum of four members of the Appeals Committee.

The Student Grievance Appeals Committee will observe the broad principles of natural justice and will make clear to all parties the processes for determining the matter.

The student appealing will be given an opportunity to present a case orally or in writing; the student may be accompanied by a person of their choice to the Appeals Committee meeting(s).

The Student Appeals Committee will reach a decision based on consensus or by a decision on a majority vote; should there be no majority the Chair will have a casting vote.

The decision will be communicated to all parties directly involved in the grievance in a written report outlining the reasons for the decision within 10 working days. The report will advise of the right to access the external appeals process if a party is not satisfied with the outcome of the appeal.

External Review Processes

An appellant who is not satisfied with the Student Grievance Appeal Committee's decision may write to the Board Chair, Mayfield Education giving reasons why they are not satisfied and request an external appeal. If the Board Chair is satisfied that the reasons given by the student warrant further hearing of the grievance, the Board Chair (through the CE) must arrange for an independent external person (or organisation) to hear the appeal. The VIC Dispute Settlement Centre or the Institute of Arbitrators and Mediators (IAMA) may be used to consider external appeals. The person or organisation appointed to consider the appeal will be independent and external to Mayfield Education.

The person or organisation responsible for the external review will report to the Board Chair or CEO (as nominated), Mayfield Education on the outcome of the external review including any recommendations within 20 working days of the completion of the review.

The Board Chair or CEO once the report has been received will provide a written report to the complainant within ten working days of the recommended actions to resolve the grievance.

An initial application fee to be paid by the complainant would be approximately \$200 in requesting an external review; Mayfield Education will meet any further reasonable costs associated with the conduct of an external appeal as described.

Record Keeping

A written record of all grievances handled under this procedure and their outcomes shall be maintained for a period of at least five years to allow all parties to the grievance appropriate access to these records, upon request to the CEO or Director Education. These records will be maintained on Mayfield Education's master documents (Central Registry).

Procedures

This Grievance Policy and Procedure will be made available to students and prospective student through publication in the Student Information Handbook and on the Mayfield Education website (www.mayfiled.edu.au).

Grievance Resolution Responsibilities

The Chief Executive Officer is responsible for overseeing and implementing the Grievance Processes.

The directors, managers and supervisors accept that grievance resolution is an integral part of their roles and related responsibility to identify, prevent and address problems relating to students.

The Board of Directors, Mayfield Education has responsibility for the Student Grievance Appeals process including external appeals review as required.

5. TRAINING DELIVERY AND ASSESSMENT

Training delivered by Mayfield Education meets national standards and requirements. Each course delivered has specific resource requirements for delivery and systems are in place for ensuring that suitable resources are available before training commences. Accredited training is delivered against competency standards and course outlines are determined by relevant Training Package requirements. The units of competency being studied are advised to students.

5.1 Assessment of Competence

All students need to demonstrate they have acquired the skills and knowledge necessary to obtain a certificate. When a certificate is granted, it indicates a student is competent and able to carry out the tasks associated with their course to the standard required in the workplace.

The broad concept of competency covers all aspects of work performance including:

- being able to perform certain tasks at an acceptable level of skill (to an industry specified standard) consistently over time
- being able to manage a number of different tasks within the job to an industry specified standard consistently over time
- being able to transfer skills and knowledge to new situations and contexts
- being able to solve predictable problems that arise.
- responding and reacting appropriately to unexpected problems, changes in routine and breakdowns
- being able to fulfil the responsibilities and expectations of the workplace in a range of situations and with a range of other people in the workplace

In other words, competency is using your skills and knowledge to perform tasks and duties appropriately in workplace situations to the standard expected in the workplace and by industry consistently over time. The rating of 'competent' is only granted to successful completion of an entire unit. Individual assessments are rated as 'satisfactory' or 'not yet satisfactory'.

Mayfield Education utilises a range of assessment methods during its courses so students have a number of opportunities to demonstrate their competence. The weighting allocated to the assessment along with the pass mark is listed on the cover sheet for each assessment. All forms of assessment for the subject are also listed.

These may include:

- Verbal presentations
- Written question and answer assignments
- Examinations – these may have a variety of assessment methods such as true and false questions, multiple choice, short answer questions, and labelling diagrams.
- Group discussions
- Case studies
- Role plays
- Individual or group project work
- Essays and assignments
- Research assignments
- Clinical log book completion at the workplace
- Workplace Journal

Students are provided with two opportunities to complete assessments in the given time frame to a satisfactory level. If a student is unsatisfactory in the first attempt, they are provided with a supplement assessment after specific feedback has been provided. If a student continues to be 'not yet satisfactory' the course coordinator in discussion with the student will devise further training and an alternative mode of assessment may be offered as reasonable adjustment.

5.2 Assessment of Employability Skills

Employability Skills describe employers' requirements for non-technical generic competencies which form an important part of effective and successful participation in the workplace.

Vocational qualifications incorporate learning and assessment strategies within the training package to cover employability skills. This includes identification and consolidation of foundation skills for learning. This ensures that skills and knowledge you obtain have industry application.

The eight key employability skills are:

- communication e.g. listening to and understanding instructions
- teamwork e.g. working with diverse individuals and groups
- problem solving e.g. using practical solutions in response to workplace issues/changes
- initiative and enterprise e.g. being creative or responsive to work requirements and challenges
- planning and organising e.g. working to meet workplace goals
- self-management e.g. monitoring and evaluating your performance
- learning e.g. seeking out and learning new techniques
- technology e.g. choosing, using and maintaining equipment

When studying at Mayfield Education it is important for you to think about how you will incorporate the knowledge and skills acquired into a range of workplace setting.

5.3 Assignments

Mayfield Education aims to have students successfully complete their courses in the timeframe advised. Time for completion of a course is based on following an agreed schedule for all components of the course including assignment/assessment work. Nominal assessment due dates are provided as a guide for distance education students.

Mayfield Education has produced a Study and Assignment Writing Guide to assist you. Your Course Coordinator will distribute the Guide during your course orientation.

If you have difficulty understanding assignment requirements, accessing the appropriate information sources or feel you have exhausted all efforts to progress in the preparation, planning or writing phases, contact your Course Coordinator as early as possible.

Hand written assignments/assessments will not be accepted. All assignments/assessments must be submitted online as required, unless an exemption in writing is given by the Course Coordinator.

Marking of assignments/assessments will usually be completed with results advised 3 weeks after the submission due date.

5.3.1 Extensions for Submitting Work

Assignment due dates are listed chronologically and aligned to the relevant unit on the Assessment Submission Dates form. This is tailored for each course intake and placed within the Mayfield Online classroom for the group and in the relevant Course Handbook. If you require an extension to complete an assignment/assessment you must request this in writing to your Course Coordinator providing details of the assignment/assessment that will be overdue and a date by which you intend the work to be submitted.

Course Coordinators may grant students an extension of up to two weeks for the completion and submission of any course project work, as appropriate to the circumstances. Students must submit requests to the Course Coordinator a minimum of three (3) weeks prior to the due date. In general, extensions in excess of two weeks will be referred to the Director Education. In such instances a supplementary assessment will be provided.

5.3.2 Late Submissions

Student written work for a particular course is generally assessed at the same time to ensure consistency and fairness of marking. For this to occur, all work must be submitted by the due date.

It is not acceptable to hand in late work without prior approval from the Course Coordinator for an extension. Mayfield Online 'hand in' area will record the date and time that assessable work is submitted and may prevent submission of work after the due date. In these instances, students must contact the Course Coordinator. If the 'hand-in' area for the piece of work is closed, students must place their work in the late submission 'hand-in' folder or e-mail this to the Course Coordinator.

Students who do not request an extension using the 'special consideration' form as and work is not submitted after the due date the assignment/assessment will be penalised and their resultant mark reduced. According to the Student Assessment & Examination Policy and Procedure, any work submitted after the due date will attract a mark reduction of 10% per day if it is late.

In extraordinary circumstances, a late request for extension may be granted at the discretion of the Course Coordinator. Any extenuating and extraordinary circumstances must be supported by a Statutory Declaration and/or Medical Certificate and put in writing to the Course Coordinator.

5.3.3 Special Consideration

Special consideration may be given in certain circumstances, such as illness, hardship, personal or family crisis. Requests for special consideration should be referred to the Course Coordinator as soon as possible prior to due dates for the submission of work. Approval of special consideration may extend the due date but does not translate to lowering the standard of the assessment criteria. The work will be assessed against the same standard as that of other students.

5.3.4 Assignment Grading

In Higher Education courses, grades are provided for assessments and these are accumulated as the total for the unit or subject. The grading system follows the National Standards guidelines and will appear on the academic transcript received by graduates. The grading is as follows:

HD – High Distinction (85-100%)

D – Distinction (75-84%)

C – Credit (65-74%)

P – Pass (50-64%)

F – Fail

UG – ungraded pass

If a student passes a subject after a supplementary exam, an ungraded pass is allocated. No grade is recorded. If a student is seeking a written assessment to be reconsidered and marked by a second assessor, a fee of \$40 is charged.

For the Vocational Education and Training sector courses (those at a Diploma level or below) VQF guidelines are followed and assessments are resulted as Satisfactory or Not Yet Satisfactory. Within some assessments there may be a nominal grading allocated (e.g. 72%) but these are for feedback purposes only.

Subjects (Units of a course) are assessed as Competent or Not Yet Competent. The academic transcript which is provided with all accredited units and courses upon completion reflects this.

5.4.5 Reasonable Adjustment

In circumstances where a student has undertaken an assessment modality on more than two occasions and been deemed Not Yet Satisfactory, the Course Coordinator will arrange for an alternative mode of assessment to be undertaken. If subsequent to this, the student is deemed Not Yet Satisfactory they will be required to discontinue the unit/subject and re-enrol subject to an agreed Student Learning Contract.

Students are able to reapply and re-enrol in single units/subjects of a course subject to the course availability. Applications can be made to Student Services and standard fees apply.

5.5 Clinical and Work Assessments

Industry experience and assessment of ability in the workplace is a formal requirement for many of the courses delivered by Mayfield Education.

The student will be deemed “Satisfactory” or “Not yet satisfactory”. All students attending work placement are assessed during this time by qualified host agency staff and/or a Mayfield Education clinical facilitator or representative. Students are not to attend work placement at any time other than that which has been arranged as part of the authorised placement. If a student roster on placement changes, the student has the responsibility to ensure the Course Coordinator is made aware of this.

It may be considered that with further training and experience the opportunity for reassessment be provided including a clinical challenge or workplace assessment in a simulated environment. In such instances the student is required to meet the cost of the reassessment and the provision of an assessor at the usual daily fee for the placement.

5.6 Reassessment Appeals

If a student feels their circumstances have not been taken into consideration fairly, the matter should, in the first instance, be discussed with the Course Coordinator who will respond within 7 days. If the matter remains unresolved, a written appeal can be directed to the Director Education. Students who submit a written appeal will be contacted within 14 days of the documentation being received.

If you remain dissatisfied, a written appeal can be directed to the CEO for a final review of the assessment. You will be advised of the outcome within 14 days

If you remain dissatisfied with the CEO's decision, you may make a formal complaint under the Grievance Policy and Procedures. This will be forwarded to the Student Appeals Committee.

5.7 Internet Usage

The Internet is an excellent source of information to the user but care needs to be taken to ensure that study material and reference material comes from reputable, reliable sites. This must be referenced appropriately according to Mayfield guidelines. There is an abundance of incomplete, inaccurate and unverified information which cannot be treated as fact.

5.8 Plagiarism and Copyright

Plagiarism is using the words or ideas of others and presenting them as your own. Plagiarism is a type of intellectual theft. It can take many forms, from deliberate cheating to accidentally copying from a source without acknowledgement.

Whilst assignment work carries an expectation for you to read, research and refer to experts and authorities, you are also expected to produce 'original' work. Therefore, your work may in some part be based on interpreting and summarising the words, information and ideas of other writers.

Any material from the internet used within your assignment must be referenced. It may be tempting, but DO NOT 'cut and paste' text directly from an electronic resource into your assignment. You should rewrite any information in your own words.

Whenever you use the words or ideas of another person in your work, you must acknowledge where they came from so it is important to learn how to reference properly. Avoid plagiarism and copyright breaches by following the suggestions outlined in the Mayfield Education Study and Assignment Writing Guide.

Most text in print is under copyright protection and failure to acknowledge the source of information used also constitutes a breach of copyright, whether it is unintentional or deliberate.

Common Forms of Plagiarism

- Copying a section of a book or an article and submitting it as your own work.
- Quoting from a source 'word for word', without using quotation marks or using the words of someone else and presenting them
- Copying, cutting and pasting text from an electronic source and submitting it as your own work
- Downloading an assignment from an online source and submitting it as your own work
- Whilst undertaking group work; using the same words in the written response as other members in the group
- Buying, stealing or borrowing an assignment and submitting it as your own work

- Using significant ideas from someone else and presenting them as your own or putting someone else's ideas into your own words and not acknowledging the source of the ideas

Plagiarism carries heavy penalties, including exclusion from your Mayfield Education course. If you are tempted to plagiarise or copy another person's work, please remember that our Course Coordinators and markers are skilled at identifying this and use detection software to prevent this.

All **class lectures, tutorials, workshops and other facilitated sessions** are **copyrighted** by Mayfield Education. Unauthorised and/ or unreasonable notation, recording, videotaping, photographic, etc., is strictly prohibited. Failure to comply with this copyright warning may result in action in compliance with any and all university regulations and/or federal and provincial laws. If you have reasonable, medical and/or university-authorised grounds to record, etc., lectures, you **must** let the lecturer know and you may be required to provide proof. The lecturer also has an obligation to seek the verbal consent of all others present if this is the case.

5.9 Examinations

Assessment by examination is an opportunity to assess knowledge of facts and understanding of principles through students recalling learnt information and applying this knowledge to providing solutions. All students, regardless of their commitments, are required to sit their examinations at the date and time specified. In exceptional circumstances, if a student is unable to do this, she/he may apply for special consideration.

All Mayfield Education examinations are conducted under the supervision of Mayfield Education staff or nominee. Some of these allow resources to be used. Students who are more than 10 minutes late for an exam are unable to join the group.

5.9.1 Special Consideration

If any aspect of a student's personal situation is impacting upon the ability to progress in the course, students are encouraged to notify the Course Coordinator and apply for special consideration.

Special consideration may result in the student being offered the opportunity to enter into an alternative payment plan, alter the submission date of an assessment and/or sit a supplementary exam at another time. Applications for special consideration are to be made as soon as the student is aware of the circumstances using the designated form with additional evidence is to be attached as relevant. Special consideration is not approved or granted until the application has been considered by the Course Coordinator and the Director Education. The student will be notified in writing if this has been granted and the associated alterations to training plan, payment plan and/or delivery will be made.

5.9.2 Physical Disability

If prior to assessment or examination a student sustains a disability or injury that will create a difficulty in the ability to write or demonstrate knowledge and skills, then the Course Coordinator should be contacted immediately by telephone. A special consideration application is to be made by the student or on behalf of the student by their next of kin. It is noted that some assessments require physical dexterity and manual handling which may be strenuous.

Students at the time of assessment are asked to confirm that you have no signs of acute and potentially contagious respiratory infection/illness, no pre-existing injuries, current injuries which may impact on the ability to crouch, move or be involved in manual handling. Students are also asked to confirm that they have no allergies to latex, rubber or chemical products that may impact on the ability to perform in any required demonstrations.

In such instances, special arrangements will be made to allow you to complete your examination in an alternative way if possible.

5.9.3 Failure to Attend Examinations and Assessments

Students who do not present for examinations will be deemed to have failed unless they apply for and are granted a special examination prior to the examination date. Students who have been prevented from sitting an examination by severe illness should immediately apply for special consideration and have a medical certificate.

5.9.4 Requirements during Examinations and Assessments

- Students are required to follow any instruction given by an examination supervisor.
- Students are not able to leave their desk or the room during the examination.
- Unless otherwise specified, no written material may be taken to examination desks. Any material may be left at the front of the room or in an area specified by the examination supervisor.
- No dictionaries, references, calculators, mobile phones, pagers or other electronic equipment is to be taken to the examination desks unless this is approved by the Course Coordinator or examination supervisor prior to the examination.
- Bags may not be taken to the desks but may be placed at the front of the room or in an area specified by the examination supervisor.
- Students must arrive on time as the disruption of someone entering the room once the exam has commenced is not appropriate. If student arrives late, it is at the discretion of the examiner if entry into the examination room is approved.
- A reading time is usually provided preceding the commencement of writing to enable students to read all instructions carefully and to note the number of questions to be answered and any compulsory questions.
- Question papers (or online responses) should not be marked until the instruction to commence writing has been given by the examination supervisor. Please ensure your name is recorded on the exam paper.
- No conversation is permitted in the examination room except with an examination supervisor. Candidates who wish to consult an examination supervisor should raise their hand.

- The examination supervisor will advise students of the remaining 10 minutes before the end of an examination.
- Students may not leave the room during the final 10 minutes of the time allowed for an examination.
- When the examination supervisor announces the end of the examination time allowed students must stop writing. No extension of time can be given.

5.9.5 Illegible Writing on Assessments

It is the student's responsibility to ensure that their handwriting is able to be clearly read by another person (the assessor). Hand-writing which is deemed illegible by two (2) markers will result in a 'Not Yet Satisfactory' result.

5.9.6 Cheating in Examinations

Mayfield Education considers that cheating in examinations is a serious offence and students caught cheating may be suspended, forfeit all credit from the exam, or be terminated from the course.

If a student is observed by the examination supervisor to be cheating, they will:

- be immediately removed from the examination room
- be informed of the reason for removal and be requested to sign documentation stating the reason for removal from the exam room has been explained to them
- be requested to attend a disciplinary interview which will be arranged with the Course Coordinator and the Director Education within a week

If a student is reported as having cheated in an exam, then the allegation will be thoroughly investigated. Depending on the result some or all of the above may be applied.

5.9.7 Examination Results

Mayfield Education may allow a student to sight their examination after it has been corrected, only for learning purposes in preparation for a supplementary exam. Copies cannot be provided. The student must make an appointment with the Course Coordinator to sight their exam results.

Short handwritten notes outlining topics that need further study may be made by the student to assist in their further learning however comprehensive notes of the paper or questions during this sighting is not allowed. The student may not write on the exam paper.

The student may (with good reason, in writing) request that specified parts of their answers be reconsidered by another examiner(s), in the form of re-assessment/remarking. Any re-assessment/remarking of an assessment may attract a fee of \$40. If so, this fee is to be paid before the assessment is reconsidered.

5.9.8 Supplementary Examinations

All students are provided with two opportunities to complete any given assessment. Supplementary examinations are offered where a student has a Not Yet Satisfactory I result recorded within approximately 15% of the Satisfactory requirement.

Only one supplementary exam is approved for each unit of study and this must be taken within two (2) months of the original exam.

5.9 Unsatisfactory Course Progress

Course progress is reviewed regularly and guidance is given to students who require assistance to improve their standard of work. A student must maintain a satisfactory pass rate and attendance in class to continue with their studies.

Students who fail a clinical or work placement or a unit of study will meet with the Course Coordinator and Director Education to discuss their enrolment options. Re-enrolment in singular units may be an option; the cost of which is provided by the student.

Continued failure to meet the course requirements will usually result in the student not being able to complete the course.

6. PROVIDING CERTIFICATES

To be eligible to receive a course certificate or statement of attainment students must have met the study requirements AND all other requirements including financial and administrative (e.g. fees paid).

The creation of Certificates and transcripts follows a thorough process to comply with the requirements of various authorities, funding bodies and other parties such as the Australian Skills Quality Authority, The Higher Education and Skills Group (Victoria), the VET Quality Framework, and the Australian Health Practitioner Regulation Agency. The process requires a number of checks and authorisations to take place and signatures to be obtained.

Mayfield Education gives a priority to issuing certificates quickly and efficiently whilst complying with all requirements and ensuring integrity and quality during the process. Once all requirements have been met, (including payment of fees, return of library books and traineeship employer sign-off), it may take up to four weeks for certificates to be sent out. Holiday periods may increase the time taken to process certificates.

Please note that this timeframe is a guide only and is from the time results are recorded not the last day of class. Usually there are a number of assignments and examinations that need to be marked and recorded after classes have concluded before the certification process can commence.

6.1 Partial Completion

Vocational Education and Training Courses (VET)

Provided all requirements have been met, students who exit from courses prior to completion will be issued with a 'Statement of Attainment' which lists the units in which competency have been attained.

Mayfield Education Courses

Provided all requirements have been met, students who exit from courses prior to completion will be issued with a Transcript of Results for units successfully completed. Students are advised to retain these documents as they will provide the student with advanced standing if they resume their studies at a later date.

6.2 Replacement of Certificates/Results Transcript

Requests for replacement of damaged/lost certificates should be emailed addressed to Secretarial Services via secserv@mayfield.edu.au

An administrative fee of \$50 for searching, validation and processing applies. However, if the original certificate was issued more than 5 years ago the minimum fee is \$75. This is to cover the cost of retrieving the archived certification documentation. No processing of the certificate can be made until payment has been received. A fee of \$25 is charged if a transcript or statement of results only is requested.

6.3 Nursing Registration

Mayfield Education provides student details to the Australian Health Practitioner Regulation Agency (AHPRA) in anticipation of student completion. Students are encouraged to complete an online application for registration to practice one (1) month prior to course completion.

Please go to <http://www.ahpra.gov.au/Registration/Graduate-Applications.aspx>.

7. STUDENT SUPPORT SERVICES AND FACILITIES

Mayfield Education provides students with access to a range of support services and facilities including:

- A Smoke-Free Environment
- Disability Support
- Drinks and Snacks Vending Machines
- Fee Payment Plans
- Industry Skills Development
- Literacy, Language and Learning support
- Orientation
- Online Student Portal
- Student Lounge
- Study Hall with computer access
- Campus Wi-Fi access
- Student Services

Welfare and Guidance

Students who wish to access welfare and guidance services may discuss their requirements with the Course Coordinator who will assist in obtaining referrals to appropriate services. Course Coordinators and/or Director Education will assist students with all aspects of their training and education needs.

Resources and Services

Health Direct Australia <http://www.healthdirect.gov.au>

Better Health Channel www.betterhealth.vic.gov.au

Melbourne Sexual Health Centre – support and advice
www.mshc.org.au / Ph: 9341 6200

MensLine Australia – free counselling and support
www.mensline.org.au / Ph: 1300 789978

Relationships Australia – support service
www.relationships.org.au / Ph: 1300 364 277

Victorian Counselling & Psychological Services, East Melbourne 3002
www.vcps.com.au Ph: 03 9419 7172

National Disability Insurance Scheme www.ndis.gov.au

Victorian Aboriginal Health Service – Family Counselling Service
www.vaahs.org.au / Ph: 9403 3300

HomesVic for Aboriginal Victorians

reece.marks@homesvic.vic.gov.au / Ph: 0438 915 225

Reach Out – support for gender, sex and sexuality www.au.reachout.com / 1800 184527

VACCHO Victorian Aboriginal Community Controlled Organisations Inc

www.vaccho.org.au / Ph: 9411 9411

The Peggy Hunter Memorial Scholarship

www.acn.edu.au/scholarships/ / Ph: 1800 688 628

Emergency Contacts

If you are unwell or not coping or you have concerns about someone else, please notify us at reception and a staff member will see you immediately for a confidential discussion.

Mayfield Education is well equipped for all fire and Emergency situations. The building systems and the Chief Warden are always ready for such events:

- Lifeline Ph: 13 11 14
- Beyond Blue Ph: 1300 22 46 36
- Domestic Violence Helpline Ph: 1 800 800 098
- Alcohol and Drug Information Service (ADIS) Ph: 1 800 888 236
- Hawthorn Community Mental Health Centre Ph: 03 9882 9299

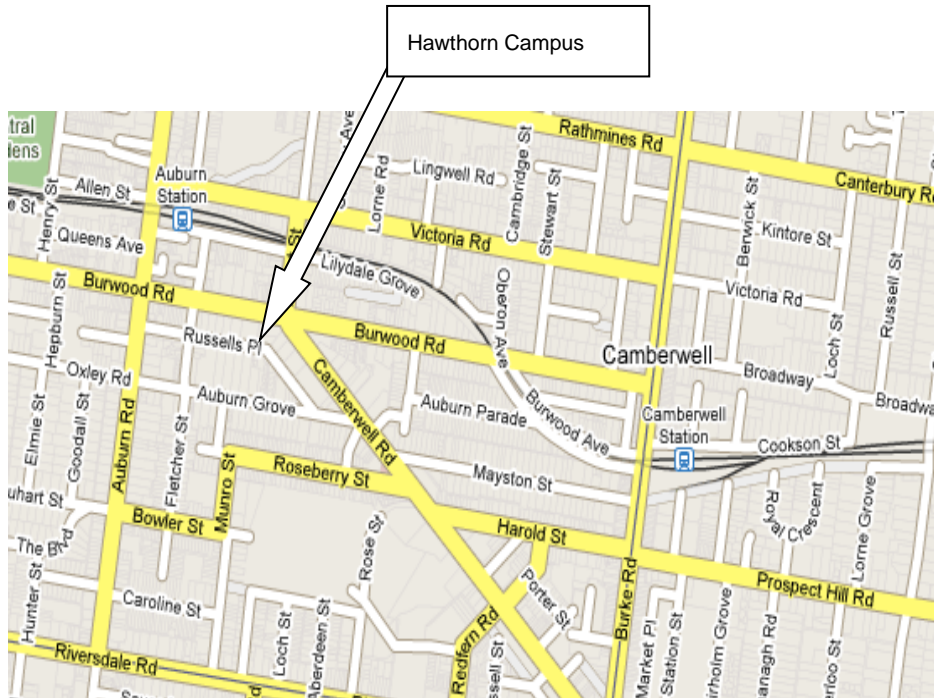
The nearest Hospitals/Health Services to Mayfield Education:

- HEMAC Hawthorn East Medical Clinic www.hemac.com.au / Ph: 9078 9997
- Box Hill Hospital www.easternhealth.org.au / Ph: 1300 342 255
- Epworth Private Hospital Richmond www.epworth.org.au / Ph: 9426 6666
- Cabrini Private Hospital www.cabrini.com.au / Ph: 03 9508 1222
- Alfred Hospital www.alfredhealth.org.au / Ph: 03 9076 2000

8. LOCATION AND PARKING

2-10 Camberwell Road, Hawthorn East 3123 near the junction of Burwood Road and Camberwell Road (Melways Map 45G11)

Rear pedestrian access is via Russell Place from Auburn Grove.



There is no onsite student parking. Parking is available in nearby streets and is signposted. There is a “pay and display” car park across the road from Mayfield Education in Burwood Road. Please note that traffic infringement notices are issued by council traffic officers if parking regulations are not observed.

8.1 Public Transport

Hawthorn Campus

Trams

Access to Mayfield Education by tram is from the Riversdale Road and Burke Road tram routes. The number 70 and 75 trams travel from the city along Riversdale Road to Wattle Park and Burwood in the east. The number 72 tram along Burke Road travels north to Whitehorse Road, Kew, and south to the city along Malvern Road and St Kilda Road.

Trains

Auburn and Camberwell railway stations are within walking distance of Mayfield Education. Auburn station is approximately 250 metres northwest of Mayfield Education, while Camberwell station on the same line is 700 metres east of Mayfield Education.

Buses

The number 624 bus along Auburn Road travels north to Harp road, East Kew, and south to Chadstone Shopping Centre and Oakleigh railway Station. The 684 bus from the city to Lilydale and Healesville travels along Barkers Road and connects to the 624 bus at Auburn Road.

8.2 Travel Arrangements

Mayfield Education does not provide or arrange travel to other sites for students who take part in off-campus visits, work placements or scheduled activities as part of a course.

8.3 Accommodation

Mayfield Education does not provide residential accommodation but there are several accommodation venues located near Mayfield Education that cater for a range of budgets. Advance bookings are essential. Some of these preferred providers give discounts for regular and long-term bookings. Please contact reception for details.

We hope you enjoy and benefit from the course that you are undertaking with Mayfield Education and look forward to congratulating you on successful completion of your studies.



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