Macedon Ranges Education Student Information Guide

2023 - 2024

Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Macedon Ranges Education policy may impact on the currency of information included. Macedon Ranges Education reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Macedon Ranges Education.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of Macedon Ranges Education. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook.

Any queries can be directed to:

Macedon Ranges Education

Contact Us

Online	www.mymre.com.au
Phone	(03) 4710 5966
Email	contact@mymre.com.au
Visit Us	Opening Hours 9am – 5pm 16 Sydney Street Kilmore Victoria 3764
QR Code	

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About Us

Registered Training Organisation (RTO) Details:

Head Office and Campus: Macedon Ranges Education

RTO ID:46155

16 Sydney Street

PO Box 207

Kilmore. Victoria. 3764.

T 03 4710 5966

E contact@mymre.com.au

W www.mymre.com.au

Your Details: *[to be completed by the student]*

Name:	
Address:	
Phone contact:	
Email:	
Course of study:	
My trainer's name:	

Employer Details (if applicable): *[to be completed by the student]*

Business name:	
Contact person:	
Address:	
Phone contact:	
Email:	

Welcome

Congratulations on your choice to undertake a qualification with Macedon Ranges Education. We recognise the challenges faced by individuals in the wider regional communities who aspire to study.

Accessibility and Affordability: We understand the financial constraints many individuals face when pursuing vocational and higher education. We strive to make quality education and training accessible to individuals from diverse socio-economic backgrounds.

Comprehensive and Updated Curriculum: To address the evolving industry landscape, we have designed a comprehensive curriculum that encompasses the latest trends, technologies, and regulatory changes. Our courses are regularly updated to ensure students receive relevant and practical knowledge that aligns with the current demands of the accounting and finance field.

Networking and Industry Connections: We recognise the importance of networking in the industry. To facilitate networking opportunities, we have established partnerships with industry professionals, accounting firms, and finance organisations.

Community Engagement: We believe in the power of community engagement. Our institution actively engages with local communities, offering in person – in classroom learning environments.

We aim to bridge the gap and provide opportunities for aspiring individuals to study in an environment that encompasses the latest trends, technologies, and regulatory changes.

Our why

To provide access to work and skill education and training in areas where access is limited by geography, socio-economic and regional factors.

Our vision

Our hopes, dreams and where we aim to go.

To be the provider of choice for access to education and training and work skill development in areas where access is limited by geography, socio-economic and regional factors.

Our mission

Who we are and why we exist.

We provide current and relevant accredited, software and non-accredited courses for professional and personal development and continuous learning opportunities for corporate groups and individuals for professional education.

We look forward to supporting you to achieve your study goals.

Iona McKimmie
Chief Executive Officer
Macedon Ranges Education Pty Ltd
April 2024

About Us

We strive to empower individuals in the wider community, through our commitment to accessibility, comprehensive, meaningful education and training, networking, role models, and community engagement, to make a difference in the lives of aspiring learners.

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications in:

- BSB20120 - Certificate II in Workplace Skills
- FNS30322 - Certificate III in Accounts Administration
- BSB30120 - Certificate III in Business
- FNS40222 - Certificate IV in Accounting and Bookkeeping
- BSB40920 - Certificate IV in Project Management Practice
- BSB40520 - Certificate IV in Leadership and Management
- BSB50120 - Diploma of Business

Our RTO provider code is 46155.

Our Campus

Located at 16 Sydney Street Kilmore Victoria, we are proud custodians of the Kilmore Town Hall built in 1894. This two (2) story red brick building was built to house a large police presence in the town in the late 1800's as Kilmore became a major freight and supply centre.

We are located beside the Kilmore Town Library, our Campus is central and accessible in less than 50 minutes' travel by car from Bendigo, Ballarat, Whittlesea, Tullamarine, Craigieburn, and the Northern suburbs of Melbourne.

Our upstairs classroom has the capacity to seat twenty-five (25) students and is equipped with whiteboards and projectors. Students and trainers/facilitators have access to our high speed fibre internet connection.

Additional audio support is available to trainers/facilitators by our sound system with via lapel microphones or headsets.

These rooms have connectivity to online seminar and live broadcast channels via our student management system and Microsoft Teams.

A feature of our upstairs classroom is the small group study and activity areas.

In this space students can undertake self-study or small group activities whilst having access to the internet and connectivity to online seminar and live broadcast channels via our student management system and Microsoft Teams.

Students are also provided with a Student Lounge area for breaks and self-study.

Campus Map
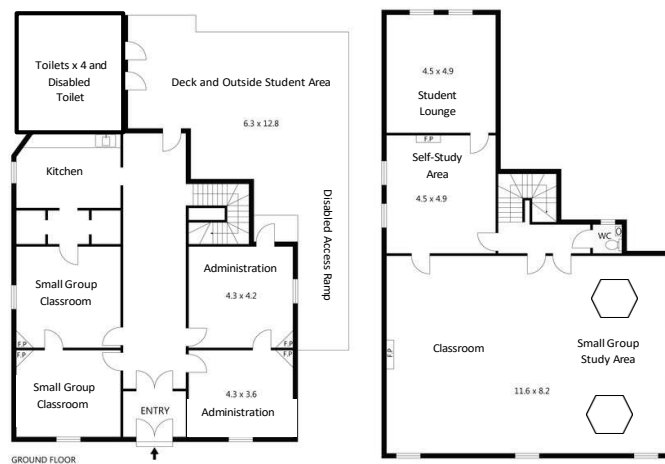
Our courses are delivered by appropriately qualified and experienced trainers, and we offer training sessions via:

- Face-to-face support
- Classroom lessons
- Online/Distance modules
- Online collaboration, and
- A combination of the above

Where to find us

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with us.

Map Co-Ordinates
-37.293993, 144.951661
Street Address
16 Sydney Street
Kilmore 3764
Plus Code
PX42+CM3 Kilmore,
Victoria
Post
PO Box 207 Kilmore 3764
Online
www.mymre.com.au

Online

www.mymre.com.au

Phone

03 4710 5966

Email

contact@mymre.com.au

Opening Hours 9am – 5pm

Visit Us
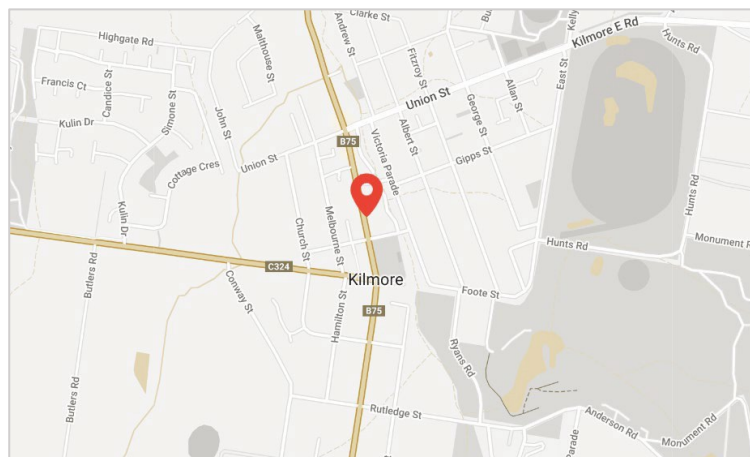
16 Sydney Street
Kilmore
Victoria 3764

QR Code

Legislation

As an RTO, Macedon Ranges Education is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- *National Vocational Education and Training Regulator Act 2011*
- *Standards for Registered Training Organisations (RTOs) 2015*

Macedon Ranges Education will ensure that all operations comply with all Commonwealth, State/Territory legislation and regulatory requirements, including but not limited to, the following:

- Occupational and Workplace Health and Safety.
- Workplace harassment, victimisation, and bullying.
- Anti-discrimination, including equal opportunity, racial vilification, and disability discrimination.
- Privacy.
- Vocational Education & Training.
- Apprenticeships and traineeships (where relevant).
- Child protection.
- Copyright.
- Education Standards for Overseas Students (ESOS) (where relevant).
- National Vocational Education & Training Regulator Act 2011, and
- Industry legislation and regulatory requirements specific to Macedon Ranges Education.

A listing is provided below of some of the acts, legislation, standards, and guidelines that must be considered in our operations. Whilst this listing does not identify all acts, legislation, standards, instruments, and guidelines it does provide a comprehensive overview of the breadth of the legislative environment for our day to day operations.

- Accounting Professional & Ethical Standards Board
  - 110 Code of Ethics for Professional Accountants
  - 210 Conformity with Auditing and Assurance Standards
  - Auditing and Assurance Standards Board Standards
  - Australian Accounting Standards Board Standards, Pronouncements, and Interpretations
- Australian Securities and Investments Commission Act 2001
- Australian Qualifications Framework
- Australian Qualifications Framework Policies
  - AQF Qualifications Issuance Policy
  - AQF Qualifications Pathways Policy
  - AQF Qualifications Register Policy
  - AQF Qualifications Addition or Removal Policy
  - Principles and Processes for the Alignment of the AQF with International Qualifications Frameworks
- Corporations Act 2001

- Copyright Act 1968
- Disability Discrimination Act 1992 (DDA)
- Disability Standards for Education 2005 (DSE)
- Education and Training Reform Amendment (Skills) Act 2010 (Vic)
- Financial Viability Risk Assessment Requirements 2011
- ISO 9001:2015
- Income Taxation Assessment Act 1997
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Australian Privacy Principles (APPs)
- Privacy and Data Protection Act 2014
- Payroll Tax Act 2007
- Superannuation Contributions Tax (Assessment and Collection) Act 1997
- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020
- Northern Territory Employment and Training Act (NT)
- Standards for Registered Training Organisations (SRTOs) 2015
- Tasmanian Vocational Education and Training Act 1994 (Tas)
- Tasmanian Qualifications Authority Act 2003 (Tas)
- Tertiary Education Quality and Standards Agency Standards (Higher Education Standards Framework 2015)
- Training and Skills Development Act 2008 (SA)
- Training and Tertiary Education Act 2003 (ACT)
- VET Quality Framework
- Vocational and Training Act 2005 and Vocational Education and Training (Commonwealth Powers) Act 2010 (NSW)
- Vocational Education and Training Act 1996 (WA)
- Vocational Education, Training and Employment Act & Regulation 2000 (Qld)
- Work Health and Safety Act (State based Acts and Regulations)
- Wrongs Act 1958

Macedon Ranges Education is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector

Code of Practice

As a responsible member of the VET community, Macedon Ranges Education follows a Code of Practice which outlines how you can expect the organisation and our staff to behave. Similarly, Macedon Ranges Education has expectations for student behaviour. These are outlined in the section 'Student Conduct.'

Macedon Ranges Education's Code of Practice states that:

The purpose of the Code of Practice is to establish guidelines and standards of ethical behaviour for the employees of Macedon Ranges Education regarding interaction and working relationships with the public, learners, fellow employees, sales representatives, suppliers, the media, and other stakeholders.

Access and Equity

All trainees and staff will be recruited in an ethical and responsible manner, consistent with the Registered Training Organisation Standards. Our Access and Equity Policy ensures that trainee and employee selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the trainee is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience. When offshore learners are enrolled in a Macedon Ranges Education program, Macedon Ranges Education will be guided by the Educational Services for Overseas Students (Registration of Providers Financial Regulation Act 1991).

Client Service

We have sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of trainee assessment results and qualifications. These will be appropriate to the competence achieved by trainees and will be issued in accordance with national guidelines.

Quality and Continuous Improvement

Our quality focus includes Recognition of Prior Learning Policy, a fair and equitable Refund Policy, a Grievance Policy, Access and Equity Policy, client feedback mechanisms, and an appeals process for assessment, grievance, and disciplinary outcomes. Our employer and learner information will ensure that all fees and charges are known to employers and learners before enrolment; that course content, assessment and recognition procedures are explained; and that vocational outcomes are outlined.

Information and intelligence we receive through the feedback forms, formal and informal discussion with learners and employers, and through the implementation of the above policies and distribution is used to continually improve training and assessment methods, training resources, handbooks,

policies and procedures, and the overall service that Macedon Ranges Education provides to its stakeholders.

Support Services

Where necessary, arrangements will be made for those learners requiring literacy and/or numeracy training to be referred to appropriate support programs. We will take every opportunity to ensure that this information is disseminated, understood, and valued by personnel and clients.

All clients of Macedon Ranges Education are treated as individuals and are offered advice and support services which assist clients in achieving their identified outcomes and to address any barriers that may impact on their learning.

Information provision to Learners

Macedon Ranges Education will provide learners with timely and accurate details of:

a. Course information.
b. Costs.
c. Cancellation and refund policy.
d. Competency based training and standards.
e. Learning outcomes.
f. Recognition of prior learning.
g. Credit transfer is based on mutual recognition of relevant qualifications.
h. Assessment criteria.
i. Assessment results.
j. Grievance procedures.
k. Avenues of appeal for assessment, grievances, and disciplinary outcomes.

Training, Assessment, and mutual recognition of qualifications

Macedon Ranges Education employs staff with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. This means that our trainers must have a minimum qualification of Certificate IV in Workplace Assessment and Training and have industry experience and/or qualifications at or above the units of competencies that they are delivering and assessing.

Assessment will meet the Registered Training Organisation Standards (including Recognition of Prior Learning and mutual recognition of (Australian Quality Framework) AQF qualifications. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations. Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.

A copy of the Code of Practice can be obtained by contacting the Macedon Ranges Education Student Support Team via email support@mymre.com.au

Other Policies and Procedures

The following Policies and Procedures underpin Macedon Ranges Education's operations. Please contact our Campus Co-Ordinator for more information via email at contact@mymre.com.au:

- Access and Equity Policy
- Appeals Policy
- Assessment Policy and Procedure
- Certificate Issuance Procedure
- Certification and Issuing of Qualifications and Statements of Attainment Policy and Procedure
- Macedon Ranges Education National VET Data Policy
- Complaints Policy and Procedures
- Macedon Ranges Education Enrolment Policy
- Information Security Policy
- Marketing and Advertising Policy
- Social Media Policy
- Student Code of Conduct
- Student Progression and Exclusion Policy and Procedure
- Privacy Policy
- Macedon Ranges Education Refund Policy
- RPL and Credit Transfer Procedures
- USI Policy and Procedure
- Workplace Health and Safety Policy

Privacy

Macedon Ranges Education strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age, and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give your information to any person or agency without your permission unless we are required to do so by law.

Macedon Ranges Education is required to comply with the *Australian Privacy Principles* which are outlined in Schedule 1 of the *Privacy Act 1988*.

Collection of Personal Information

Macedon Ranges Education will not collect personal information unless the information is necessary for delivery of one or more of its functions or activities. Macedon Ranges Education will collect personal information only by lawful and fair means and not in an unreasonably intrusive way. We will always take reasonable steps to ensure that the individual is aware of:

- the identity of Macedon Ranges Education and how to contact it; and
- the fact that the individual is able to gain access to the information; and
- the purposes for which the information is collected; and
- to whom (or the types of individuals or organisations to which) Macedon Ranges Education usually discloses information of that kind; and

- any law that requires the particular information to be collected; and
- the main consequences (if any) for the individual if all or part of the information is not provided.

If it is reasonable and practicable to do so, Macedon Ranges Education will collect personal information about an individual only from that individual and if we collect personal information about an individual from someone else, it will take reasonable steps to ensure that the individual is or has been made aware of the matters listed above except to the extent that making the individual aware of the matters would pose a serious threat to the life or health of any individual.

Use and Disclosure of Personal Information

Macedon Ranges Education will not use or disclose personal information about an individual other than for the purpose for which it was collected, unless:
The organisation reasonably believes that the use or disclosure is necessary to lessen or prevent:
- a serious threat to an individual's life, health, safety, or welfare; or
- a serious threat to public health, public safety, or public welfare; or
- the use or disclosure is required or authorised by or under law.

Openness

On request by a person, Macedon Ranges Education will take reasonable steps to let the person know, generally, what sort of personal information it holds, for what purposes, and how it collects, holds, uses, and discloses that information.

Accessing Your Records

If you wish to access your student information file, please direct your enquiry to service@mymre.com.au

Enrolment

Macedon Ranges Education makes available clear information to candidates, prior to enrolment, about student selection criteria, enrolment and induction processes, course information including pre-requisite requirements, RPL and Credit Transfer arrangements, provision for LLN support, welfare and guidance services, complaints, appeals and disciplinary procedures, and fees and charges including refund policy and exemptions (where applicable).

To apply to study at Macedon Ranges Education, you must complete an Application to Enroll via the Enrolment Portal in full. If you do not have access to the internet, you can request an enrolment form from our Education and Training Administrator and:

- Email to service@mymre.com.au
- Submit via surface mail to Macedon Ranges Education, PO Box 207, Kilmore. 3764.

If the course you are applying for has any entry requirements, you will be required to provide this evidence with your application to enrol form, this could include verified copies of previously obtained qualifications, resume, National Police check and Working with Children Check if applicable, your photo ID and two (2) passport sized photos if you require a student card.

The enrolment process may vary depending on the type of qualification you intend to study. A copy of our Student Handbook will be supplied for you to read and understand.

An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. Information on the fees and charges relating to your proposed course of study will be provided, and terms and conditions of your enrolment must be agreed and acknowledged as read and understood.

Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course. Note that enrolment is not confirmed until fees have been paid as agreed.

Enrolment Dates

Macedon Ranges Education operates on a system of rolling start dates for online/distance courses. This means you are able to enroll and start studying straight away. If you are enrolling in a classroom based course start dates are at the beginning of each study period.

Macedon Ranges Education 2023 – 2024 Study Periods are as follows:

2024

Study Period 1 - 22nd January 2024 – 22nd March 2024

Study Period 2 – 15tht April 2024 – 29th June 2024

Study Period 3 – 15th July 2024 – 29th September 2024

Study Period 4 - 30th September 2024 – 13th December 2024

Entry Requirements

Please contact Macedon Ranges Education to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy, and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Macedon Ranges Education cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit https://www.usi.gov.au/students/create-your-usi for more information, and instructions on how to apply. More information is available on our website www.mymre.com.au.

Learning Plan

As part of the overall enrolment process, Macedon Ranges Education will provide you with a plan for your learning that will address course requirements. For candidates that have not completed Year 12 level study or above, this includes the opportunity for you to complete a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required.

Access and Equity

Macedon Ranges Education will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. Macedon Ranges Education prohibits all discrimination based on factors including but not limited to:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status
- Socio-economic status
- Disability
- Geographic Location

Macedon Ranges Education will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at Macedon Ranges Education to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on (03) .

Other Support Services

Macedon Ranges Education is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

- ✓ Lifeline: 13 11 14 or www.lifeline.org.au
- ✓ Beyond Blue: 1300 22 4636 or www.beyondblue.org.au
- ✓ Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au
- ✓ Aboriginal Family Support Services and other wider services for all communities via Better Health Channel
  https://www.betterhealth.vic.gov.au/servicesandsupport#community-services
- ✓ Australian Government Indigenous Initiatives: www.indigenous.gov.au/
- ✓ Centrelink: www.humanservices.gov.au/customer/themes/ students-and-trainees
- ✓ ReachOut.com: http://au.reachout.com
- ✓ Reading Writing Hotline: 1300 655 506 or
  https://www.readingwritinghotline.edu.au/learner-resources/
- ✓ NSW Adult Literacy Numeracy Council
- ✓ Victorian Adult Literacy and Basic Education Council
- ✓ Queensland Council for Adult Literacy
- ✓ South Australian Council for Adult Literacy
- ✓ Tasmanian Council for Adult Literacy
- ✓ Western Australia Adult Literacy Council
- ✓ Gambling Help Online: 1800 858 858 or www.gamblinghelponline.org.au
- ✓ Homelessness Australia: 02 6247 7744 or www.homelessnessaustralia.org.au
- ✓ 1800 Respect 1800 737 732 www.1800respect.org.au
- ✓ Victorian Ombudsman: https://www.ombudsman.vic.gov.au/

Student ID Card

All enrolled students are eligible for a student ID card. Please check that all of your personal details are correct at the time of enrolment. Please contact our student support team to request a student ID card via support@mymre.com.au. There is no fee for a student card, but there is a fee to replace lost or damaged cards.

Course and Other Fees

Information about fees and charges is documented clearly on our website www.mymre.com.au or can be obtained by contacting Macedon Ranges Education. A number of factors will determine how much your course will cost. This includes things like:

- Which course you will study
- Course duration
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the enrolment fees. All fees are correct as of 30th June 2023 and are subject to change. Please contact Macedon Ranges Education Administration and Finance if you have any questions related to course fees at contact@mymre.com.au

Course Fees

Course Code & Course Name	No of Units	Per Unit Fee	Total Course Fees	Materials Fee Total All Units*	Administration Fee*	Total Enrolment Fee
BSB20120 - Certificate II in Workplace Skills	10	$85.00	$850.00	$200.00	$110.00	$1160.00
BSB30120 - Certificate III in Business	13	$95.00	$1235.00	$260.00	$110.00	$1595.00
BSB40520 -Certificate IV in Leadership and Management	12	$105.00	$1260.00	$240.00	$110.00	$1610.00
BSB40920 - Certificate IV in Project Management Practice	9	$105.00	$945.00	$180.00	$110.00	$1235.00
FNS30322 - Certificate III in Accounts Administration	11	$95.00	$1045.00	$220.00	$110.00	$1,375.00
FNS40222 -Certificate IV in Accounting and Bookkeeping	13	$105.00	$1365.00	$260.00	$110.00	$1735.00
BSB50120 – Diploma of Business	12	$145.00	$1740.00	$240.00	$110.00	$2090.00

*Non-Refundable Fees

Course Extension Fees	Fees
1 month course or subject extension*	$85.00
2 month course or subject extension*	$155.00
6 month course or subject extension*	$450.00

*All enrolment extension options must be applied for and paid for within 30 days of the expected end date of your course. If you apply beyond 30-days of your expected end date, you will be required to re-enroll in the units you have not completed. Extensions are only approved for full qualification enrolments.

Other Fees and Charges	Fees
Materials Fee	$20.00 per Unit Enrolled
Unit Transfer Fee	$50.00 per unit
Remarking/Resubmission for 3rd Attempt	$85.00 per unit per attempt
Administration Fee	$110.00
Course Cancellation or Withdrawal Fee	$185.00

Certificate or Statement of Attainment Re-Issuance fee	$50.00 per certificate plus postage
Printed/Hard Copy Text Replacement Fee	$75.00 per Text
Printed Learning Materials And Assessment Fees	$45.00 per Unit Plus Postage
Student Card Replacement Fee	$35.00
Transition to a New Qualification or Unit Due to Training Package Change	No Charge
Re-enrolment where the enrolment has reached the approved number of delivery hours for the course or your course end date. Recommend Retail Price (RRP) of the units of competency incomplete. Please speak with our Education and Training Administrator as fees will be based your study situation.	To Be Determined at Re-Enrolment

Replacement of Training Materials

Macedon Ranges Education will charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with our Student Support Team or contact us via email support@mymre.com.au if replacement materials are required.

Re-issue of Transcripts

An administration fee of $50 applies for Macedon Ranges Education to re-issue a copy of your Certificate or Statement of Attainment.

Late Submission of Assessment

Assessments must be submitted by students within **four (4) months** of commencement or accessing of any unit. Students who wish to submit assessment after four (4) months of commencement of a unit may need to re-enroll in the training course paying the scheduled course fees at the time of re-enrolment.

Students are allowed two "re-submits" for an assessment which has previously been deemed "Not Yet Competent." Fees may apply for a third "Re-submit," at the discretion of CEO. Subsequent re-submissions are not allowed unless special consideration has been approved. All other students must undertake further learning and possibly re-enroll, therefore paying a re-enrolment fee.

In cases where assessments have not been submitted within the course timeframe, a fee will apply for late submissions to be assessed. Similarly, if you re-submit an assessment previously marked 'Not Yet Competent' (NYC) outside of the agreed training contract time, a fee to mark these assessments will also apply. Late Submission fee is $85.00 per unit per attempt.

Cancellation Fee

A cancellation fee will apply for withdrawing from a course. This is currently $185.00.

Payment Options

Payment of Enrolment fees can be made to Macedon Ranges Education via:

- Credit card
- Debit card
- Electronic funds transfer
- Google Pay
- PayPal
- Apple Pay.

Fees must be paid before you commence your chosen course of study.

Please note that outstanding fees may result in refusal or cancellation of your enrolment and/or Macedon Ranges Education withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us on (03) 4710 5966 to discuss options.

Failure to Make Payment

If payments are not made according to the agreed terms and conditions of enrolment, Macedon Ranges Education may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

Refunds

Should a student withdraw from a course for any reason, a full or partial refund may be applicable. Information below outlines some of the circumstances under which a refund may be granted. Please contact Macedon Ranges Education on (03) 4710 5966 to discuss individual circumstances.

Withdrawal and Refund Process

To apply for a refund of course fees paid the student must officially withdraw from the program or units/s within the program in which the student has registered for study by completing a Course Cancellation Form. To be eligible for a refund they must withdraw within 5 calendar days of the date of enrolment using the prescribed form. A course cancellation fee will apply.

This form can be accessed via the website www.mymre.com.au, or by requesting the form by sending an email to @mymre.com.au or by contacting the Education and Training Administrator. Once completed and signed the Course Cancellation Form should then be forwarded to support@mymre.com.au for processing.

The Administration Fee and Materials Fees as applicable to the course are non-refundable.
Unit fees for all units of competence accessed during the period of enrolment will not be eligible for a refund.

Refund requests are conditional on any debts to Macedon Ranges Education being paid in full or the outstanding amounts will be deducted from the refund.

Please note: Where Enrolment fees that have been paid at a discounted rate. The Unit Fee will be re-calculated to reflect the reduced cost of the course. The Administration Fee and Materials Fee is not subject to adjustment.

Appeal of Decision

If the application for refund is unsuccessful, the student may also seek a review and reconsideration of the refund decision by following Macedon Ranges Education's appeal process at no charge. Details of the Appeals Process is available on our website at www.mymre.com.au. Please refer to the Student Information Guide and the Macedon Ranges Education website for information.

Cancellation of Enrolment

Macedon Ranges Education may cancel or suspend enrolment for specific reasons, such as financial debt, unsatisfactory academic progress, unsatisfactory attendance, discipline actions arising from misconduct in violation of the Student Code of Conduct. The student will receive written notification of the proposed cancellation and will have 28 days to initiate grievance procedures before the cancellation takes final effect. Cancellation will not take effect until the grievance process initiated by the student has been completed. If a student's enrolment has been cancelled by Macedon Ranges Education, no refund will apply.

Circumstances where Fees will not be Refunded.

Refunds are paid in Australian dollars, within 14 business days from the date of approval of the refund.

No refund is payable if:

- The student formally withdraws after 5 days of the course start date. In this case the student is liable to pay the full fee and any expenses, costs or disbursements incurred in recovering the tuition fees.
- Terms and conditions of the contract between the student and Macedon Ranges Education have been breached.
- Breaches of the Student Code of Conduct occur.
- The students' enrolment is cancelled by Macedon Ranges Education.

The following Fees are Non-refundable:

- Fees charged for administrative services e.g. extension fees, reprints for transcripts etc. as listed in the Student Information Guide.
- Administration fee.
- Materials fees.

Academic Misconduct

Students expelled from their course of study will not be entitled to a refund. Refer to the additional information on withdrawals, refunds and other conditions provided above. This is because Macedon Ranges Education will have already expended resources associated with setting up student records and providing materials.

Course Withdrawal

If you wish to withdraw from a course, you must advise Macedon Ranges Education in writing of your decision within five (5) calendar days of your enrolment. Send your notification to request a refund to service@mymre.com.au and include the following information:

- Your name
- Contact details (address, phone, email etc.)
- USI
- Effective date of the cancellation
- Reason for refund request

Your application will be reviewed, and you will be advised of the outcome within 7 working days.

A refund of the full course fees will be made <u>less</u> a course withdrawal fee $185.00. The Materials Fee and the Administration Fee are not refundable. This is because Macedon Ranges Education will have already expended resources associated with setting up student records and providing materials.

Cancellation of Course by Macedon Ranges Education

In the event that a course is cancelled by Macedon Ranges Education for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded. Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

Course Information

After enrolment, you will be given access to training materials in digital format. All Learning Materials are provided. Your Learner Portal is where you will access all:

- Learning materials
- Live/Online classes links
- Supporting documents for your course
- Facebook forum page for your course
- Contacting your Trainer

Your Learner Portal also provides links to the:

- Timetable for your course
- Reference Guide
- Study Skills and Academic Writing Guide
- Macedon Ranges Education Learning Resource Centre
- Student Policies and Procedures
- Complaints and Appeals Forms
- Applications for:
  - Recognition of Prior Learning
  - Credit Transfer
  - Course Extensions

- Re-enrolment
- Student Replacement Cards

You will need to supply your own stationery materials. A welcome email will be sent with log-in details so you can access Macedon Ranges Education's online learning platform.

You will be given an outline for training sessions which depending on your mode of enrolment may be:

- Classroom sessions
- Online modules
- A combination of the above

Duration of Your Course

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills, and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning.'

Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held. The listed time frames account for all activities a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice, and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Taken from: https://www.aqf.edu.au/sites/aqf/files/aqf-2nd-edition-january-2013.pdf)

More information on Volume of Learning can be accessed at:

https://www.aqf.edu.au/sites/aqf/files/volume-of-learning-explanation-v2-2014.pdf

Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge… or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements the student is marked as 'Not Competent,' while successful performance will result in the student being deemed 'Competent.' Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements,' include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

Macedon Ranges Education have a Training and Assessment Strategy for each of the qualifications we deliver, and we outline our approaches for conducting assessment in those strategies.

Training and Assessment Strategies

Macedon Ranges Education staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Credit Transfer (CT).

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Apprenticeships and Traineeships

Macedon Ranges Education gives all students enrolled in an apprenticeship or traineeship a training plan which outlines how and when training will take place. This is signed by all parties involved and given to you at the start of the training contract.

Training Plans

In the case where your course of study calls for vocational placement, is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and Macedon Ranges Education. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

Recognition Processes

Macedon Ranges Education offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is one way that you can have your current skills and knowledge assessed by a registered training organisation to see if they meet today's industry standards. RPL could provide you with a full or part qualification. RPL is the process that lets you obtain formal recognition for your skills and knowledge, no matter how, when or where the learning occurred. Macedon Ranges Education takes a rigorous approach to RPL, and applicants should note that an application for RPL is not a shortcut to achieving a qualification and the process can take up to 12 months to complete.

The certificate issued by Macedon Ranges Education is a nationally recognised qualification. Applicants for RPL must provide evidence that demonstrates competency in each unit of competency for the desired qualification, this evidence must be validated by a third party, and you will be required to provide 2 professional referees that will be contacted by the Educator/Trainer/Assessor that you application is assigned to. Both RPL and completed course units can be combined to attain the full qualification. Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment.

You will need to provide evidence upon which your assessor can base their judgement. Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact the Education and Training Administrator to discuss your application for RPL via service@mymre.com.au.

Recognition of Current Competencies

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has "…previously successfully completed the requirements for a unit of competency…and is now required to be reassessed to ensure the competence is being maintained."

(Taken from: http://www.skillsrecognition.net.au/key-terms)

Credit Transfer

Macedon Ranges Education recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy of your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact the Education and Training Administrator to discuss your application for Credit Transfer via service@mymre.com.au.

Foundation Skills

All training and assessment delivered by Macedon Ranges Education contain Foundation Skills. Foundation Skills are embedded into Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Assessment Information

Submitting Assessments

You are expected to complete assessment tasks for all units in your qualification. You *must* submit a cover sheet with all assessments and accept the declaration to attest that the submission you make is your own work. A student is considered competent when the knowledge and skills included in the course have been applied across a range of situations and over a period of time in an actual workplace or a simulated environment.

Not all students have access to a relevant workplace, so our assessment materials are designed to provide students with a simulated workplace environment to allow them to undertake the appropriate level of assessment.

You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Resubmissions

If you receive feedback to say your submission was 'Unsatisfactory,' you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. Macedon Ranges Education does charge a fee for resubmission of assessments on the 3rd Attempt. If, after three of resubmissions your work is still 'Unsatisfactory,' you will be awarded a result of 'Not Competent' and required to re-enroll in, and re-do the work for the unit, in order to achieve the full qualification.

Ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you if you need more information. All of the staff at Macedon Ranges Education will take every reasonable effort to help you succeed in your course.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit and submit all assessment tasks for each unit.

Plagiarism

All work that you submit must be your own.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Macedon Ranges Education. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)

- Unintentionally failing to cite where information has come from

Students should be aware that all submitted assessment items will be examined to see if plagiarism has occurred. This will be done by:

- Examination of assignments for specific sentences or unusual phrases taken from known sources e.g. "auto writers and study for you sites;" and
- Comparison of individual assignments from students allocated to group assessment tasks and specific study groups.
- Use of a plagiarism checker such as Turnitin or similar.

Students may be required to answer questions concerning their assignments and provide evidence of their research. Students should keep records of research to prove that no plagiarism has occurred.

Cheating

Cheating means seeking to obtain an unfair advantage in an examination or in other written or practical work required to be submitted or completed for assessment. Use of AI authoring tools such as ChatGPT is not acceptable practice and will be considered to be cheating. All work submitted must be original and have been authored by the student themselves.

Collusion

Collusion means unauthorised collaboration on assessable work with another person or persons, or the resubmission of work that has already been assessed. Collusion is where a person works with another person to give the impression that he has knowledge and skills he doesn't actually have. Collusion can be distinguished from collaboration by subsequent examination of the candidate's knowledge and skills.

Any instance of plagiarism, collusion, or other forms of cheating could result in a grade of Not Competent for the assessment and may lead to the imposition of even more severe academic penalties. This can include expulsion from course of study.

Any student that is found to have acted in a plagiaristic way, demonstrated collusion, or cheated will not be entitled to a refund.

Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols. Macedon Ranges Education expects that you use the style of referencing that is specified in your Assessment Guide when writing your assessments. More information about how to do this can be found in the Macedon Ranges Education Referencing Guide available in your Learner Portal and the Macedon Ranges Education Learning Resources Centre.

Appeals

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the

assessment decision. Follow Macedon Ranges Education's procedure for lodging an appeal. Information about how to lodge an appeal is available in your Course Study Guide, via the Macedon Ranges Education Website and in the Macedon Ranges Learning Resource Centre.

Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted though our office on via support@mymre.com.au or by direct messaging from your Learner Portal. Instructions for contacting your trainer through the Learner Portal are found in your Course Study Guide.

Student Code of Conduct

Just as Macedon Ranges Education has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Macedon Ranges Education expects that all members of the Institution community will behave professionally and with respect for others. Therefore, students must not behave in a manner that may be considered disruptive and/or inappropriate by any reasonable standard.

Students are expected to refrain from behaviour that:
- creates significant disruption to the learning environment.
- creates an atmosphere of hostility, intimidation, ridicule, anxiety, or disrespect for others.
- contradicts published rules, regulations, procedures, or common standards of safety.
- endangers or threatens to endanger the health or safety of others.
- contradicts standards of conduct for practicum placements and/or rules and regulations of the practicum workplace.
- damages, defaces, or destroys the Institution's property.

Furthermore, students are expected to:
- attend their scheduled classes regularly and punctually.
- refrain from the use of devices which may disrupt classes. e.g., mobile phones, portable entertainment equipment such as iPads, etc.
- comply with reasonable direction from the Institution's authorised representatives.
- conduct themselves in a safe and healthy manner.
- identify and report any possible hazards from equipment, facilities, and the environment.
- refrain from smoking anywhere on the Institution's premises.
- refrain from drinking and/or eating in any study area.
- refrain from the use of bad language, alcohol, and drugs.
- refrain from utilising social media or product review sits to make any comment or notice that is defamatory, untrue or in any way contributes to hostility, intimidation, ridicule, anxiety or disrespect for others or the institution
- ensure that no students, staff, or visitors to the Institution experience discriminatory, harassing, or bullying behaviour.
- report any discriminatory behaviour, harassment or bullying to a member of staff.
- follow the Institution's policies.

Consequently, students are entitled to:
- be treated fairly and with respect.
- learn in an environment free of discrimination a harassment.
- pursue their educational goals in a safe and supportive environment.
- expect that their privacy is respected, and their personal information will be kept confidential.

It is expected that in order to perform their studies in accordance with this *Student Code of Conduct*, students must:

- Comply with all relevant rules and regulations as outlined in the *Student Information Guide*.
- Treat members of the public, employees, clients, other students and all stakeholders with courtesy and respect.
- Uphold the rights of all employees, clients, other students, and other stakeholders at all times.
- Ensure that they do not engage in discriminatory practices and are sensitive to the needs of others at all times. Discriminatory practices that must never be engaged in whilst a student of the organisation include (but are not limited to):
  - Gender.
  - Marital Status.
  - Pregnancy.
  - Age.
  - Colour.
  - Nationality.
  - Ethnic or Cultural Origin.
  - Physical Impairment or Intellectual Impairment.
  - Sexual Preference.
  - Religious Preferences.
  - Political Preferences.
- Ensure that they act responsibly when they become aware of, or suspect unethical behaviour, wrongdoing or any act that contravenes this *Student Code of Conduct* by another student or employee. This may include making a formal complaint to the CEO.

Public Comment

While it is accepted that employees and students of the organisation have a human right to make public comment and enter into public debate on political and social issues, there may be circumstances whereby comments are made in a private capacity and at no time should be attributed to, or recognised as, the official public comment of the organisation.

Students are not to utilise social media or product review sites to make any comment or notice that is defamatory, untrue or in any way contributes to hostility, intimidation, ridicule, anxiety or disrespect for others or the institution.

Use of Facilities, Equipment & Resources

Employees and students are expected to use all facilities, equipment, and resources of the organisation carefully, efficiently, and honestly. The private use of organisational facilities, equipment and resources is not permitted without the prior consent of the CEO.

This *Student Code of Conduct* is a guide to the expected standards of behaviour for all students of the organisation. Any breaches of the *Student Code of Conduct* will result in the cancellation of the student's enrolment.

Macedon Ranges Education views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety, and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to Macedon Ranges Education and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our Complaints and Appeals process. Information about how to lodge a Complaint or Appeal is available in your Course Study Guide, via the Macedon Ranges Education Website and in the Macedon Ranges Learning Resource Centre.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at Macedon Ranges Education. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately.

Smoking, Drugs and Alcohol

Macedon Ranges Education is a strictly smoke-free campus. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on Macedon Ranges Education premises, to use Macedon Ranges Education facilities or equipment, or to engage in any Macedon Ranges Education activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Student Feedback

Macedon Ranges Education is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time but will also specifically ask for it at the completion of each unit of competence and at the end of your course.

Complaints

An effective complaints process assists Macedon Ranges Education to comply with the conditions of registration as well as giving students and clients a remedy to address grievances about Macedon Ranges Education and its services and supports the quality of its operations. Macedon Ranges Education will be transparent and accountable in relation to student complaints by ensuring information about the procedure is widely available and by informing stakeholders about feedback received and actions taken to improve services resulting from the analysis of feedback. Students should be aware that a complaint must be made to Macedon Ranges Education before contacting ASQA.

The *Complaints Policy and Procedure* is available to all clients of Macedon Ranges Education, including those who are being serviced by a third party.

Macedon Ranges Education will ensure that it has an appropriate internal complaint-handling process that satisfies the following requirements:

1. A process is in place for lodging a formal complaint if the matter cannot be resolved informally, this requires a written record of the complaint to be kept.
2. Each complainant or appellant has an opportunity to formally present his or her case at minimal or no cost to him or herself.
3. Each party may be accompanied and assisted by a support person at any relevant meetings.
4. The complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome; and
5. The process commences within 7 working days of the formal lodgment of the complaint and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.

If the student chooses to access Macedon Ranges Education's complaints processes Macedon Ranges Education will maintain the student's enrolment while the complaints process is ongoing. Students can lodge a complaint using the Complaints form via the Macedon Rages Website or by accessing the complaints and appeals form in their Vasto Student Portal.

If the student is not satisfied with the result or conduct of the internal complaint handling process, Macedon Ranges Education will refer the student to an existing body (where that body is appropriate for the complaint) or make arrangements, if required, for a person or body independent of and external to the RTO to hear the complaint.

If the internal or any external complaint handling process results in a decision that supports the

student, Macedon Ranges Education will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome. The Complaints Policy is available to view on the Macedon Ranges Education website www.mymre.com.au and the Macedon Ranges Education Learning Resource Centre.

Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 21 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Macedon Ranges Education and other RTOs under the Standards for RTOs 2015.

If for some reason Macedon Ranges Education ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also, the section 'Cancellation of Course by Macedon Ranges Education')

Contacting your Trainer

You can contact your Trainer/Assessor at any time by using the Messaging function in the Learner Portal.

In your Inbox, you can view archived emails, search emails, and read current emails in your inbox.
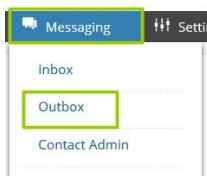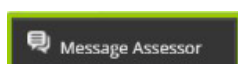
Inbox
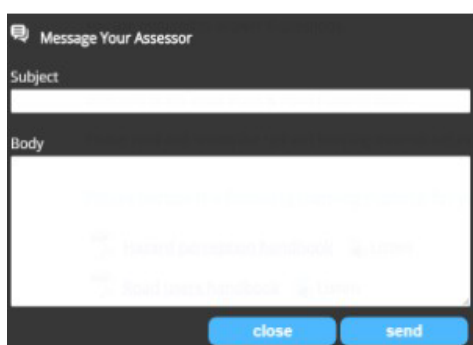
Outbox

Here you can view your sent emails.

Messaging Your Assessor

You can also use the 'Message Assessor' function in the message tab at the bottom of the screen.

OR you can use the **MESSAGE ASSESSOR** in the **MESSAGE** tab dropdown menu at the bottom of the screen:

Type the subject and body of the message, and then click **SEND**

Message about question = Done via Message Assessor in a question

Message about course = Done via Message Assessor by opening your course

Message about Unit = Done via Message Assessor within your unit (At this level please include the unit name to aid with support)

For Related Policies and Procedures, Please see Page 15, of Your Student Information Guide.