



MAYFIELD
EDUCATION

2009
Student Handbook

Health Education & Training



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Mayfield Education

www.mayfield.edu.au

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NOTES

Record any specific items you wish to clarify here so you can ask your Course Coordinator.



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Welcome to Mayfield Education

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

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

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

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

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

Code of Practice

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.

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

- All necessary steps will be taken to ensure the identity of the person raising the grievance/issue and the identity of the person who is the subject of the grievance are kept confidential from personnel not directly involved
- The information about the complaint should be restricted to those who are directly involved
- The matter must be investigated in a timely manner without delay
- Any decision maker or investigator should not have a personal or direct interest in the matter being investigated. They should be impartial and without bias
- Appropriate action must be taken against malicious or false accusations. This may include disciplinary action

The person who is making the complaint:

- Has the right to be heard. The complaint/grievance should be taken seriously and not dismissed without due consideration and investigation
- Is entitled to support and protection from any reprisals concerned with making the complaint

The person who is the subject of the complaint:

- Is entitled to know the allegations made against him/her and who made the complaint
- Must be given the right of reply and is entitled to support/representation by a person of his/her choice
- Should be considered innocent until the allegations are proven to be true and be given the benefit of any reasonable doubt
- Has the right to have all mention of the matter removed from records if the case is not proved
- Has the right of appeal and informed of the mechanisms involved in appeal

1. ENROLMENT INFORMATION

1.1 Course Commencement

Please ensure you read all the information given to you before the course commences. This will ensure you are prepared for attending the first day of the course. If you have any questions please do not hesitate to contact Student Services or your Course Coordinator.

1.2 Literacy and Disability

Please advise the Course Coordinator prior to course commencement if you feel you may require assistance with literacy or you have learning difficulties. We will discuss ways that we may be able to support you such as modifying the course assessment to meet your needs.

Special arrangements can also be discussed to cater for disability support. Ensure you record your requirements on the application form and speak to the Course Coordinator before the course commences.

1.3 Course Fee Payment

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

- BPay
- Credit Card (Mastercard or Visa)
- Cash or EFTPOS (in person to the Student Services Officer at Hawthorn Campus)
- Money Order
- Bank Cheque
- Personal Cheque (Note that a \$50 administration charge is payable if insufficient funds are available to clear personal cheques)

Selected courses may charge a materials fee and or require the purchase of uniforms and/or text books at an additional cost.

1.3.1 Non Funded Courses

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, except where arrangements have been made to pay the course fee by instalments.

Deposits

Mayfield Education may request a deposit of \$100.00 to secure a position within a course.

Instalments

Participants who are paying their own fees, and if the course fee is over \$1,000, may request to pay by four instalments. The total fee by instalment is 5% higher to cover administration costs.

If payment of the fees will cause personal hardship, please seek advice from Student Services.

1.3.2 Funded Courses

These course positions are funded by the Victorian State Government through Skills Victoria.

- Non attendance at an examination and the student does not provide adequate evidence of special circumstances (a medical certificate or statutory declaration)
- Failure to meet course assessment standards

A meeting with the Director of Education 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.

6.7 Grievance Process and Student Appeals

If a student is dissatisfied in any way, such as with the course content/delivery/assessment outcomes, or any other decision that has been made, they should first discuss their concern/grievance with the Course Coordinator. If there is no resolution the concern should be placed in writing and forwarded to the Director of Education. Should the matter remain unresolved to the satisfaction of the student, it can then be referred to the Chief Executive Officer.

All complaints, grievances and appeals are dealt with in a timely manner, with the student receiving a written reply to their complaint/grievance/appeal from the Director of Education or Chief Executive Officer within 3 weeks of receipt of the written complaint/grievance/appeal from the student.

Principles of Natural Justice

All people involved in the investigation of a grievance are afforded natural justice. The principles of natural justice concern procedural fairness and ensure a fair decision is reached by an objective decision maker.

Maintaining procedural fairness protects the rights of individuals and enhances confidence in the process.

- A decision should not be made until all reasonable inquiries have been made

6.5 Student Performance Management and Disciplinary Action

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

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

6.6 Course Termination

Grounds for termination of students from courses include:

- Inappropriate student behaviour
- Continued absence from lectures
- Cheating in tests or examinations
- Submitting copied material which is represented as the student's own work
- Lack of competence in clinical practice, despite Mayfield Education assistance
- Unsafe clinical practice
- Non submission of course assessments by the required date and no extension obtained or medical certification provided

The maximum tuition fee is up to \$877 per calendar year or continuous 12 month period of enrolment. A minimum tuition fee of \$55 is applicable for people receiving specific Government benefits as listed on the application form (documentation must be provided). A material fee may also be charged.

A 50% course fee reduction applies if you are in receipt of a full AbStudy or AusStudy allowance (documentation must be provided).

1.4 Fee Refunds

1.4.1. Non-Funded Courses

Mayfield Education Course Positions

If you intend to withdraw from a course, a partial refund will only be considered on receipt of a written request to the Director of Education and the return of any Mayfield Education property, including library books. The following criteria and procedures are for claiming refund of course fees.

Certificate Courses Fees Paid in Full

If written notice is received advising of inability to attend 10 working days prior to course commencement, a full refund will be provided less a \$100.00 administration fee. After commencement of a certificate course, and provided notice of withdrawal is received in writing a 50% refund will be provided up to two full-time weeks from the date of course commencement or six single day or evening sessions of a course if full payment is received prior to course commencement.

No refund will be provided after two full-time weeks of a course or six single day/evening sessions of a part-time course.

Certificate Course Fees Paid by Instalments

Refunds of instalment payments are not available after course commencement. If a student attends more than two full time weeks or six single evening or day sessions the student is responsible for the balance of the course fee.

If Mayfield Education cancels a course, a minimum of 2 weeks notice will be given, and an option to defer to a later intake of the same (or similar) course, or a full refund will be made.

Students selecting to pay fees by instalment need to understand they have a financial obligation to Mayfield Education to pay on time. If students don't pay on time and no arrangement in writing has been made with the Student Services Officer/Director of Finance and Business then the following will apply:

If the student does not pay the advised instalment fee by the date it is due, a late fee of \$55 (inc. GST) will be added to their account. The student will have a further ten days from that date to pay the amount due plus the late fee.

If the student does not pay the outstanding course fee as well as the late fee by that date, the student will be temporarily suspended from the course until payment has been received. If payment is not received within one month of due date, the student's course file will be closed and the debt referred to a recovery agency for collection.

This means that students will be unable to attend course sessions, submit assessments or attend exams or clinical placements. Any adverse consequences arising from a temporary suspension will be borne by the student.

- regular intimidation
- spreading rumours about a person
- continual negative comments about a person's age, ethnicity or cultural background, marital status, gender identity, sexual preference, physical features, impairment or disability, political or religious beliefs, pregnancy or breastfeeding
- consistently and deliberately withholding information that is required for effective work performance without reasonable grounds for doing so

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

Reporting

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

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

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



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.

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

6.4 Social Justice Policy

Mayfield Education promotes fair and equitable interaction and relationships. We believe all students and staff have the right to study and work in an environment which protects them from any form of offensive behaviour based on racial vilification, bullying, sexual discrimination, disability discrimination, or other forms of general harassment or discrimination.

Definitions

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

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

- ongoing verbal abuse
- constant humiliation of another person through sarcasm, criticism or insults. Belittling some-one's opinion
- regularly excluding or isolating a person
- psychological/emotional harassment



Distance Education Courses

Any refunds for Distance Education Courses are dependent upon return to Mayfield Education of all course materials in mint condition.

If full prepayment has been made, a 50% refund will apply on receipt of written notification received within six weeks of the materials having been despatched.

1.4.2 OTTE Funded Courses

If a student withdraws, by written notice, from a government-funded course at any time up until 4 weeks after the commencement of classes in that course Mayfield Education must refund the tuition fee paid in respect of the course less the minimum charge which is stipulated at \$55 and any other fees and charges paid by or on behalf of the student.

If the student proposes to withdraw from the course to take up a place at another educational institution and withdraws from the course within 4 weeks of the commencement of classes in that course to take up such a place, then Mayfield Education must refund the full tuition fee and any other fees and charges paid by or on behalf of the student.

If a government-funded course is cancelled by Mayfield Education at any time during the period of the student's enrolment, then Mayfield Education will refund the full tuition fee, the pro-rata portion of any compulsory non-academic fee, subscription or charge and any fees for materials which have not been used in the course prior to the date of cancellation.

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

1.5 Credit Transfer

If a student has completed modules or units of competence that are the same, or deemed equivalent, either in a different course, or at another registered education provider, locally or internationally, they may be eligible for a Credit Transfer. If 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.

The cost of this process is \$100 non-refundable. Students who are applying for Credit Transfer for units previously obtained through a Mayfield Education course will not be charged this fee.

Students granted a credit transfer are eligible to receive a pro rata discount on the course fee. Written applications for Credit Transfer will only be accepted up to 6 weeks after course commencement.

1.6 Recognition of Prior Learning (RPL)

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

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

You should consider if you would like to apply for RPL/RCC during the enrolment process so the full benefit of applying can be obtained.

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, telephone, facsimile number, email address, relevant educational/training background, accounting details, and occupation/title.

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

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

Use of Personal Information

Your personal information may be used in order to:

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

Disclosure of Personal Information

Mayfield Education will only disclose your personal information to:

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

6.2 Student Responsibilities

Mayfield Education expects students to accept the following responsibilities:

- To take responsibility for their own learning
- To arrive at course timetabled sessions and clinical experience placements on time
- To sign the attendance register on arrival
- To advise the Course Coordinator in the event that they need to leave early
- To treat staff, sessional lecturers and other students in a courteous and respectful manner
- To submit assessment work on time
- To only submit assessments which are the students own work and which have not been copied or developed by others
- To ensure their enrolment details remain current
- To pay any charges as they become due. If this is not possible it is the students responsibility to contact the Student Services Officer to discuss the matter and come to an agreement regarding date of payment

6.3 Privacy and Confidentiality

The following information is provided consistent with the requirements of the Commonwealth Privacy Act 1988.

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

Speak to your Course Coordinator before, during or just after the enrolment process so they can give you the Student Guide. You will need to read this Guide thoroughly to assist you in your application. The Course Coordinator may also refer you to a free external service such as a 'Skills Store' who can assist you in the RPL/RCC process.

All RPL/RCC applications must be accompanied by a lodgement fee of \$100 per unit. This lodgement fee covers processing of the course application, administration costs and costs associated with the assessment panel reviewing the evidence submitted with your application.

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.

Any balance of the lodgement fee outstanding at the completion of the process will be refunded. Alternatively, costs incurred by Mayfield Education in excess of the lodgement fee will be charged to the student.

Successful applicants are eligible to receive a pro rata discount on the course fee based on student contact hours for each unit.

2. COURSE INFORMATION

2.1 Course Orientation for Students

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

- Course content
- Course delivery formats and schedule
- How to contact the Course Coordinator
- Education staff and sessional teachers
- Assessment
- RPL/RCC and Credit Exemption process
- What to do if a student requires assistance
- Types of assessment
- Dates assessment work is due
- Turn around time for marking
- Extension process for submitted work
- Resubmit process for assignments
- Supplementary exam process
- Appeal procedure
- Workplace training/Clinical experience arrangements
- Validation of attendance/completion of hours
- Workplace Assessors
- Competency assessment
- Textbooks
- Library information and tour
- Certification process
- General information

6. STUDENT RIGHTS AND RESPONSIBILITIES

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

Along with rights, students also have responsibilities which in turn are an expectation by the staff or students learning and training at Mayfield Education.

Please read both aspects of this Charter.

6.1 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 the organisations policies and procedures that impact upon students
- To have personal information held in confidence
- To have opportunities where students can evaluate the quality of tuition, course content, support and services received
- To receive timely feedback from their Course Coordinators on their student progress
- To know the expectations of performance of students within that stream of study

5.8 Accommodation for Regional Students

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. If you require accommodation you can contact reception for further information.

5.9 Welfare and Guidance

Students who wish to access welfare and guidance services should discuss their requirements with the Course Coordinator who will assist in obtaining referrals to appropriate services.

- Parking
- Change of address
- Using the Student Information Handbook
- Emergency procedures

2.2 Attendance

Students are required to sign a register to record their attendance

2.3 Course Hours and Course Attendance

Course hours vary depending on the course and will be conveyed to you by the Course Coordinator. The Hawthorn campus hours of opening are 8:30am until 5:00pm. The Caulfield campus hours varies depending on clinical placement shifts being undertaken.

Tea breaks are usually of 15 minute duration twice daily. To optimise student learning, lunchbreaks will generally not be less than one hour.

All students are required to attend a minimum of 80% of the face-to-face component of the course program. Any specific attendance details for your course will be provided by the Course Coordinator.

Public Holidays

Classes will not be scheduled on the following Public Holidays:

- New Year's Day Thursday 1 January 2009
- Australia Day Monday 26 January 2009
- Labour Day Monday 9 March 2009
- Good Friday Friday 10 April 2009
- Easter Monday Monday 13 April 2009
- Anzac Day Saturday 25 April 2009
- Queen's Birthday Monday 6 June 2009
- Melbourne Cup Day Tuesday 3 November, 2009
- Christmas Day Friday 25 December 2009
- Boxing Day Saturday 26 December 2009

2.4 Clinical Placements/Work Experience

Some courses require students to undertake a practical placement in the workplace so they can enhance their proficiency and competence under guidance from mentors and clinical educators. This enables the student to implement and practice newly acquired knowledge and skills under supervision and acquire an insight into work practices, policies and procedures.

Nursing Education programs require students to wear a Mayfield Education Clinical Placement uniform with a Mayfield Education emblem. This is to ensure that hospital and other clinical placement venues can easily identify students as learners requiring supervision and support.

Police Checks

Police checks may be a requirement of some clinical placement venues. The student will need to apply individually if this is required.

Hepatitis B Vaccination

The Department of Human Services Victoria strongly recommend vaccination against Hepatitis B for students undertaking clinical placements that may expose them to blood and body fluids.

Students are advised to consider having a Hepatitis B vaccination prior to exposure to the risk. This particularly applies to students who are required to attend training placements within hospitals. The cost of this vaccination is borne by the student.

Students who are perceived to be at possible risk will be required to sign documentation provided by Mayfield Education indicating their awareness of the risks.

Internet facilities are available for students to access course related websites.

Students may access various databases containing relevant journal articles via the library computers.

Information regarding borrowing from other university libraries, is available from library staff.

Photocopying

A photocopier is available in the library for student use. The cost is 20 cents per side of A4 paper. The library does not provide change. Limited coinage is available at reception, however students are requested to supply their own change.

Damaged or Lost Books

Damaged or lost books must be paid for. If the current cost of the book can be obtained this will be charged. Where the cost is unavailable, the cost of an equivalent title will be charged. Course certification will not be processed for students until they have returned their books, or paid for their replacement if they have been lost or damaged.

Caulfield campus study and library facilities

Caulfield Campus students who are unable to visit the Hawthorn Campus library may request books from the library through an inter-campus courier service.

Caulfield campus has a room allocated for student learning. Desks and computers are provided so students can access the internet for study purposes and to word process assignments.



Library access outside these hours needs to be arranged with the Course Coordinator.

The Librarian can assist students to access relevant articles, books and other information to assist them with their study and assignments.

Borrowing Rights

- Unless otherwise notified students may borrow a maximum of two books for a period of up to two weeks from the library at any one time
- Book loans may be extended by notifying the Librarian, providing the book(s) have not been reserved by another person
- If the book has been reserved by another person, it is the student's responsibility to return the book(s) to Mayfield Education at their own cost
- Students must not pass on books to other students
- A loan card filled out by a borrower means that they are responsible for the book's return
- Mayfield Education will pay for postage of requested books to country students, but the student must pay for the return post. If a book is lost in the mail the borrower is liable for the cost of replacement

Research Facilities

Inter-Library loans facilities are available for students. During the course students may request three (3) journal articles at no charge. Any further articles obtained are charged to the student at \$6.00 each. If the library obtains a book on inter-library loan for a student an upfront fee of \$13.20 is payable by the student.



Vaccinations required for Nursing Clinical Placement

Venues for nursing clinical placement have a list of the vaccinations that they require students to have before accepting them on clinical placement.

- Measles/Mumps/Rubella - documented 2 doses of measles containing vaccine (before 1996) or history of disease
- Chicken Pox (varicella) course of 2 injections or history of disease or positive serology
- Hepatitis B - history of 3 injections & evidence of blood levels greater than 10mIU/ml after vaccinations
- Mantoux test within 12 months prior to placement
- Annual Influenza Vaccination
- BCG vaccination for TB for those working in high risk areas such as respiratory wards/clinics, bronchoscopy suites, radiology, ICU, ED, laboratories, mortuaries and Inpatient & Outpatient settings where patients with TB or HIV are cared for or investigated.

2.5 Mobile Phones in class

Mobile phones are to be switched off or put on 'silent' during class times. Phone calls or messages are not to be answered at any stage during class time except for extenuating circumstances that have been approved in advance with the session leader and/or Course Coordinator.

2.6 Change of Details

It is essential that students advise Mayfield Education promptly in writing of change of address, phone number, email address or other details. Failure to do this may result in important information not reaching the student.

A change of address form can be accessed through our website or emailed directly to your Course Co-ordinator.

2.7 Leave of Absence

If you require a brief leave of absence from a course due to exceptional personal, work or professional commitments, please discuss this with your Course Coordinator beforehand.

2.8 Student Deferments

Students who wish to apply for deferment of a position in a course should contact the Course Coordinator in the first instance.

A formal written request to the Director of Education stating the circumstances and reasons for wishing to defer is required for consideration of the deferral request.

Students who submit a written request for a deferral will be informed of the decision within 3 weeks of the documentation being received by the Director of Education. Generally, there is only one deferment available to students. Usually a deferment will extend only to the next available intake of a course and for a maximum of one year, with any difference in course fees to be paid by the student.

2.9 Course Withdrawal

Students who wish to withdraw from a course should contact the Course Coordinator in the first instance. A letter notifying Mayfield Education of this decision is to be forwarded to the Director of Education. Students will then be withdrawn from the course and, if eligible, a transcript will be forwarded to you.

2.10 Tertiary Accreditation

A number of Mayfield Education certificate courses have been accredited at tertiary level. 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.

5.4 Smoke-Free Building

Mayfield Education is a smoke-free workplace. Smoking is not permitted at any time within Mayfield Education buildings or in the West Garden area at Hawthorn Campus. Caulfield General Medical Centre smoking policy must be followed by students studying at Caulfield Campus.

5.5 Personal Property Security

Please ensure that your personal property is secure when it is unattended, since Mayfield Education's insurance does not cover personal property at Mayfield Education.

5.6 Meals and Refreshments

Tea and coffee are provided free of charge. Kitchenette facilities and vending machines are provided for student use. To maintain our low fee structure in the interests of all clients, the course fee does not include lunch. Some Mayfield Education short courses have lunch provided.

Caulfield General Medical Centre has an on-site kiosk. A range of cafés, eat-in and take-away food premises are located close to Hawthorn campus.

5.7 Library Services

The library is located at the Hawthorn Campus.

Library Hours:

Monday	8.30am - 3.00pm
Tuesday	8.30am - 1.30pm
Wednesday	12.00pm - 5.00pm
Thursday	8.30am - 1.30pm
Friday	10.30am - 1.30pm

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 300 metres north west of Mayfield Education, while Camberwell station on the same line is 800 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.

Caulfield Campus

- **Trams:** Route **67** travels along Glenhuntly Road
- **Buses:** Route **605** travels along Kooyong Road
- **Trains:** **Sandringham** line **train** to **Elsternwick Station**

Further information regarding **train, tram & bus timetables** can be obtained by phoning **131 638** or the website <http://www.viclink.com.au>.

5.3 Travel Arrangements

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

2.11 Replacement of Course Materials

Replacement of lost course materials may incur a fee of \$100.00

2.12 Feedback

2.12.1. Student Feedback

At various times during the course you will be asked to complete an evaluation questionnaire. This gives students an opportunity to provide suggestions and feedback regarding teachers, course material and our facilities.

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

2.12.2. Employer Feedback

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

3. COURSE ASSESSMENT

3.1 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.

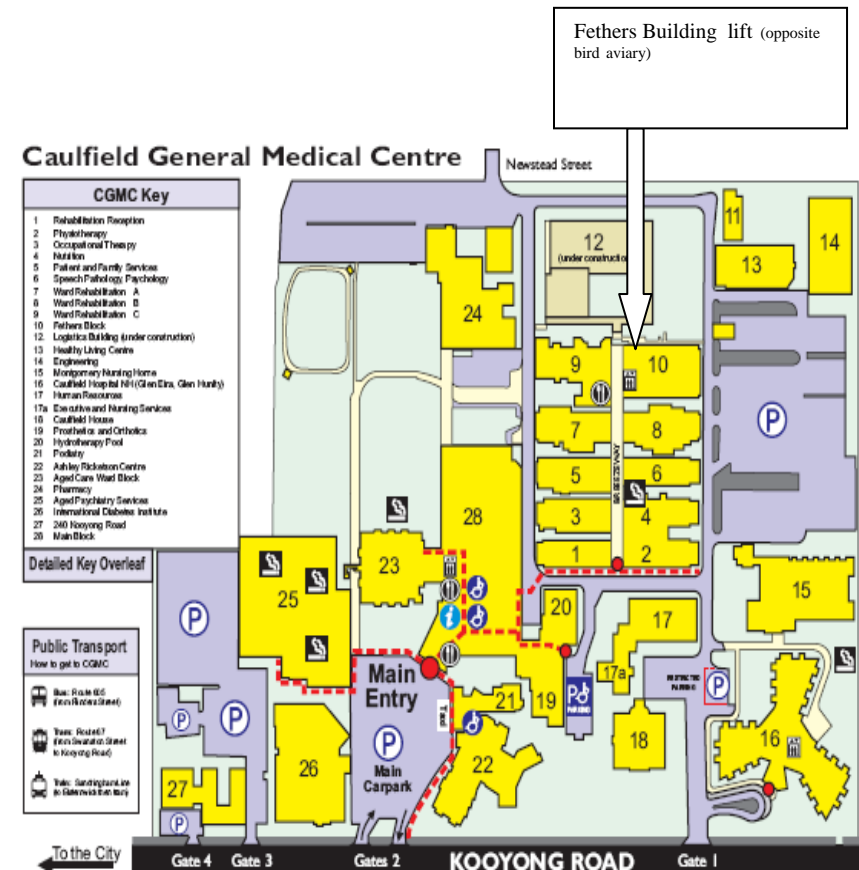
The broad concept of competency covers all aspects of work performance including:

- 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 fix 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.

Mayfield Education utilises a range of assessment methods during its courses so students have a number of opportunities to demonstrate their competence. These may include:

- Verbal presentations
- Written question and answer assignments



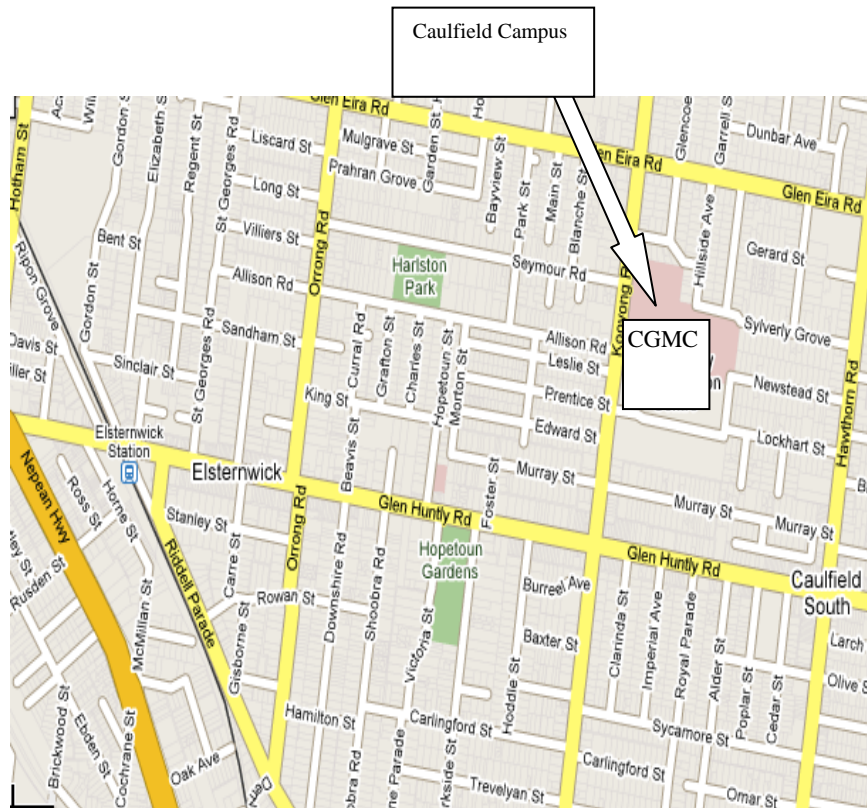
5.2 Public Transport

Mayfield Education is accessible by public transport on bus, tram and train routes. For details contact the Met Information Centre, telephone 131 638 (7am - 9pm daily).

Caulfield Campus

Mayfield Education occupies the 2nd Floor of the Fethers Building at Caulfield General Medical Centre (CGMC) which is located at 260 Kooyong Road Caulfield.

Parking is available in nearby streets or onsite parking is available for a fee. Car park entry is from Newstead Road or Kooyong Road.



- Examinations – these may have a variety of assessment methods such as true and false questions, multiple choice, short answer questions, and labelling diagrams.
- Group discussions
- Case studies
- Role plays
- Individual or group project work
- Critical analysis of text
- Research assignments
- Clinical log book completion at the workplace
- Workplace Journal
- Ungraded Pass – if a student sits and passes a Supplementary Exam, no grade is recorded.

3.2 Assignment Grading

Most Mayfield assignments are graded on the following basis:

HD High Distinction – Expert (85-100%)

Fulfills all requirements of the assignment exceptionally well and presentation is in an almost flawless form.

Links theory to practice skilfully

Demonstrates a sophisticated degree of understanding of the topic
 Considerable evidence of wider reading and comprehensive investigation and utilization of a diversity of resources.

D Distinction – Accomplished (75-84%)

Fulfills the requirements of the assignment in a well constructed and concise manner with clear, logical presentation

Links theory to practice

Demonstrates a high degree of understanding of the topic

Considerable evidence of wider reading and comprehensive investigation of resources.

C – Credit – Competent (65-74%)

Fulfills the requirements of the assignment well and with a clear and logical form of presentation

Shows a good attempt at linking theory to practice

Demonstrates a moderate degree of understanding of the topic

Evidence of wider reading and use of resources.

P – Pass – Scope for improvement (50-64%)

Fulfills the requirements of the assignment and presentation at an acceptance level

Shows some evidence of linking theory to practice

Demonstrates a moderate degree of understanding of the topic

Evidence of basic reading and most relevant points are covered

Omissions in approach and content

3.3 Internet Usage

The Internet is an excellent source of information to the user but care needs to be taken to ensure that study material and reference material comes from reputable, reliable sites. There is an abundance of incomplete, inaccurate and unverified information which can not be treated as fact.

3.4 Assignments

Students may be required to submit assignments that take a number of different formats, including one or more of the following:

- A research report
- A case study report
- A project proposal/report
- An essay
- Critical analysis of published written text

5. FACILITIES AND SERVICES

5.1 Location and Parking

Hawthorn Campus

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. Please note that traffic infringement notices are issued by council traffic officers if parking regulations are not observed.

Mayfield Education Courses

Provided all requirements have been met, students who exit from courses prior to completion will be issued with a Transcript of Results for units successfully completed.

Students are advised to retain these documents as they will provide the student with advanced standing if they resume their studies at a later date.

4.2 Replacement of Certificates

Requests for replacement of damaged/lost certificates should be in writing (letter or email) addressed to the Executive Secretary via mec@mayfield.edu.au. Details required for certificate replacement include full name and address, course undertaken, year in which course was undertaken and payment, either credit card details, cheque or money order.

An administrative fee of \$50 for searching, validation and processing applies. However, if the original certificate was issued more than 5 years ago the fee is \$75 and if more than 10 years old \$100. This is to cover the cost of retrieving the archived certification documentation. No processing will occur until payment has been received.

If a change of address has not been advised and the certificate is therefore not received, a replacement fee of \$50.00 will apply to re-issue the certificate to the current address.

4.3 Nursing Registration

Mayfield Education provides to the Nurses Board of Victoria all necessary paperwork for registration. If a student elects not to process their registration with the Nurses Board of Victoria at that time, and the Nurses Board of Victoria subsequently changes the documentation necessary for registration, the student may incur a fee from Mayfield Education of \$20 to re-issue a new set of compliant documents.

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.

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

3.4.1 Plagiarism and Copyright

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

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

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

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

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

Common Forms of Plagiarism

- Copying a section of a book or an article and submitting it as your own work.
- Quoting from a source 'word for word', without using quotation marks or using the words of someone else and presenting them
- Copying, cutting and pasting text from an electronic source and submitting it as your own work
- Downloading an assignment from an online source and submitting it as your own work
- 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 do this, please remember that our Course Coordinators and lecturers are skilled at identifying plagiarists.

3.4.2 Extensions for submitting work

Course Coordinators may grant students an extension of up to two weeks for the completion and submission of any course project work, as appropriate to the circumstances. Students must submit requests to the Course Coordinator a minimum of three (3) days prior to the due date. In general, extensions in excess of two weeks should not be necessary, and any such requests will be referred to the Director of Education.

3.4.3 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.

4. ISSUE OF CERTIFICATES

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

Certification requires a thorough process to comply with the requirements of various authorities, funding bodies and other parties such as the Victorian Registration and Qualifications Authority, the Office of Training and Tertiary Education, the Australian Quality Training Framework, and the Nurses Board of Victoria. The process requires a number of checks and authorisations to take place and signatures need to be obtained.

Mayfield Education prides itself on issuing certificates quickly and efficiently whilst complying with all requirements and ensuring integrity and quality during the process. Whilst some certificates can be forwarded to students in approximately two weeks from all student results being lodged it may take up to four weeks for certificates to be sent out in some cases. Holiday shut-down periods such as Christmas and Easter will increase the time taken to process certificates.

4.1 Partial completion

Vocational Education and Training Courses (VET)

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

3.8 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. If the matter remains unresolved, a written appeal can be directed to the Director Education. Students who submit a written appeal will be contacted in writing within two weeks of the documentation being received.

3.9 Unsatisfactory Academic Progress

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

Students must contact their Course Coordinator to negotiate an extension for written work at least three (3) days prior to the due date.

Assignments for Higher Education courses received after the due date may incur a 2% mark deduction per day.

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

3.4.4 Re-submissions

Students may be given the opportunity to resubmit work. In these situations, the Course Coordinator will advise the student why the submitted work needs to be re-submitted and the areas of content that require further study. Resubmitted work for Higher Education courses can only attract a pass or fail grading. Vocational Certificate Course work is assessed as Competent (C) or Not Yet Competent (NYC).

3.4.5 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.

3.5 Make-up Clinical Placements

Nursing students that have missed clinical placement days are required to pay \$30 per day for organisation of supplementary days and the provision of a clinical educator.

3.6 Examinations

Assessment by examination is an opportunity to assess knowledge of facts and understanding of principles through students recalling learnt information and applying this knowledge to providing solutions. All students, regardless of their commitments, are required to sit their examinations at the date and time specified. In exceptional circumstances, if a student is unable to do this, she/he may apply for special consideration. (See 3.6.7).

All Mayfield Education examinations are conducted under the supervision of Mayfield Education staff.

3.6.1 Examination Requirements

Students are to use their individual student number allocated to them upon enrolment into the course. Students must ensure they bring this documentation with them to the examination.

- Students are required to follow any instruction given by an examination supervisor
- On the instruction of the examination supervisor, students may enter the examination room a few minutes before the commencement time
- 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
- Students may place small bags under their desks. Larger bags, such as sports 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

Vocational Education course exams are used to verify the student has the underpinning knowledge required for competence. Even though exams and other assessments may be graded the overall assessment for these courses is based on whether the student is competent or not yet competent against national training package performance criteria. Therefore supplementary exams are assessed in the same manner as the initial exam.

3.6.9 Physical Disability

If you become disabled prior to the examination in such a way that difficulty will be experienced in writing, details of the circumstances should be forwarded to the Course Coordinator immediately by telephone. Where possible, special arrangements will be made to allow you to complete your examination in an alternative way.

3.7 Workplace/Clinical Assessment

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

The student will be deemed “competent” or “not yet competent”. The student is required to be “competent” to pass this aspect of the course.

Dependent on the reason(s) for being deemed “not yet competent” it may be considered that with further training and experience the opportunity for reassessment be provided. The student is required to meet the cost of the reassessment at a minimum fee of \$30 per hour.

Students are encouraged to sit the primary examination. There is no guarantee that a supplementary examination or assessment will be offered. Students may make a written request to the Course Coordinator who will discuss the request with the Director Education and to obtain approval. The application must include full documentation including a medical certificate if appropriate.

Applications are to be made prior to the examination date, or in the instance of severe illness or traumatic circumstances, made immediately after the examination has been held. (Except in very special cases, applications which are received later than seven days after the examination will not be considered.)

3.6.8 Supplementary Examinations

There are no supplementary examinations except where a student has a fail result recorded. Generally supplementary examinations are only available to students who:

- receive greater than 40% of the total marks in the initial examination (if the pass mark was 50%) and
- receive greater than 50% of the total marks in the initial examination (if the pass mark was 60%.)

Generally only one supplementary exam is approved for each unit of study and a time limit applies when the exam has to be retaken.

There is a remarking fee of \$30 for each supplementary examination a student sits. This amount is to be paid to Student Services prior to sitting the supplementary examination and the receipt shown to the Course Coordinator prior to commencing the examination.

For Higher Education Courses the results of supplementary examinations will be recorded either as a pass or fail unless the supplementary exam was offered on medical and/or compassionate grounds in which case it will be recorded using the normal grading system.

- Security cannot be provided for any item left outside a room, at the front of a room or in an area specified by the examination supervisor. Students are advised to bring only essential items to the examination room and to remove any valuables from bags left unattended
- Students arriving late may not enter the examination room after one hour has elapsed since the time of commencement of writing
- During the reading time preceding the commencement of writing, students may only read the examination paper
- Question papers must not be marked in any way until the instruction to commence writing has been given by the examination supervisor
- Students are advised to read all instructions carefully and to note the number of questions to be answered and any compulsory questions

3.6.2 During the Exam

- Answers must be numbered to correspond with the question numbers
- 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 for the examination, students must stop writing immediately



3.6.3 Illegible Writing on Exams

It is the student's responsibility to ensure that their handwriting is able to be clearly read by another person (the marker). Handwriting which is deemed to be illegible by two (2) markers will result in a zero mark allocation for the question(s) concerned.

3.6.4 Cheating in Examinations

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

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

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

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

3.6.5 Examination Results

Results will be forwarded to your email address or mailing address as soon as they are available or given to you in person. Results will occasionally be provided over the telephone.

Mayfield Education may allow a student to sight their examination paper after it has been corrected, only for learning purposes in preparation for a supplementary exam. The student must make an appointment with the Course Coordinator to sight the exam paper.



- The student may sight their paper only under the supervision of an education staff member
- The student may not make a photocopy or handwritten comprehensive notes of the paper or questions during this sighting
- The student may not write on the exam paper

The student may (with good reason, in writing) request that specified parts of their answer paper be reconsidered by another examiner(s), in the form of remarking. Any remarking of an examination paper may attract a fee. If so, this fee is to be paid before the paper is remarked or reconsidered.

3.6.6 Failure to Attend Examinations

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

3.6.7 Special Consideration

If your performance during an examination may be adversely affected by illness or other serious cause, you may apply for special consideration. As a general rule, Mayfield Education does not consider minor ailments such as colds and respiratory infections as grounds for being unfit to sit an exam.

Special Consideration may result in the student being offered the opportunity to sit a supplementary exam at another time. Special Consideration does not translate to additional marks being awarded.