



Student Handbook

2024

Located at Visy Cares Learning Centre
3-13 Hudson Circuit,
Meadow Heights Vic 3048

Telephone: 9301 9200

admin@mhec.vic.edu.au

<https://mhec.vic.edu.au>

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Introduction to Meadow Heights Education Centre

Meadow Heights Learning Shop Inc. (trading as Meadow Heights Education Centre) is a not-for-profit organisation that commenced operations in 1994. Initially MHEC provided classes in, Computer Programs (Introduction to Word, Excel), Bookkeeping (MYOB) and ESL classes. Since that time, MHEC has continued to grow to meet primarily the learning needs of the residents of Hume Municipality and surrounding areas of Melbourne. MHEC is subcontracted by Melbourne Polytechnic to deliver AMEP in Meadow Heights and Craigieburn.

In keeping with MHEC’s objectives, fees and charges for all programs are kept to a minimum. In some courses we are able to offer free places depending on eligibility.

Our Mission

The Meadow Heights Education Centre aims to improve quality of life through adult education for the community, in a safe, non-threatening environment, in the areas of education, recreation, leisure and children’s services.

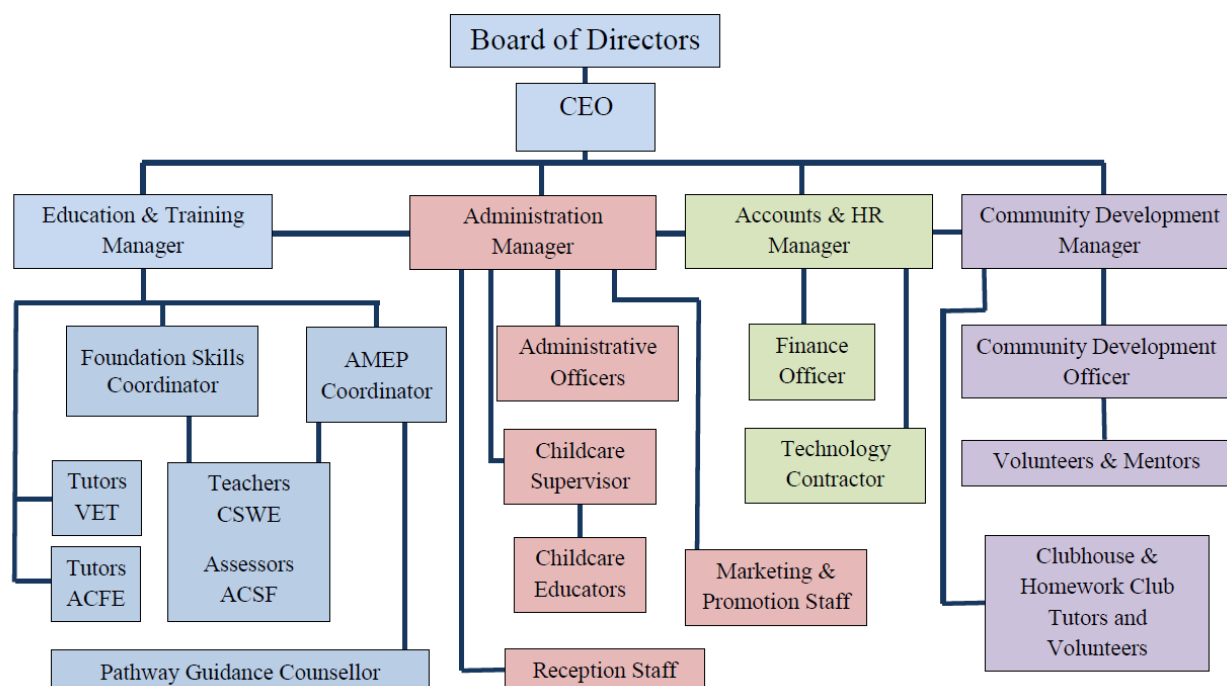
Our Aims and Objectives

- Meet the needs of our culturally and linguistically diverse and socio economically disadvantaged community.
- Provide accessible further education and vocational education and training.
- Provide youth, recreation and leisure programs.
- Provide community services and development support.
- Engage the local community in MHEC
- Develop fundraising activities.

Board of Directors

A Board of Directors who represents the diverse community in this area governs Meadow Heights Education Centre. MHEC welcomes new members, no special qualifications are required to join the Board, and you just need to have a general interest in the area and/or in adult education. The Board of Directors meets bi-monthly. If you would like to find out more on how to represent your community as a part of our Board of Directors, please ring or come in and speak to the CEO.

Organisational Structure



Policies

MHEC has developed an extensive set of policies & procedures that are available on our website (<https://mhec.vic.edu.au>) or at the reception desk upon request:

- 📖 Student Welfare policy
- 📖 Code Of Ethics
- 📖 Discrimination Bullying and Harassment Policy
- 📖 Grievance Complaints and Appeals Policy
- 📖 Payment of Fees Policy
- 📖 Provision of Childcare by MHEC policy
- 📖 Training and assessment policy
- 📖 Quality Training Policy
- 📖 Work Health and Safety Policy

COVID-Safe Plan

Please follow the following directions STRICTLY:

- * Register when you enter by scanning the QR Code or writing your details in the book
- * Keep your distance – 1.5 meters from others – 1 person per 2 square meters
- * Wear a fitted face mask while indoors – make sure you cover your mouth and nose
- * Sanitise your hands regularly using the available hand sanitiser or wash with soap and water
- * No shaking of hands, hugging or kissing
- * If you feel unwell, please do not come to class, go get tested and notify your teacher

Student Rights and Responsibilities

Students have the right:

- * To a safe and non-threatening learning environment
- * To be respected regardless of race, gender, culture, religion or language.
- * To confidentiality regarding their results and their personal information. Any information they have supplied to MHEC is in confidence
- * To ask for and receive copies of MHEC policies and procedures.
- * To a fair and equitable grievance procedure
- * It is MHEC's responsibility to provide accurate information and students' suitability to the course.
- * The pre-training assessment process provides the student with an equitable and fair process in gaining entry to courses.
- * The Recognition of Prior Learning or certificates/statements of attainment as proof of competency.
- * To be informed about fees and charges, payment plans and protection of their fees.
- * To be informed and consulted on matters which affect the learning process
- * To be informed and consulted on matters which affect the development and management of the organization

Students have the responsibility:

- * To respect other students and staff regardless of race, gender, culture, religion or language
- * To behave in a manner conducive to their learning and the learning of others.
- * To leave common space in a clean and tidy fashion
- * To be on time to classes and attend regularly in order to facilitate the learning process.
- * To actively participate in the learning process
- * To respect the rules regarding childcare.
- * Do not smoke within 20 metres of any entrance to any of MHEC locations.

Student Safety

Student safety is paramount; Meadow Heights Education Centre is responsible to provide up-to-date educational facilities which have regular safety audits.

If a student believes they are exposed to bullying, harassment or other issues concerning their safety and well-being, they should refer to the MHEC policy in regards to this matter and report it immediately to their teacher, Education and Training Manager or CEO who will address the matter and provide you with an outcome of the investigation.

Complaints and Appeals

If you have any problems or concerns make an appointment to speak to the Education and Training Manager or the CEO. Your complaint or concern will be dealt with in confidence. You may need to put your concern in writing and this will be dealt with according to our Policy and Procedure.

Trainers/Assessors

All trainers and assessors at MHEC are fully qualified and experienced.

Course Information

The undermentioned Accredited and Pre-Accredited (ACFE) courses are subject to funding from Federal and State governments provided the individual meets the eligibility requirements set by the government.

- ✍ Certificate III in Business Administration
- ✍ Certificate I, II & III in Information Technology
- ✍ Course in Preliminary Spoken and Written English
- ✍ Certificate I in Spoken and Written English
- ✍ Certificate II in Spoken and Written English
- ✍ Certificate III in Spoken and Written English
- ✍ Certificate III in Education Support
- ✍ Certificate III in Beauty Services
- ✍ Food Handling and Barista
- ✍ Short, pre-accredited courses

MHEC receives funding from Commonwealth and Victorian Government departments as well as Neighbourhood House funding, childcare funding and general funding from the Hume City Council. We have Deductible Gift Recipient (DGR) Status and receive funds from Business and Philanthropic Agencies.

Any Donation over \$2 is Tax Deductible.

Conditions of Enrolment

It is the aim of MHEC to offer programs and activities to our community that are diverse and appropriate to the needs of students. We welcome your input into this planning and ask that you provide us with feedback and/or ideas by using our suggestion box (located at reception) and our student satisfaction surveys. Alternatively you are welcome to discuss any of your concerns with our staff and/or make an appointment to meet with the Education and Training Manager or CEO.

All students are assessed prior to enrolment

USI - Unique Student Identifier

The Australian Government has made it compulsory for all Students prior to commencement into accredited courses to obtain a USI which will be recognised nationally. This helps keep track of any certificates you have received during your lifelong learning. If you do not have a USI, speak to our admin staff who will assist you apply for one.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) & Recognition of Current Competency (RCC) is offered for all Certificate courses at MHEC. It means that experience you have gained through life, work and study is assessed and you may receive credit for some units of competency. A credit transfer is for any units within a certificate achieved which may be transferred to the current certificate that the student is undergoing. Please ask staff members for an application form. MHEC also acknowledges other Registered Training Organisations (RTO) nationally accredited courses and will offer Credit Transfers to students who can show a certificate or a statement of attainment from other Registered Training Organisations.

Credit Transfers

Meadow Heights Education Centre recognises Credit Transfers for all accredited courses to recognise student's prior education through any Registered Training Organisation (RTO) in Australia. To find out if you are eligible for a credit transfer, please complete the MHEC Credit Transfer Application form and provide the supporting documents to administration staff prior to or within 14 days of the commencement of a course. If a credit transfer has been approved, the course fees will be adjusted accordingly.

Accredited Courses

Students who successfully complete all units/modules of a qualification will be awarded a Certificate. Students who do not achieve the full qualification will receive a Statement of Attainment.

Pre-Accredited Courses

Sometimes people do not wish to gain a qualification and are just happy to attend classes to learn new skills. If this is something you would prefer please speak to staff members for a list of pre-accredited short courses on offer or go to our website <https://mhec.vic.edu.au>

Fees

Fees are to be paid prior to the commencement of each course. To confirm your place in a course, fees or a deposit must be paid. Payment plans are offered and tailored to meet your financial needs if required. If you are having difficulties with payment, please speak to admin staff who will then direct you to the Accounts and HR Manager. Participants who wish to cancel their enrolment prior to the start of a course will be refunded in full if notice of cancellation is given at least 10 working days prior to commencement of the course as this may result in the cancellation of the Course if numbers are insufficient.

Refunds

When a refund may be given

A refund of all or part of the Meadow Heights Education Centre fees and charges may be given in the following circumstances:

- \$ You have overpaid the Meadow Heights Education Centre fees.
- \$ You enrolled in a course that has been cancelled by MHEC.
- \$ If you have become eligible for a concession fee after paying the full fee in the first three weeks of the course commencement, or you are offered and accept a place in a course at university or at the same/another RTO.
- \$ You enrol in a course only to repeat a unit but are then granted a credit transfer for those units already assessed and deemed competent by an assessor.
- \$ You withdraw within the first 4 (four) weeks of course commencement date: You are required to formally advise Meadow Heights Education Centre. An admission fee is part of your enrolment and any resource books issued are not refundable. The refund is determined on a pro-rata evaluation on materials used in class, however the full tuition fee will be refunded.
- \$ You have withdrawn after 4 (four) weeks; you are required to pay the full course fees – there are no refunds; however payment plans can be arranged with the Accounts and HR Manager.
- \$ You made a full-years payment and withdrew with no attendance or participation in face to face training in Semester Two. You may be eligible for a full refund for Semester 2 unless you have received a resource item which is non-refundable.
- \$ If you meet with a serious misadventure and you are unable to continue your course, an application for refund would receive a favourable outcome.
- \$ You have had an extended hospitalisation or illness (2 weeks minimum) supported by a medical certificate and resulting in extended absence from classes. In this case a refund from MHEC for the second semester may be given only if the full fee has been received.
- \$ Pregnancy/childbirth (other than in cases of medical complication covered by the above). In this case a refund of the MHEC fee for the second semester may be given.
- \$ In the event of course cancellation by MHEC due to insufficient numbers or the closure of MHEC Due to exceptional circumstances, a full/partial refund may also be given upon a student's formal request.

When a refund is not given

Circumstances not usually regarded as grounds for a refund include:

- \$ job change
- \$ change in work hours
- \$ inconvenience of travel to MHEC
- \$ moving interstate
- \$ redundancy/retrenchment.
- \$ change of course preferences.
- \$ change in Australian residency status.
- \$ Personal or legal issues.
- \$ Withdrawal after 4 weeks of course commencement date.
- \$ Childcare issues 4 weeks after course commencement date

Attendance Requirements

Students must inform the teacher or office staff if they intend to be absent from a class. If students fail to inform the staff/teacher of being absent for two weeks, then their place will be forfeited for another student as 80% attendance is required.

Plagiarism (copying of work belonging to other person or persons) is not permitted at any time. If work is found to be plagiarised it will be marked as unacceptable and the student will be given a written warning.

All documentation and student work can be presented in typed format or handwritten in blue or black ink. Anything written in pencil will not be accepted.

If a student does not comply with MHEC policies relating to their own personal behaviour they will be asked to leave the premises. If inappropriate behaviour continues after he/she has been given a warning he/she will be excluded from the service indefinitely and the remaining fees will be forfeited.

When you've finished your course

When the class or program in which you are enrolled is nearing completion, you might be wondering, "What's the next step and what and where do I go from here?" Some people are happy to finish their course and take no further part in any further programs; others like to find out what else is available.

To assist you, our staff and teachers at MHEC are provided with information about further options that might be suitable for you which include employment, volunteering or further education at MHEC or other providers. Please don't hesitate to ask.

Emails are important: Please provide your email address on the enrolment form as MHEC can keep you informed of future classes that may interest you. Emails also give MHEC access to send copies of information that you may require from time to time while you are attending classes.

Withdrawal

When a student informs MHEC that he/she would like to withdraw from a course he/she will need to complete a withdrawal form. This can be achieved over the phone or in person. To receive a refund, the student must complete a refund form and present it to the office for processing.

Support Services

Public Resources and Computer Use

Computer and Internet use is available for public use from 9am to 4pm Monday to Friday. There is a small cost associated with the use of resources.

Photocopying/Printing	10 cents per A4 page
Colour Copies	50 cents per A4 page
Internet Access	Free to Students of MHEC



Childcare

The Meadow Heights Occasional Care operates from The Visy Cares Learning Centre at 3-13 Hudson Circuit, Meadow Heights from Monday to Friday from 9:00am – 11:30 and 12:00 to 2:30pm during school terms only.

Free for MHEC students or \$20.00 per child per 3 hour session for non-students.

Phone: (03) 9301 9200

Please note: that prior to any placement a completed Enrolment form is required and the child's up-to-date Immunisation Book MUST be sighted by MHEC representative.

Student Counselling

Meadow Heights Education Centre has a student counsellor available Monday to Friday to assist the students with form-filling, settlement issues, referral service etc.

Information Sessions

MHEC offers regular information sessions on topics such as; law and order, taxation and superannuation, hearing screening, health and well-being, consumer affairs etc.

Study / Computer Club









MHEC offers this service to Primary and Secondary school students from Year 3 to Year 12, at Shop 1, 55 Paringa Boulevard, Meadow Heights. Open from Monday to Friday from 3:30pm to 7:00pm, during school terms.

Students are able to come to our centre free of charge. Quality teachers and mentors are available to assist with homework in English, Maths, Computers and general studies. There is a small cost for printing and photocopying.

Our Study/ Computer Club is not open on public holidays. Enrolment forms are to be completed and signed by Parents or Guardian. Please note: Children must be accompanied by a parent or Guardian who is able to complete and sign the Enrolment forms.

Where are we located?

We offer classes and activities at several locations in Meadow Heights and surrounding suburbs.

-  Meadow Heights Plaza. Shop 1, 55 Paringa Boulevard, Meadow Heights.
-  Visy Cares Learning Centre, 3-13 Hudson Circuit, Meadow Heights
-  Buchan Street Community Centre, 15 Buchan Street, Meadow Heights.
-  Dallas Brooks Community Hub.
-  Holy Child Primary School.
-  Meadow Heights Primary School Hub
-  Coolaroo South Primary School Hub.
-  Fawkner Neighbourhood House.

For more information about any of our courses and where they are located, please do not hesitate to contact our friendly staff members on:

Telephone: (03) 9301 9200.

Email: admin@mhec.vic.edu.au

Website: <https://mhec.vic.edu.au>

