

MAYFIELD
EDUCATION

2024

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 60 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 to our students. Learning flexibility includes but is not limited to:

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

Mayfield Education believes in the student's best education experience and quality learning outcomes. Our Course Coordinators, trainers/ assessors and administration team are here to support you and take you through your learning journey.

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 who 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 recognises 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 appeal 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 provided to you prior to the course commencement and watch an information session on our website for your relevant course. This will ensure that you are prepared to attend 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 enrolment form online via the Mayfield Education Website.

Mayfield creates a safe, healthy and supportive learning environment that 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 when applying online; please contact our friendly staff who will be able to assist you over the phone or face-to-face by visiting our campus site. 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.

2.1 Course Prerequisites

There are no academic prerequisites for VET Mayfield Education courses; however, there are other prerequisites to undertake VET courses. Students must:

- Be 18 years of age or over for courses other than VET delivered to secondary school.
- Have discussed with the Course coordinator any pre-existing injuries or conditions that may impact their learning and practice during the pretraining review interview.
- Have a current email address and mobile phone number for contact and communication.
- Have adequate physical/psychological capabilities necessary to undertake the required course-related skills and establish a professional working relationship with clients and colleagues.
- Have basic computer skills for participation in online learning such as:
 - Create, save and edit Microsoft Office documents (including Word, and Excel)
 - Access and search the Internet.
 - Download and save documents from a variety of websites.
 - Record, save and upload a video using a smart device such as a mobile, laptop, or iPad.
 - Upload files and images onto the Learning Management System
 - Access Dropbox links.
- Have access to a computer or laptop as well as the internet to undertake required online coursework.
- Have watched an online pre-course Information session.
- Have completed the LNN robot as part of the pre-course assessment and attain required English language, literacy and numeracy levels for the relevant course undertaken.
- Have adequate command of English comprehension and verbal articulation as determined at the 1:1 Pre-training interview as part of the pre-course assessment. An assessment guide is used by the assessors as part of the decision-making process.
- Please note: Students applying for a Diploma of Nursing will be required to provide evidence of meeting at least one of the three Nursing and Midwifery Board of Australia (NMBA) English language skills registration requirements. Refer to the Diploma of Nursing webpage for more information.

- 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 certificates 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 smartphone, 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 USI through the website: www.usi.gov.au

2.2 Literacy, Numeracy and Computer Skills

As part of the pre-course assessment, students will be directed to undertake a literacy, numeracy and computer skills assessment. Please advise your relevant Course Coordinator prior to course commencement if you feel that you may require assistance with literacy, numeracy or computer skills or if you have any learning difficulties. We will discuss reasonable ways during the 1:1 interview to support you such as modifying the course assessment to meet your needs without compromising the training package requirements.

For a successful enrolment, 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 that is in line with the relevant course requirement. Students should note that most hospital and health service workplaces use computers and information technology in delivering patient/client care and technical support hence computer literacy is one of the expectations of the work requirement.

For entry to the Diploma of Nursing

Applicants must complete an online enrolment form with proof of their completed education history. At the Pre-training interview the Course Co-ordinator will assess your documentation in line with the Nursing and Midwifery Board language skills registration standard.

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 enrolment form and speak to the Course Coordinator before the course commences. You may also visit www.ndis.gov.au

2.4 Course Fee & Payment

2.4.1. Student Tuition Fee

Funded Courses

Funded course positions are partially funded by the Victorian State Government through Skills First and they determine the fee structure. Funded Fees (Skills First Program funded places) are subject to change in line with government policy, and this may occur during your course.

A concession tuition fee is applicable to entitled individuals in accordance with Skills First Fees Guidelines.

Full Fee Courses (fully payable by the student)

Students are required to pay full fees for courses not funded and supported by the Victorian State Government. 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.

Invoices for the student's tuition fees are issued prior to the course commencement. 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:

- Electronic Funds Transfer (EFT) into Mayfield Education Bank account
- Direct Debit Transfer Money Payment Method
- Credit Card - MasterCard or Visa (a 1.5% fee is charged)
- **(Please Note: A \$50 administration charge is payable if there are insufficient funds available).**

2.4.2. Additional Fees and Charges

Students are required to pay for the costs associated with misplaced identification cards, misplaced work placement books, additional 1:1 refresher classes and in instances where pre-booked work placement has not been attended (for any reason) or has been deemed Not Yet Satisfactory.

Selected courses require the purchase of uniforms and textbooks at an additional cost. These costs will be made known to you during the pre-training interview.

Mayfield Education acknowledges that students on occasion may incur financial stress and hardship. Students having difficulty should contact Student Services as soon as possible so that suitable arrangements can be made. In such instances, a special consideration form should be submitted to the Course Coordinator.

2.4.3. Fees Payment

Students must pay a standard initial deposit outlined on the Letter of Offer prior to the course commencement. The remaining fees are to be paid as per the schedule offered in the Letter of Offer. For courses where standard instalment payments are applicable, a 5 per cent administration fee is attracted that is 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 student's 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.

2.5 Fee Refunds

2.5.1. Refund of fees (refundable) 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 working days prior to course commencement - full refund less \$100 administration fee.

2.5.2. Refund for Short Courses

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

If written notification of withdrawal is received less than 10 working days prior to course commencement no refund is available. Another suitable person may attend as a substitute.

2.5.3. 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.

Full Fee for Services (non-funded) students may only receive a full refund after applying in writing 5 working days or more, prior to course commencement. This refund will be provided to the same account that the fees were originally paid (less the \$100 administration fee). Once a course commences, any fees paid by a Fee for Service student are not refundable.

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.

2.7 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.

2.8 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 fees for any RPL units even though gap training or 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 an application fee of \$250. Followed by a per/unit \$500 assessment fee.

The application 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 \$4000. The benefit of undergoing the RPL/RCC process is that students will not need to attend classes for units granted with RPL/RCC or undertake the assessment tasks however the RPL/RCC is only granted subject to meeting the Unit of competency requirements. Student fees associated with the unit are applicable.

3. COURSE INFORMATION

3.1 Pre-Course Information Session

All prospective students are required to watch an online Information Session prior to the course enrolment and for the application to be processed. This session provides an overview of the course for applicants to make an informed decision.

3.2 Course Orientation for Students

An orientation will be organised on the first day of a certificate/diploma course. The Course Coordinator will address the following areas with students while orientating them to the course and Mayfield Education policies and procedures:

- Course outline, unit sequencing and its delivery
- Types of assessments and due dates
- The assessment submission process
- Expectations for meeting the assessment/s requirement to attain the unit of competency
- Marking and turn-around time for marking
- Extension process for submitted work
- Resubmit process for assignments
- Supplementary assessment processes
- Appeal procedure
- Other course expectations
- Student and study areas
- Contact details for the relevant Course Coordinator
- Student support
- Workplace training/Clinical experience
- Preplacement documentation requirements
- Validation of attendance/completion of hours during workplace training/ clinical experience
- Workplace Assessors
- Workplace Competency assessment
- Learning resources and navigation of the learning management system Mayfield Online (itsLearning)
- Certification process

- General information about the campus layout 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
- Various policies and procedures
- What to do if you or a colleague are unwell
- Food and refreshment options

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

3.3 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).

3.4 Mayfield Online Student Learning Platform

Mayfield Online provides an eLearning environment called itsLearning. This contains all learning and assessment resources for students to access during their study at Mayfield Education. Access to itsLearning 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 Student Learning Platform (itsLearning), students can:

- view and download resources such as timetables, presentations, assignments, and workbooks
- access links to the relevant websites including the e-library
- upload the assessments for marking
- review the assessment feedback and outcome
- maintain a personal portfolio as a record of assessment and progress
- contribute to forums where course coordinators have posed questions to all room members to allow free-flowing information-sharing

Students access itsLearning through their electronic devices using Google Chrome and through a free phone application.

3.5 Student Code of Conduct

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

All students must:

- Respect each other's needs.
- Maintain a clean and safe learning environment.
- Contribute positively to class and refrain from disrupting the class.
- Treat all Mayfield staff and students in a courteous manner.
- Respect the equal rights for all students learning and their participation in learning regardless of their race, culture, age, religion, gender or gender preference and learning abilities.
- Care for each other's property and the property of Mayfield Education
- Respond appropriately and respectfully to any reasonable instruction from a staff

- Conduct yourselves in a professional manner
- Maintain personal hygiene (including neat and clean attire)
- Wear appropriate clothing that allows participation in the range of activities undertaken as part of the course.
- Do not attend class or other student activities under the influence of alcohol, drugs or other substances
- Keep mobile phones on 'silent' or switched off 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 by the session trainer and/or Course Coordinator. These calls and messages are to be taken outside of the classroom to avoid any unnecessary interruption during the class.

3.6 Change of Details

It is essential that students advise Mayfield Education promptly in writing regarding a change of address, phone number, email address or other details. Failure to update the changed details may result in missing out on important information reaching you.

A change of details form can be accessed through itsLearning. 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 notifying your trainer or your Course Coordinator or writing new details on a submitted assignment.

Certificates are issued to the address held by Student Services.

Please Note: It is a pre-requisite for all courses that students must maintain a current email address and mobile number during their study at Mayfield Education.

3.7 Course Hours and Course Attendance

Course hours vary depending on the course you are enrolled in. Your relevant hours will be conveyed to you by your Course Coordinator. Campus opening hours are 08.30 am until 4:30 pm, Monday to Friday.

Refreshment breaks are usually 15 minutes in duration twice daily. Lunch breaks are half an hour to an hour depending on the course.

Students are required to wear a Mayfield-allocated student identification at all times while attending the campus. Students are also required to sign in an attendance register to record their attendance in the morning and in the afternoon. Absence from class, late arrival and early leaving will be recorded in the attendance register and in the student record.

Students enrolled in the blended delivery mode are required to attend a minimum of 80% of the face-to-face component of the course. Students enrolled in a blended, online or distant delivery mode are also expected to participate and engage through LMS on a regular basis. Any specific attendance details for your course will be provided by your relevant Course Coordinator.

3.7.1 Public Holidays

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

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

Courses that 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 classes are mandatory and if missed; you will not be able to complete your course within the intended time.

3.8 Workplace Training/ Work Placements/ Professional Experience Placement

Most courses require workplace training, work placement or professional experience placement, for students to consolidate their learning by applying their theory knowledge into practice. It also allows students to 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 detailed information about the following:

- Police Checks
- Working with Children Checks
- Vaccination status required.
- Student Identification
- Placement assessment logbook

Some host agencies require copies of these documents to be sent to them prior to the placement. This may include statutory declarations in relation to police check status.

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

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

Much time, money and effort are used to pre-arrange placements (at least 6 weeks in advance). 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 the students. Whilst every effort is made to consider individual preferences for placement and attempts are made to source placement close to the student's residence, it is not always possible to meet your preferences.

Placements are highly competitive and difficult to source hence students will be required to undertake the placement that is offered to them. Students must consider 45 to 60 minutes of travel time to the allocated placement with the possibility of the regional placement allocations (with extended travel time). Students must consider the additional cost associated with the placement travel and accommodation. If you cancel a reasonable placement offer or decide not to attend the placement before the placement commencement date, you will be charged a fee before being provided with another placement offer.

The additional placement charges will also be applied to those students who have not prepared adequately with support documentation such as clear police checks, working with children's checks and up-to-date immunisation records. Depending on the course, per day charge for work placement can be up to \$90.

Students from the Diploma of Nursing and Allied Health Assistance program are required to wear a Mayfield Education Placement uniform. All students on placement and excursion activities are required to wear their identification cards on their shirts. This is to ensure that hospital and other clinical placement venues can easily identify students requiring supervision and support.

During clinical placements, students are expected to:

- familiarise with the policies and procedures of the organisation including emergency procedures
- always maintain confidentiality
- adhere to the dress code including the wearing of Mayfield approved ID
- Carry authenticated copies of preplacement documentation
- be appropriately equipped and prepared (e.g., watch, pens, scissors)
- take an active part in workplace activities within the scope of your practice and in accordance with your course competencies and skill level
- understand and respect patients/clients' rights

- discuss any absence from the ward beforehand with staff to ensure patient/client care is not compromised
- be always punctual and advise the clinical area manager /clinical educator if late or unable to attend a shift
- comply with all reasonable requests directed to you by host agency staff members

If you currently work in a health service that is relevant to your area of study; you may be able to undertake a 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. This doesn't apply to Diploma of Nursing students.

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 Education and the Hospital Manager
- The student has provided preplacement documentation which is current and satisfies all requirements.
- Placement is undertaken during specific dates and hours that are in addition to your work hours (i.e., 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 to Mayfield Education
- The placement agreement is signed off and agreed to in writing by the course co-ordinator (to ensure the preplacement 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.

3.8.1 Police Checks

Police checks are a requirement of all work placement venues. Students will need to apply individually (and pay any associated costs). Note that students are eligible for a student discount on the cost of applying for police checks (through Victoria Police). The form can be collected from Student Services or downloaded from [Victorian volunteers and students on placement qualify for a National Police Check application processing fee discount.](#)

Students will be required to upload their police check on ItsLearning at least 6 weeks prior to the commencement of work placement for review by their Course Coordinator as part of their student record, advice to the host agency and the pre-placement briefing. If students do not have a current acceptable police check; they will risk being ineligible for clinical and work placement. Students should retain the original police check for presentation at the host agency if required. Failure to meet the above requirement will result in excluding a student from the work placement. In many cases, this will not allow students to proceed with the completion of the qualification. Students may also incur additional charges associated with the re-organising and payment of future placements.

3.8.2 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 will require you to obtain a working with children check. At this stage, you are only required a Voluntary WWCC. This is free of charge. Please follow the link to

apply for WWCC at <https://www.workingwithchildren.vic.gov.au/> You are required to upload all preplacement documentation including WWCC on itsLearning.

3.8.3 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 an 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 start to address immunisation requirements prior to enrolment. If you require investigation as to your vaccination history or status (via blood test) this does take time. If you require vaccination or 'top-up' vaccination; this can take a few months (particularly for Hepatitis B vaccination).

Students must pay for the cost of preplacement documentation (including vaccinations) themselves.

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
- Flu Vaccine (Recommended by host agency)
- COVID-19 Vaccine (Recommended by host agency)

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>

3.9 Deferring Your Studies

Deferral is when you decide to stop your studies until you resume your course work where you left in the next course intake. Your tuition fee payments will be withheld from the date of your deferral and will recommence when you commence your course with the next intake. However, there will be no refund for the tuition fees paid.

Deferral 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 submit 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 needs 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 Course Coordinator and approved 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 3 to 6 months subject to approval by the respective course coordinator, 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.

Students wishing to transfer to alternative intakes, short courses and courses other than that in which they are enrolled are to apply in writing to the course coordinator 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.

3.10 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 Course Coordinator and 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).

Where a student is identified as disengaged in the course such as not attending classes, not submitting assessments, or no engagement in itsLearning, will be contacted by the relevant education staff member on three occasions (through email and phone call) to discuss the engagement plan. Failure to receive the correspondence and agreed engagement from the student will result in a course withdrawal. 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.

3.11 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.

3.12 Feedback

3.12.1 Student Feedback

At various times during your study at Mayfield Education, you will be asked to complete an evaluation questionnaire. This gives students an opportunity to provide suggestions and feedback regarding teachers, course material, units and our facilities. Students can give feedback form at any time under an individual unit.

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

3.12.2 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. 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 to ensure 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.

4.1 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 the 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
- Roleplays
- Individual or group project work
- Essays and assignments
- Research assignments
- Clinical logbook 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 on 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 a reasonable adjustment.

4.2 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 the identification and consolidation of foundation skills for learning. This ensures that the 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 settings.

4.3 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. You will have access to the guide via itsLearning on the orientation day.

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.

Handwritten assignments/assignments 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 2 weeks after the submission due date.

4.3.1 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. 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 one (1) week prior to the due date.

4.3.2 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's '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 and work is not submitted after the due date of the assignment/assessment will be marked Not yet Satisfactory (VET students) penalised and their resultant mark or outcome reduced.

In extraordinary circumstances, a late request for an 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.

4.3.3 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.

4.3.4 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.

Subjects (Units of a course) are assessed and graded as

Competent (C), or

Not Yet Competent (NYC)

The academic transcript which is provided with all accredited units and courses upon completion reflects the above grades.

4.3.5 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 can 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.

4.4 Workplace Training/ Work Placements/ Professional Experience Placement Assessments

Industry experience and assessment of the ability to undertake the required skills in the workplace is a formal requirement for many of the courses delivered at Mayfield Education.

The student will be deemed “Satisfactory” or “Not Yet Satisfactory”. All students attending work placement/ professional experience placement are assessed during this time by a 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.

4.5 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.

4.6 Internet Usage

The internet is an excellent source of information for the user, but care needs to be taken to ensure that study material and reference material come from reputable, reliable sites. This must be referenced appropriately according to the referencing style guide. There is an abundance of incomplete, inaccurate, and unverified information which cannot be treated as fact. Mayfield provides you with free access to the RMIT Informit e-health library via the learning management system – ‘Its Learning’.

4.7 Academic Integrity

Academic integrity is a commitment to undertake learning at a required standard. This is about completing assessments in an honest and ethical way. This ensures that all student assessments and results are provided in a fair and equitable manner. This relies on the honesty of all of us and is vital in maintaining the standard of the qualification you are studying and the positive reputation of Mayfield Education.

When you submit your assessments, you are asked to declare that they are solely your own work. This is an important commitment to academic integrity.

It is also important for us to warn you that you may well be approached by organisations who seek to help you with your assessments. They seek to take advantage of students by selling assessments to you or completing them for you. **DO NOT ENGAGE** with these organisations as this will be detected and you will be in breach of our policy. These organisations have been known to target students, use aggressive sales techniques, harass students online and even blackmail those who do take up their services.

Using another person’s work as your own by copying or not referencing is known as plagiarism. This is a form of cheating. Mayfield Education requires that you present only your work for assessment.

This means phrasing your answers in your own words and not copying directly from the learning materials, another student, or other resources without acknowledgement of the source.

Generative artificial intelligence (GenAI) tools, such as ChatGPT, are recommended not to be used for this assessment task as it could reflect poorly on the quality of your academic work. For this reason, we suggest avoiding using a generative AI tool like ChatGPT as a primary source for factual information. If you are quoting, paraphrasing or summarising material directly from an AI tool, cite this information as you would any other source. This includes an in-text citation or footnote. Please follow the APA (7th edition) referencing style for appropriate acknowledgement of using AI as a source for this assessment task.

Translation software is also a misrepresentation of your skills and is not to be used and we require you to use the signature of your name in English. If a student has been found to have plagiarised or allowed their work to be plagiarised, penalties can include failure of the whole unit and even exclusion from the course.

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; use 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.

4.7.1 Referencing

Mayfield education requires students to follow APA7 referencing for all assessments. Students should use the latest publications not older than 10 years to support the written assessments.

4.8 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 be assessed 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 nominees. 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.

4.8.1 Special Consideration

If any aspect of a student's personal situation is impacting 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 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 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 the training plan, payment plan and/or delivery will be made.

4.8.2 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 they have no signs of acute and potentially contagious respiratory infection/illness, no pre-existing injuries, or current injuries that may impact 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 their 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.

4.8.3 Requirements during Examinations and Assessments

- Students are required to follow any instruction given by an examination supervisor.
- Students are not able to leave their desks 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 a 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.

4.8.4 Illegible Writing on Handwritten Assessments

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

4.8.5 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 the above may be applied.

4.8.6 Assessment Results

Mayfield Education may allow a student to see their assessment/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 see 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 are 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.

4.8.7 Supplementary Assessments

All students are provided with two opportunities to complete any given assessment. Supplementary examinations are offered where a student has a Not Yet Satisfactory result recorded. A verbal challenge will be offered for up to 3 incorrect questions.

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

4.8.8 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.

5. STUDENT RIGHTS AND RESPONSIBILITIES

At Mayfield Education, our students have certain rights that 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.

5.1 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 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

5.2 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 that are the student's own work, and which have not been copied or developed by others
- To ensure that their enrolment details remain current including their current email address
- To pay any fees and charges as they become due. If this is not possible it is the student's responsibility to contact the Student Services Officer to discuss the matter and come to an agreement regarding the date of payment.

5.3 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, consume or be under the influence of alcohol, illicit drugs 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 t 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.

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 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.

5.3.1 Emergency Procedures

If you detect a fire, 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.

5.4 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.

5.5 Privacy and Confidentiality

The following information is provided consistent with the requirements of the Privacy Amendment Act 1988, Victorian Privacy and Data Protection ACT 2014 and other relevant education compliance requirements.

5.5.1 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 are recorded in the computer system and kept on file.
- Records are kept confidential and require written permission by the student prior to the release of any information in their records.
- Access by Officers from Authorised Agencies or their representatives may have access to activities required under the Standards of Registration for Registered Training Organisations [RTOs] and funding agreements.

5.5.2 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 that 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 with the Australian Health Professionals Registration Authority (AHPRA) as part of the preparation for registration with The Australian Nursing and Midwifery Accreditation Council. Students are notified of this at the time of enrolment.

5.5.3 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

5.5.4 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

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.

5.5.5 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 by two forms of identification.

5.6 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 the management of the issues are discussed and specific actions, outcomes and timeframes are agreed upon.
- These parameters will be closely monitored and if not adhered to by the student course termination may ensue.

5.7 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 that 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 put 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.

6. POLICIES AND PROCEDURES

Students must read this Student Information Handbook, Grievance Procedure available on the Mayfield Website in conjunction with various education policies and procedures listed below and available on:

- Additional Fees and Charges Policy
- Course Examinations
- COVID-19 Vaccination Requirements
- Student Feedback and Evaluation Policy
- RPL CT RCC Policy and Procedure
- Student Deferral, Withdrawal and Termination
- Student Entry and Administration Policy and Procedure
- Student placement protocol
- Student Welfare and Support

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
- Preferred provider HEMAC health clinic

7.1 COVID-19 Strategies

Mayfield Education maintains a safe learning environment with regard to infection prevention and control. Mayfield continues to work in line with the Victorian Department of Education and Health and Human Services directions.

If and when you are attending clinical/work placement as part of your course, you must respect and comply with the protocols of the host health agency when undertaking the placement.

Should conditions change in the community, government requirements that may alter the level of restrictions will be conveyed to all staff, contractors and students and the updated plan and protocol.

7.2 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.

7.3 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:

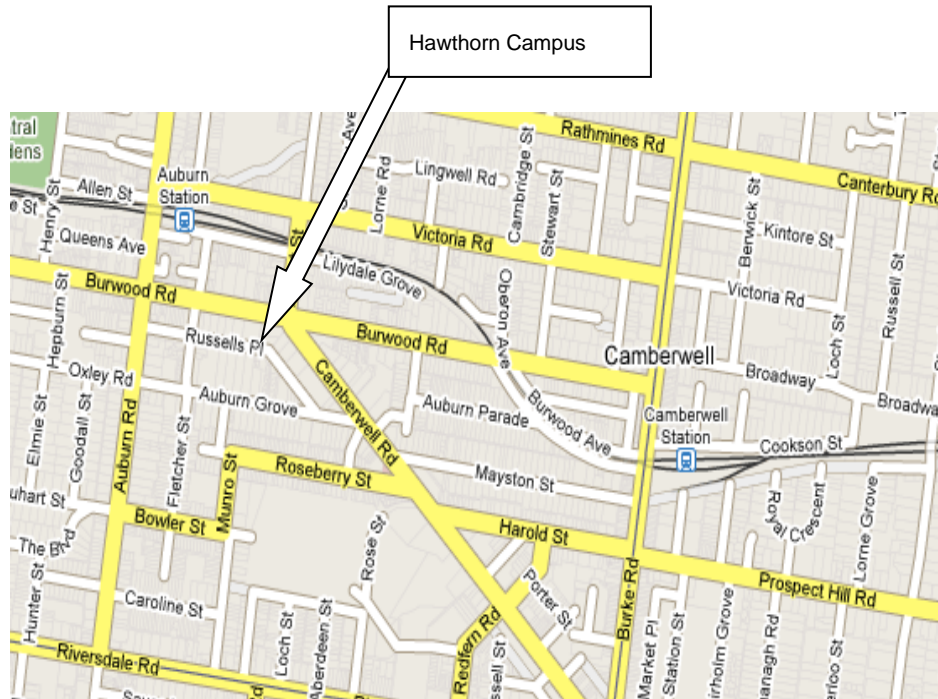
- HEMAC Hawthorn East Medical Clinic www.hemac.com.au / Ph: 9078 9997
- Box Hill Hospital www.easternhealth.org.au / Ph: 1300 342 255
- Epworth Private Hospital Richmond www.epworth.org.au / Ph: 9426 6666
- Cabrini Private Hospital www.cabrini.com.au / Ph: 03 9508 1222

- 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 on 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 the successful completion of your studies.