Student Pre-Enrolment Information Handbook

Mater Education Limited
Level 4, Duncombe Building Raymond Terrace, South Brisbane QLD 4101
P 1300 070 350 **E** materstudentservices@mater.org.au
ABN 50 148 130 349 | RTO Code 5210

Student Pre-Enrolment Information Handbook

Contents

About us 3
- Our Purpose 3
- Our Values 3
- Accreditation 3
- Campus locations 3

Student Support 4
- The Student Engagement Team 4
- Learning Support 4
- Wellbeing Support 4
- Personal Safety 4

General Course Information 5
- Unique Student Identifier 5
- Application procedures 5
- Enrolment Procedures 5
- Entry requirements 6
- Additional Entry requirements for Diploma of Nursing students 6

Fees and Charges 8
- Additional Charges 8
- Funding 8
  - Free Nursing 8
  - State Subsidised Funding (provided by the Queensland Government) 8
  - VET Student Loans (Diploma of Nursing) 9
  - Centrelink 9
  - Commonwealth Prac Payment (CPP) 9
  - Tertiary Access Payment 9
- Tuition Assurance 10
- Non-payment of tuition fees 10

Studying at Mater Education 10
- Requirements of Mater Education Students 10
- Rights and responsibilities 10
- Work Placements 11
- Assessment, Competency and Progression 11
  - What is assessment? 11
  - What is competency? 12
  - Delivery Methods 12
  - Student Progression 12
- Outcomes 13

Mater Education Code of Practice 13

Relevant Policies 13
- Privacy 13
- Suggestions, compliments, complaints and appeals (feedback) 13
- Refunds 14
- Credit for previous study/recognition of prior learning 14

About us

In 1998, Mater Education was established as a nationally accredited, independent, hospital-based Registered Training Organisation (RTO)—the only one of its kind in Queensland.

Whether you want to enter the healthcare workforce, build on your existing skillset as a trained healthcare professional or lead professional development for your workforce, you can do so through our world-class programs, facilities and faculty.

Our Purpose

The purpose of Mater Education is to transform lives and build brighter futures full of opportunity through education.

Our Values

Mater Education is committed to the Mater Values:

We honour and promote the dignity of human life and of all creation

We act with compassion and integrity

We strive for excellence

Accreditation

As an RTO (RTO code 5210), Mater Education meets a set of standards that assure nationally consistent, high-quality training, assessment and outcomes for students and participants. Mater Education is regulated by the Australian Skills Quality Authority, who ensure that we comply with all laws and standards for Registered Training Organisations.

For more information on the Australian Skills Quality Authority and the Vocational Education and Training (VET) Quality Framework, consult the ASQA Website www.asqa.gov.au.

Campus locations

Mater Education operates from 3 campus locations.

- South Brisbane – Level 4 Duncombe Building and Level 2 Potter Building
- Townsville – Mater Private Hospital Townsville, 35 Fulham Road, Pimlico – Clinical School
- Springfield – Ground Floor, 95 Southern Cross Cct, Springfield Central

Our website (matereducation.qld.edu.au) provides the information on what programs are delivered at these locations.

All Mater Education sites are smoke free environments. This includes the use of electronic cigarettes. For further information visit: Hospitals, healthcare and residential aged care facilities | Smoking laws in Queensland | Queensland Health

Student Support

The Student Engagement Team

The Student Engagement Team play a pivotal role in ensuring a high standard of support and guidance for students throughout their admission, enrolment and learning journey at Mater Education. The team is available either in-person, by telephone or email.

Contact Details

In person:

Brisbane Campus: 8:00am – 4.00 pm Monday to Friday

Telephone: 1300 070 350

Email: materstudentservices@mater.org.au

Learning Support

The learning support team provides academic and welfare assistance for Mater Education students across all campuses. The team is made up of registered teachers and counsellors who provide specialised support in the areas of neurodivergent and special needs learners, academic literacy and numeracy development, careers planning and employment assistance as well as counselling. To maximise the help offered to students, the learning support team conducts numerous in-class workshops, one on one booked consultations and drop-in sessions as well as learning plan development and assistance.

Wellbeing Support

The student learning platform – VLE, provides students access to "Looking After You" programs inclusive of: Coping with Stress, Introduction to mindfulness course, Management insomnia course, Student wellbeing course, Accommodation support, Childcare support, Helpful community referrals, Domestic and Family Violence, Confidential Counselling, Black Dog Institute – Workplace Mental Health Toolkit, Compass of Resilience, & Financial Wellbeing.

Mater's employee assistance program (EAP) is available to all Mater Education students to access free confidential support at anytime and anywhere. The EAP Program offers a broad range of services including mental health counselling, financial and career coaching, and nutrition and lifestyle guidance, all delivered by experienced professionals.

Personal Safety

Your safety while studying at Mater Education is our absolute priority. Mater Education has robust security processes onsite should you feel unsafe or vulnerable at any point in time.

Off campus – Police & Ambulance 000 (Triple Zero).

General Course Information

This handbook contains general course information only. We recommend you review the relevant specific course information on the Mater Education Website. Please take careful note of:

- Course start dates, duration and delivery methods
- Course timetable and census dates
- Fees and costs associated with the course
- Any inherent requirements
- Equipment that must be accessible
- Certifications and checks that will be required
- Age requirements
- Academic requirements
- Any workplace placement requirements

Unique Student Identifier

A student undertaking nationally recognised training in Australia, requires a Unique Student Identifier (USI). Your USI links to an online account that contains all the training records and results (transcript) you've completed from 1 January 2015 onwards.

To learn more about how to obtain a unique student identifier please go to www.usi.gov.au.

Application procedures

When admitting applicants, Mater Education will adhere to all aspects of social justice. Applicants will be assessed for entry to courses on:

- the required level of language, literacy, numeracy and digital literacy skills (LLND), and
- academic suitability, and
- meeting any inherent requirements of the course, and
- a demonstrated capacity and willingness to complete requirements of the course, and
- ability to obtain the required immunisations and certificate and permits for any workplace experience placement.

Mater Education is responsible for ensuring that a student has appropriate LLND competencies for their chosen course. For entry into a course, prospective students are required to participate in an online LLN test to assess whether a student has sufficient LLND skills (including digital literacy) to enrol and successfully complete the course.

Enrolment Procedures

The enrolment process will vary depending on the type of qualification you intend to study.

An enrolment form must be completed, together with completion of any entry requirements and pre-requisites. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon.

Once all enrolment forms, entry requirements and pre-requisites have been completed, you will be enrolled into the course.

Student Pre-Enrolment Information Handbook

Note that enrolment is not confirmed until payment of fees as agreed.

Entry requirements

Entry requirements may include:

- Age requirements
- Levels of language, literacy, numeracy and digital literacy skills appropriate for successful completion of the course
- Ability to meet the 8 domains of inherent requirements for successful progression and completion. These domains include
  - Ethical Behaviour
  - Behavioural stability
  - Legal
  - Cognition
  - Communication (language)
  - Sensory ability
  - Strength and mobility
  - Sustainable performance
- Access to a computer with an internet connection that has capacity to install, access and download required software and learning and assessment materials.
- Ability to meet immunisation requirements
- Ability to obtain a satisfactory criminal history check
- Ability to obtain a Blue Card
- Ability to undertake a NDIS Worker Screening

Additional Entry requirements for Diploma of Nursing students

The Diploma of Nursing course has additional entry requirements.

- Be a minimum of 18 years of age or older upon completion of the qualification (students entering into an 18 month full-time qualification must be 16 years and 6 months old on day one of the course)
- CPR Currency: Students of Mater Education's Diploma of Nursing Program are required to, by the beginning of term two, semester one, hold a HLTAID009 Provide Cardiopulmonary Resuscitation certificate and to be current for the duration of enrolment in the program.
- **Mater Education will only enrol students who meet the eligibility requirements of the English language skills registration standard as required by the NMBA.**

Australian Health Practitioners Regulation Agency (AHPRA) Registration and eligibility criteria:
You'll need to consider AHPRAs registration requirements before you apply:

- Application for general registration as a nurse or midwife for students completing an approved program of study - ASGR-40
- Australian Health Practitioner Regulation Agency - Supporting Documentation for Graduate Applications (ahpra.gov.au)
- AHPRA's Criminal History Standard
- Nursing and Midwifery Board of Australia (NMBA) English Language Skills Registration Standard

If you have any questions about enrolled nurse registration, or would like more information use the AHPRA Online Enquiry Form or call them on 1300 419 495.

Successful completion of Mater Education's Diploma of Nursing program does not guarantee registration as an Enrolled Nurse with AHPRA. Graduates must also meet AHPRA's Enrolled Nurse registration requirements. Upon application for registration with AHPRA, graduates must declare their meeting the English Language Skills Standard or provide results of a formal English language skills test (as required by NMBA).

Our students must provide evidence of meeting one of the English language standards listed below prior to enrolment:

A. English is the applicant's primary language and have attended at least **six years** of primary and secondary education taught and assessed in English in a recognised country (below table), including at least two years between years 7 and 12.

B. you have successfully completed at least **five (5) years (full-time equivalent) continuous education** taught and assessed solely in English, in a recognised country, which includes vocational qualifications in the relevant professional discipline which you are relying on to support your eligibility for registration under the National Law.

C. You achieve the required minimum scores in one of the following English language tests and meet the requirements for **test results** specified in this standard:

1. **Cambridge** (C1 Advanced or C2 Proficiency)
2. **International English Language Testing System** (Academic) (IELTS)
3. **Occupational English Test** (OET)
4. **Pearson Test of English Academic** (PTE Academic)
5. **Test of English as a Foreign Language internet-based test** (TOEFL iBT)
6. Other English language tests approved by the National Boards from time to time and published on the Board's website with the required minimum scores. National Boards reserve the right at any time to revoke their approval of an English language test.

For the most up to date information on English language tests and score thresholds please refer to the English language skills registration standard for nurses and midwives on the AHPRA website.

Recognised countries	
• Antigua and Barbuda • Anguilla • Australia • The Bahamas • Barbados • Belize • Bermuda • British Indian Ocean Territory • Canada • Cayman Islands • Dominica • Falkland Islands • Gibraltar • Grenada • Guernsey • Guyana	• Isle of Man • Jamaica • Jersey • Malta • New Zealand • Republic of Ireland • Saint Helena, Ascension and Tristan da Cunha • St Kitts and Nevis • St Lucia • St Vincent and the Grenadines • Trinidad and Tobago • United Kingdom • United States of America • US Virgin Islands.

Fees and Charges

We encourage potential students to visit our website www.matereducation.qld.edu.au where you will find specific information relating to your chosen course. This information will include:

- tuition fees
- costs associated with workplace experience such as uniform, shoes and equipment
- costs associated with immunisations
- fees associated with obtaining security checks.

Please consult the specific course pages on our website

Additional Charges

In addition to the tuition fee, there may be some additional costs for example, stationery, digital devices (e.g. laptop, computer, and iPad), travel costs to placement locations, clothing, vaccinations, CPR certificates and criminal history checks. Fees and charges will be advised prior to your enrolment in your course and are available on our website www.matereducation.qld.edu.au

Funding

There are government funding schemes that may subsidise tuition fees for some courses offered by Mater Education. Details on what may be available to any student is available in the course information.

Free Nursing

The initiative is jointly funded by the Australian Government and the Queensland Government, with training places made available through selected Queensland training providers.

Mater Education has been approved as a Free Nursing provider for the Diploma of Nursing program.

To be eligible for funding under Free Nursing, you must:

- permanently live in Queensland
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- be aged 15 years or older, and no longer in school
- not currently be enrolled in a qualification (not including foundation skills training).
- Not have completed a qualification previously under Fee-Free TAFE.

You can enrol in the Free Nursing qualification regardless of your current employment status or the number of qualifications you have previously completed however, you can only complete one (1) qualification under the Fee-Free TAFE funding initiative.

Please Note: It is important that students successfully progress in their chosen course as funding is limited. Funding may not be available for students needing to re attempt aspects of their course.

State Subsidised Funding (provided by the Queensland Government)

If the qualification is eligible for funding the following applies:

Subsidised programs are open to any Queensland resident:

- aged 15 years or over who is no longer at school (with the exception of VET in Schools students)
- is an Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency.

Prospective Certificate III students must not have or be enrolled in a certificate III level or higher qualification, not including qualifications completed at school and foundations skills training.

Prospective Diploma or Certificate IV students must not have or be enrolled in a Certificate IV level or higher qualification, not including qualifications completed at school and foundations skills training.

Given the benefits that training provides to individuals, students are required to contribute to the costs of their training through a co-contribution fee.

The amount of your out-of-pocket expense will vary depending on the course you undertake

Choose wisely as you will no longer be eligible for a government subsidised training place under a program once you complete the qualification level of the subsidised program.

A student fact sheet is available from Subsidised training and incentives | Department of Trade, Employment and Training and available from our Student Engagement Officers.

VET Student Loans (Diploma of Nursing)

The VET Student Loans program assists eligible students enrolled in approved higher level vocational education and training (VET) courses to pay their tuition fees.

If you are an eligible student, the Department of Employment and Workplace Relations (the department) may approve your VET Student Loan for an approved course. The department will pay your loan directly to your approved course provider. You will be responsible for any gap amount in the tuition fees, which are not covered by the loan or the student co-contribution (the gap). You will be required to provide a valid tax file number to Mater Education. If you do not have a tax file number you will need to apply for one. You will owe a debt to the Australian Government for the loan, which will be managed by the Australian Taxation Office (ATO). This loan may, until the debt is repaid, reduce your take-home (after tax) wage or salary and may reduce your borrowing capacity.

Students may wish to seek independent financial advice before applying for a loan.

For more information go to: https://www.dewr.gov.au/vet-student-loans/vet-information-students

Centrelink

Centrelink provides financial support to eligible students. To find out the conditions of eligibility, refer to the Services Australia website for Centrelink information: Education - Services Australia

Commonwealth Prac Payment (CPP)

Students enrolled in a Diploma of Nursing should visit the Your Career website.

Tertiary Access Payment

Is a payment to help students with the cost of moving from regional or remote areas for tertiary study. See Tertiary Access Payment - Services Australia for more information.

Tuition Assurance

VET Student Loan (VSL) tuition protection arrangements are in place and provide support and protections for VSL students in the event their private education provider defaults (ceases delivering their course or closes entirely).

See Mater Education's Tuition Protection Procedure.

Non-payment of tuition fees

Where a student does not pay their tuition fees in the agreed manner and time, Mater Education may suspend or withdraw the student from the program until such time as fees have been paid in full. Where a student does not pay their fees and has withdrawn from the program, Mater Education may take any action it deems appropriate to retrieve monies owing.

Where a student has successfully completed a competency but has not paid their fees in full, Mater Education will not issue an award and will not confirm enrolment or training has been undertaken until such time as such fees have been paid in full. The student record will also show that the student had been unsuccessful in their program of study until fees have been paid.

Studying at Mater Education

All students must uphold a learning environment that is safe, respectful, and free from discrimination. Vilification – defined as any behaviour, communication, or conduct that incites hatred, contempt, or severe ridicule based on a person's race, religion, ethnicity, or cultural identity – is strictly prohibited. This includes antisemitism, meaning prejudice, hostility, or discriminatory behaviour directed toward Jewish individuals or communities. Students are required to treat all members of the RTO community with dignity and respect at all times. Any breach of this requirement may result in disciplinary action

Requirements of Mater Education Students

When attending training, both in class and on workplace experience, there are behavioural, dress and personal hygiene expectations that need to be met. These include:

- Always be courteous, objective, and helpful when dealing with others.
- Respect for any person's cultural, religious, and/or other beliefs, and not engaging in any form of bullying, mistreatment, coercion, harassment (including sexual and racial harassment), or any other unethical or unlawful behaviour.
- Compliance with workplace health and safety instruction
- Compliance with dress code requirements for classroom lectures, simulation laboratories, and workplace experience placements. This will include minimum footwear, dress and personal hygiene standards.

Rights and responsibilities

Students and course participants have a right to:

- a safe and healthy training environment
- quality training, assessment and supervision
- access to a complaints and appeals procedure that ensures natural justice and procedural fairness
- clear information on policies and procedures that apply to your study
- consumer guarantees on services provided

Students and course participants are responsible for:

- participating in your training in a professional and courteous manner and respecting the rights of others
- act in a socially responsible manner aligning with Mater Values
- abiding by workplace health and safety requirements
- taking care with Mater property and resources
- abiding by the privacy and confidentiality standards when dealing with personal information of others
- using of social media i.e. engage only in courteous and respectful discussion and respect others' rights to their own opinions and beliefs
- meeting course progression requirements through attendance at all learning sessions and workplace placements
- Ensuring fees and additional costs are paid as required

Work Placements

If you undertake work placement within your program the requirements are as follows:

- Hold and maintain a current CPR certificate
- Have up to date Immunisations
- Hold a satisfactory criminal history check
- Hold a Blue card (if required)
- Have undergone NDIS Worker Screening (if required)

Important: Not meeting the minimum requirements prior to scheduled placement will lead to delayed placement and possibly extend your course by three (3) months and require you to transfer to another cohort with different schedules and timetables.

Work placements could be undertaken on more than one campus and at different times of the day. Students must ensure they have transport in place to accommodate the travel demands of workplace placements.

Assessment, Competency and Progression

What is assessment?

Assessment is about gathering enough reliable evidence about a learner's skill and knowledge through the most practical ways possible. The most common ways of being assessed are:

- questions and scenarios to assess a learner's knowledge and understanding
- third-party validation, where someone familiar with the learners work role and work output can validate their knowledge and skills
- observation of 'simulated/role play' workplace activities
- using case studies and scenarios based on 'real' workplace functions/activities with third party validation, where someone familiar with the learner's work role and work output can validate their knowledge and skills
- questions based on the essential knowledge contained within units of competency
- scenarios based on essential skills contained within units of competency
- using documents created through the learning process as evidence
- using group work/discussions to develop essential knowledge
- classroom projects aligned to workplace functions and assessing the outcomes/products/processes used.

There are many units of competency that make up a qualification and students will be assessed against all of these. All units must be passed as competent to receive a full qualification. A statement of attainment will be issued where there is successful completion of units of competency but not completion of the full qualification.

Students will receive a description of each unit of competency at the start of each unit.

All assessment tasks must be completed and submitted by the due date. This is the responsibility of the student.

What is competency?

Competency is the ability to perform particular tasks and duties to the standard of performance expected in the workplace. It means relevantly applying specified skills, knowledge and attitudes to effectively participate in an industry, industry sector or enterprise. Competency covers all aspects of workplace performance and involves:

- performing individual tasks
- managing a range of different tasks
- responding to contingencies or breakdowns
- dealing with the responsibilities of the workplace, including working with others.

Workplace competency requires the ability to apply relevant skills, knowledge and attitudes consistently in the required workplace situations and environments.

Delivery Methods

Mater Education uses a range of different delivery methods including face to face which is learning in the classroom with industry experienced teachers. We also provide a blended model which is a combination of classroom, online, self-directed and in the workplace activities (where applicable).

Student Progression

Student progression through to completion will be dependent upon successful completion of all relevant units of competency as listed in the program of study.

Satisfactory progress is necessary for students to continue in their program of study within stipulated timeframes.

Mater Education is committed to supporting student success and achievement by monitoring each student's course progression and expects that students will positively commit to their learning and submit assessments by the due date.

Students who don't meet acceptable progress requirements restrict their chances of successful completion so Mater Education will take any necessary action for at risk students to satisfactorily progress their study.

Academic teaching staff will use a number of measures to determine whether a student is 'at risk' of not progressing by:

- Keeping records of student attendance;
- Monitoring submissions by due date;
    - Identify student performance and progress and discuss with students as soon as they become apparent;
    - Implement learning contracts and provide learning skills assistance where necessary.

Outcomes

Mater Education does not guarantee that all students will successfully complete their training and does not guarantee that a student will obtain employment where it is outside the control of Mater Education. Mater Education also does not guarantee that Diploma of Nursing graduates will gain registration with AHPRA. Mater Education will ensure that the training provided will be completed in a manner that meets the requirements of industry and student needs.

Mater Education Code of Practice

Mater Education is responsible for:

- Ensuring student personal information is securely maintained in accordance with the Privacy Act (1988).
- meeting legal obligations (i.e. complying with relevant Commonwealth and State Government legislation) including the quality of training and assessment in compliance with the Standards for Registered Training Organisations (RTOs)
- providing a safe and healthy training environment that's free from bullying and abuse (verbal, physical and racial)
- ensuring information on courses and services is accurate and available to students
- ensuring qualified people conduct training and assessment (including recognition of prior learning) and in doing so, provide quality training, assessment and supervision
- ensuring training is consistent with the requirements of the qualification
- providing appropriate resources, facilities and equipment to deliver training programs
- providing appropriate mechanisms for complaints and appeals
- issuing compliant Australian Qualifications Framework (AQF) certification documentation to students who have been assessed as meeting the requirements of the relevant training product.

Relevant Policies

Privacy

All Mater people (including students) who have access to personal information collected by the Mater and all persons about whom personal information is collected are required to comply with the provisions of the Privacy Act 1988 (C'lth) including the Australian Privacy Principles ("APPs") and all other legislation which applies to the Mater.

Privacy Procedure - Education sets out how Mater Education handles personal and sensitive information and how you can make and enquiry or complaint.

Suggestions, compliments, complaints and appeals (feedback)

Organisational improvement is enhanced by using information gained from feedback for service improvement. It is rewarding to be complimented on a job well done but even in the best of circumstances expectations may not be met.

Your feedback is welcome and highly valued. We will use the information you provide to monitor and improve our services and will respond to issues raised in a timely manner.

Decisions made by Mater Education can be subject to appeal.

To submit a complaint, suggestion, compliment or appeal go to https://www.matereducation.qld.edu.au/contact-us and fill out the Feedback form or email us on educationfeedback@mater.org.au.

More detailed information on our complaints and appeals process can be found in our Mater Education Complaints and Appeals Procedure.

Refunds

The Mater Education Refund Policy sets out the principles that Mater Education follows when reviewing requests for a refund.

Credit for previous study/recognition of prior learning

Mater Education recognises that some students may have undertaken previous study or work of relevance to a qualification/unit they wish to study. Where applicable, such students can apply for Recognition of Prior Learning (RPL) and Credit Transfer (CT).

Mater Education recognises units of competency, qualifications and statements of attainment completed with other Registered Training Organisations (RTOs) in Australia. This is known as credit transfer.

To receive a credit transfer for a unit you must provide formal evidence that you've previously completed the unit or a unit which has an equivalent outcome. Formal evidence can be a qualification certificate or transcript, statement of attainment or your USI transcript. When credit is recognised, you don't need to repeat training or assessment or incur fees for that unit.

Formal evidence must be provided as part of the enrolment process. Where formal evidence has not been provided, tuition fees will apply and credit will not be applied.

Consult our Mater Education Credit Transfer Procedure for more information.

Mater Education understands that you may already have knowledge and skills from life and work experience, previous courses and training, or self-taught knowledge and skills. If you can provide evidence that you already have the relevant skills and knowledge, you may be able to use this to gain recognition for all or part of a course. This is known as recognition of prior learning (RPL).

RPL may also be referred to as:

- recognition of current competence (RCC)
- recognition of current skills
- skills recognition.

When you apply for RPL, your knowledge and skills are measured against the equivalent module(s) or unit(s) in the relevant course. If you are successful, you will be assessed as having already completed those units in your course.

You are responsible for matching all the necessary evidence to the essential knowledge and performance requirements to gain RPL. After all the evidence is reviewed it may be that you will need to undertake gap training. Fees will apply for application and review of RPL Evidence.

Consult the Mater Education Recognition of Prior Learning Procedure for more information.