



# Student Pre-Enrolment Information Handbook

**Mater Education Limited**

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## About us

Mater Education is a nationally accredited, independent, hospital-based Registered Training Organisation (RTO code 5210)—the only one of its kind in Queensland. We offer a range of courses for students (undergraduate, postgraduate and prevocational) through to highly experienced practicing clinicians. Mater Education is an Affiliate Partner of the internationally renowned Centre for Medical Simulation (CMS) in Boston, USA. As the only Affiliate Partner in Australia (and one of only three in the world), Mater Education and its alumni have an exclusive level of access to the resources, skills, advice and experience of a team who are international leaders in the simulation field.

## Accreditation

As an RTO, Mater Education meets a national set of standards that assure nationally consistent, high-quality training, assessment and outcomes for students and participants. We are accredited under the Vocational Education and Training (VET) Quality Framework (VQF), and can issue recognised Australian Qualification Framework (AQF) Qualifications and Statements of Attainment when Nationally Recognised Training courses are successfully completed. Mater Education is also a member of the **Independent Tertiary Education Council Australia (ITECA)**.

ITECA is the peak body representing independent providers in the higher education and vocational education and training sector. Our programs undergo continuous quality improvement processes, which can include:

- annual evaluation using the four-level Kirkpatrick model,
- accreditation with professional colleges and industry bodies,
- external benchmarking,
- annual peer review

## Vision

Mater Education is committed to supporting quality healthcare service delivery through: excellence and expertise in education, the continuing professional development of healthcare staff and students.

## Mission

Mater Education's mission is to lead best practice, contemporary learning and development services within the dynamic healthcare environment by:

- promoting a life-long learning culture to foster an environment conducive to ongoing personal and professional development
- using a collaborative approach to provide evidence-based education and achieve excellence in learning outcomes across the organisation
- applying a continuous quality improvement framework to all teaching and learning strategies to ensure the highest standards in healthcare education
- strategic design and delivery of learning and development options based on current and future healthcare workforce needs
- integrating learning and development pathways with performance development and planning making best use of innovation in learning and development
- delivery methods for maximum real-world impact in healthcare.

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## 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**

## History

Since 1914, Mater has maintained a proud history of training clinicians. In 1998 it established Mater Education as an RTO to provide contemporary interprofessional clinical education and training for both Mater's own staff and the broader healthcare workforce. Mater Education Limited (MEL) was recently established as a wholly owned subsidiary of Mater to ensure strong and consistent governance and continue providing quality education, training and learning services. For more information on Mater's history, visit the Mater history website

<http://www.mater.org.au/Home/About/History>

## Campus locations

Mater Education operates from 2 campus locations.

- South Brisbane – Mater Hospital
- Townsville – Mater North Queensland Hospital

For program locations please check the website.

## Code of practice

As an accredited Registered Training Organisation (RTO), Mater Education must meet the Vocational Education and Training (VET) Quality Framework requirements so it can be registered to:

- deliver and assess nationally recognised training
- issue nationally recognised qualifications

Failure to meet these obligations or supporting regulatory requirements may result in loss of registration.

## Client services

Mater Education has sound management practices to ensure effective client service, including timely issue of assessment results and qualifications. Qualifications will be appropriate to competencies achieved and issued in accordance with the Australian Qualifications Framework. Mater Education is committed to ensuring prospective students have sufficient and clear information about MEL's services before enrolment. Prospective students should contact the Student Services team if they need assistance, clarification or more information.

## Regulatory and legislative requirements

Mater Education complies with all relevant Commonwealth and State legislation as well as industry and regulatory bodies.

## Quality management focus

Mater Education is committed to providing a quality service with a focus on continuous improvement. We actively seek and value feedback from students, staff and employers to incorporate into future programs.

Mater Education has a systematic approach to quality which includes a number of policies, procedures and forms. These can be found on Mater Education's website

<http://matereducation.qld.edu.au/About-Us/Policies>

## Access and equity

Mater Education is committed to ensuring training access is maximised for all clients. All participants will be recruited ethically and responsibly, consistent with the requirements of the endorsed Training Package. We will ensure equity principles for all clients are implemented through the fair allocation of resources and the right to equal opportunity without discrimination. To encourage positive outcomes for participants and clients, access and equity principles and practices are incorporated when developing and delivering all training programs and services.

## 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 cancellation, withdrawal and refund procedures
- consumer guarantees on service provided

Students and course participants are responsible for:

- participating in your training in a professional and courteous manner
- following Mater policies
- abiding by workplace health and safety requirements
- taking care with Mater property and resources
- respecting the rights of others remembering that commercial and patient information obtained from the Mater must be kept confidential (Breaches of confidentiality are considered misconduct and are subject to disciplinary action)
- attending training sessions or workplace placements, and taking advantage of learning opportunities using group work/discussions to develop essential knowledge
- aligning classroom projects to workplace functions and assessing the outcomes/products/processes used
- Ensuring tuition fees are paid as required

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Mater Education is responsible for:

- 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) 2015
- providing a safe and healthy training environment that's free from bullying and abuse (verbal, physical and racial)
- providing an orientation program that includes information on relevant legislation as well as related rights and responsibilities
- ensuring qualified people conduct training and assessment (including recognition of prior learning) and in doing so, provide quality training, assessment and supervision
- maintaining appropriate student records
- providing appropriate resources, facilities and equipment to deliver training programs providing appropriate mechanisms for complaints and appeals
- issuing compliant AQF certification documentation to students who have been assessed as meeting the requirements of the relevant training product.

## External review

Mater Education has agreed to participate in external monitoring and audit processes. This includes random quality audits, audit following complaint and audit for the purposes of re-registration.

## Marketing and advertising

Mater Education markets all its training products and services with integrity, accuracy and professionalism.

## Admission procedures

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

- successfully meeting any course pre-requisites,
- a demonstrated capacity and willingness to complete training in a professional and courteous manner,
- the required level of reading, numeracy and written and spoken English and,
- their academic suitability.

Students must be able to read, write, speak and comprehend English (as these skills form an integral part of training), and must be able to do so to the required level before being granted entry. Where necessary, applicants may be referred to external agencies for language, literacy and/or numeracy assistance. Mater Education reserves the right to only admit candidates whom it believes meet the entry criteria and are academically suited.

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## Management and administration

Mater Education has policies and management strategies to ensure sound financial and administrative practices. Mater guarantees Mater Education's sound financial position and students' fees are safeguarded until used for training and/or assessment. Our refund policies are fair and equitable. Student records are managed securely and confidentially, and are available for student perusal on request. Mater Education holds the necessary insurance policies to conduct its business.

## Counselling and support services

Mater Education undertakes a duty of care towards its students, and so course counselling is available on request. Mater Education will support students appropriately as required, including referral to external providers.

## Disciplinary procedure

When you sign your enrolment form and pay your fees you agree that you will follow Mater Education's policies and procedures.

Students are expected to behave in a socially responsible manner and respect the rights of both other students and training/administration staff. Mater Education is an adult learning environment and all students are expected to participate in a mature manner. If Mater Education feels the training relationship is being abused (e.g. repeated refusal to follow training plans or disruptive behaviour), we reserve the right to take disciplinary action, which could include cancellation of training.

## Student Services

### Operating hours

Student services: 8.00am – 4.30pm Monday to Friday

Educator access:

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

UQ Library South Brisbane: 7.30- 5.00pm Monday to Friday

## Enrolment

The enrolment process may 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. Students applying for a VET Student Loan should read further information on <https://www.education.gov.au/information-vet-student-loans-students>. Student seeking Queensland State subsidised training should read information on <https://desbt.qld.gov.au/training/training-careers/incentives>

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

Note that enrolment is not confirmed until fees have been paid as agreed.



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## Entry requirements

Entry requirements may include:

- Levels of language, literacy and numeracy skills appropriate for successful completion of the course
- Access to a computer that has appropriate software and capacity to access learning and assessment materials.
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection).
- Willingness to meet immunity requirements
- Be physically able to meet the requirements of the course
- Completion of a satisfactory criminal history check and/or ability to obtain a Blue Card

## Additional entry requirements for Diploma of Nursing students:

- 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)
- Additional entry requirement for school leavers, including a pass in English and Math at year 10 level (a school leaver is defined as a young person who is about to leave school or who has left school in the previous year).

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

- [Application for general registration as a nurse or midwife for students completing an approved program of study - ASGR-40](#)
- [Supporting Documentation for Graduate Applications](#)
- [Supporting Documentation for Graduate Applications FAQ](#)
- [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.

Upon application for registration with AHPRA, graduates must provide results of a formal English language skills test (as required by NMBA). **Mater Education will only enrol students who meet the eligibility requirements of the English language skills registration standard as required by the NMBA.**

Our students must provide evidence of meeting at least 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 the recognised countries (either Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States of America), including at least two years between years 7 and 12.

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**B.** Demonstrated achievement of the required minimum scores in one of the following English language tests and meet the requirements for test results specified in the standard:

- a)** The **IELTS** (academic module) with a **minimum overall score of 7** and a minimum score of 7 in each of the four components (listening, reading, writing and speaking). NOTE: test results will only be accepted as follows:
  - I. from one test sitting, **or**
  - II. a maximum of **two test sittings in a six month period** only if:
    - you achieve a minimum overall score of 7 in each sitting, and
    - you achieve a minimum score of 7 in each component across the two sittings, and
    - no score in any component of the test is below 6.5
  
- b)** The **OET** with a minimum score of B in each of the four components (listening, reading, writing and speaking). NOTE: test results will only be accepted as follows:
  - I. from one test sitting, or
  - II. a maximum of two test sittings in a six month period only if:
    - you are tested in all four components in each sitting, and
    - you achieve a minimum score of B in each component across the two sittings, and
    - no score in any component of the test is below C.
  
- c)** The **PTE Academic** with a minimum overall score of 65 and a minimum score of 65 in each of the four communicative skills (listening, reading, writing and speaking). NOTE: test results will only be accepted as follows:
  - I. from one test sitting, **or**
  - II. a maximum of two test sittings in a six month period only if:
    - a minimum overall score of 65 is achieved in each sitting, and
    - you achieve a minimum score of 65 in each of the communicative skills across the two sittings, and
    - no score in any of the communicative skills is below 58
  
- d)** the **TOEFL iBT** with a minimum total score of 94 and the following minimum score in each section of the test:
  - 24 for listening,
  - 24 for reading,
  - 27 for writing, and
  - 23 for speaking.

For more information please refer to the English language skills registration standard policy for nurses and midwives on the [AHPRA website](#).

- **First Aid and CPR Currency:** for entry into Mater Education's Diploma of Nursing Program, applicants are required to provide evidence of successful completion of **HLTAID003 Provide first aid**. Whilst a student within the Diploma of Nursing Program, the student **must ensure currency of HLTAID003 Provide first aid** and maintain annual currency of HLTAID001 Provide CPR

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## 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'lt'h) including the Australian Privacy Principles ("APPs") and all other legislation which applies to the Mater.

## Student Unique Identifier (USI)

The Unique Student Identifier (USI) is a national student number that allows students to see all of their individual training results from all providers, including all completed training units and qualifications in one place.

Each individual account will be linked to the National Vocational Education and Training (VET) data collection, meaning you will be able to find, collate and authenticate your VET achievements into a single transcript. You only need one USI for all of your study, and it stays with you for life.

Mater Education will not enrol a student who has not provided a verified USI at time of enrolment.

## Withdrawing from a course

If you wish to discontinue your studies you need to:

- notify your Program Coordinator or Student Services immediately
- complete and submit a withdrawal form available from Mater Education website <http://matereducation.qld.edu.au/About-Us/Policies/Forms>

When your withdrawal has been processed and any outstanding fees have been finalised, you will receive a transcript of results successfully achieved. Any attempted/not completed units within your enrolled qualification will not receive a mark.

For VET Student Loan students, it is very important that you withdraw from a Unit of Study prior to its census date if you cannot complete that period of study. Withdrawing after the census date will result in you incurring a debt that will need to be repaid to the Government based on any money earned from future employment.

## Suggestions, compliments, complaints and appeals

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 so we invite you to compliment, complain or make a suggestion about our services. 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 [educatonfeedback@mater.org.au](mailto:educatonfeedback@mater.org.au).

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## To achieve an award (statement of attainment or qualification)

Mater Education is responsible for issuing certification documentation to students who enrolled for training and assessment products and services delivered by Mater Education. Students must fulfil the requirements of the endorsed training package or accredited course (i.e. they must complete all competency standards and/or modules specified).

Students are expected to satisfactorily progress in their studies. If they can't maintain acceptable progress, it is incumbent on the student to discuss the situation with the Program Coordinator.

If a student has been assessed at the completion of training as not yet competent, Mater Education may refuse further assessment if it feels there's little chance of the student becoming competent.

However, if the believes the student has made a genuine effort to become competent and may benefit from further training and/or assessment, Mater Education may provide further training and/or assessment after consultation with the Manager – Curriculum and Compliance.

This will be at the discretion of the Program Coordinator and additional fees will apply. (Fair and reasonable fees will be negotiated with the student, depending on the assistance they need to become competent.)

The student may appeal the decision to refuse further training and/or assessment in writing.

## Award to be given to participants

Awards for courses based on nationally recognised courses or endorsed training packages will carry the Nationally Recognised Training logo.

Should a student leave the course before completion, they will receive a Statement of Attainment for any modules or units completed.

**Results, including any request for enrolment confirmation e.g. to Centrelink will be withheld if you have any fees owing, including library fines or if you have been excluded from your course of study for disciplinary reasons.**

Requests for a replacement certificate or statement of attainment must be made in writing on the required form and must include appropriate identification. The student may be contacted to verify their written request.

A fee of \$25 will apply for any replacement qualification, statement of attainment or record of results. A further fee of \$15 will apply for any urgent requests for a certificate or statement of attainment unless special circumstances can be demonstrated.

## Outcomes

Mater Education does not guarantee that all students will successfully complete their training and also does not guarantee that a student will obtain particular employment where it is outside the control of the RTO.

Mater Education will ensure that the training provided will be completed in a manner that meets the requirements of industry and student needs.

## General Fees Information

### Tuition fees and course information

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

- tuition fees
- course duration
- modes of delivery
- course schedules and,
- work placement arrangements

### 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) and 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 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 <https://training.qld.gov.au/providers/funded> and available from our Student Service Officers.

### VET Student Loans (Diploma Programs)

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 Education, Skills and Employment (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.

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

## Tuition Assurance

Tuition assurance protects students in the event a course provided by an approved VSL provider ceases to be provided after it starts but before it is completed. Affected students are offered a replacement course with another provider and where this is not possible, the students' FEE-HELP balance for the affected part of the course will be re-credited.

As an approved VET Student Loans provider under the VET Student Loans Act 2016, Mater Education Limited must be a party to an approved tuition assurance arrangement or have an approved exemption in place.

Mater Education Limited is exempted from the requirement to be a party to an approved tuition assurance arrangement. Instead Mater Education Limited is required to comply with interim arrangements which ensure similar tuition assurance protection is provided to students.

For more information: [VSL-Statement-of-tuition-assurance.pdf](#)

## Non-payment of tuition fees

Where a student does not pay their tuition fees in the agreed manner and time, Mater Education may 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.

## Cancellation of enrolment

Mater Education can cancel a student's enrolment where:

- a. Tuition fees remain outstanding after the student has been suspended for 28 days.
- b. a student has withdrawn from the course and has outstanding fees.
- c. a student, with outstanding fees, in the middle of a semester or in the final semester of studies haven't responded to the 3 reminders to pay outstanding fees.
- d. a student has outstanding fees from a completed semester and hasn't responded to 3 reminders
- e. there are ongoing behavioural concerns
- f. non-achievement of learning plans
- g. in the event that a student enrolls on the basis that some or all of the VET tuition fees will be covered by a VET Student Loan, if the student does not submit an eCAF (including eCAF progressions) on or before the census day (or is not approved for a VET Student Loan) and does not voluntarily pay for the part of the course upfront.

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For the purposes of VET Student Loans, cancellation of a student's enrolment which occurs after a census day provides for the student to have at least 28 days to initiate grievance procedures before the cancellation takes final effect.

Students can access the Complaints and Appeals procedure on our website to initiate an appeal against a decision to cancel enrolment.

## Refunds

Mater Education cancellation and refund policies can be found on our website <http://matereducation.qld.edu.au/About-Us/Policies/Cancellation-and-refund-policy>

## Additional Charges

In addition to the tuition fee, there may be some additional costs for example, text books, stationery, digital devices (e.g. laptop, computer, and iPad), clothing, vaccinations, First aid and CPR certificates and a criminal history check. Fees and charges will be advised prior to your enrolment in your course and are available on our website [www.matereducation.qld.edu.au](http://www.matereducation.qld.edu.au)

## Scholarships

Mater Education and with support from Mater Foundation, are able to offer rare scholarship opportunities for eligible students from a refugee or Indigenous background and those facing financial hardship. If you think you meet the entry requirements and are eligible for a scholarship we encourage you to apply for the course and make a clear note in your application letter that you're also applying for the scholarship.

The successful recipient will need to demonstrate satisfactory completion of each semester and continuous enrolment to retain the scholarship. Please note Scholarships are only available in the January and July intakes for Diploma of Nursing. Limited places are available

## Centrelink

Centrelink delivers Government payments to eligible students. To find out the conditions of eligibility, refer to the Human Services website for Centrelink information: [www.humanservices.gov.au](http://www.humanservices.gov.au)

## Tertiary Transport Concession

### Brisbane

Eligible students may be entitled to a concession on some public or private transport. Refer to the Translink website: <https://translink.com.au/tickets-and-fares/concessions/tertiary>

### Townsville

Eligible students may be entitled to a concession on some public or private transport. Refer to the Sunbus website: <http://www.sunbus.com.au/townsville/>

## General Program Information

### Credit for previous study/recognition of prior learning

#### Credit for previous study/recognition of prior learning

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. You should bring transcripts of previous study to enrolment and information sessions and interviews so that your eligibility for credit can be assessed as soon as possible. All applications for RPL and CT must be submitted at least 10 business days before the course commencement date. No applications will be accepted after the commencement of the course. Mater Education may also ask you to provide your USI transcript.

If you are eligible to receive a credit transfer it will reduce the number of subjects you will need to study.

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 providing all the necessary evidence to gain RPL. After all the evidence is reviewed it may be that you will need to undertake gap training. A fee will apply for RPL.

**NB: From 1 July 2017 the Nursing and Midwifery Board of Australia has changed its policies relating to credit transfer and the recognition of prior learning to now state that credit transfer or the recognition of prior learning must be consistent with AQF national principles and the graduate's ability to meet the NMBA Enrolled nurse standards for practice.**

What this means is that credit transfer or recognition of prior learning can only be offered to students of the Diploma of Nursing program where the study they attended or work undertaken previously was aligned with the current EN Standards for Practice.

### Assessment (including RPL)

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



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- 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 work place functions and assessing the outcomes/products/processes used.

## 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.

Assessment of recognised training under the Australian Skills Quality Authority framework

Student assessment will be competency-based, and require them to show they can demonstrate required competencies in the workplace. Assessment may be in various forms including:

- written exam
- practical exam
- take home work
- interview
- case studies
- assignments
- work based projects

## 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.

## Attendance

Mater Education programs follow adult learning principles with the inclusion of self-directed learning. Organisation and time management skills are required to be successful in this intensive full time program. There is an expectation that attendance to all program events and tasks are maintained. Please see your individual programs for detailed attendance requirements.

## Work Placement Experience

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

- Hold and maintain a current CPR certificate
- Hold and maintain a current First Aid certificate
- Have up to date Immunisations
- Hold a satisfactory criminal history check
- Hold a Blue card ( if required)

## Dress code

Appearance and personal hygiene should reflect Mater's professional image.

The following are not acceptable:

- singlets or clothing with offensive messages or pictures
- short skirts or shorts very sheer blouses
- halter tops or other tops that expose the midriff low-cut tops/blouses that expose cleavage backless dresses.

### Shoes

Shoes should be appropriate and meet all necessary workplace health and safety standards (e.g. medium heels, non-slip soles, preferably secured at ankle). When attending vocational placement in clinical areas, shoes must be completely enclosed—no open toe or backless shoes. Thongs and stilettos are not permitted in clinical areas. Students are responsible for their own footwear.

### Hair

Hair should be clean and tidy at all times, and worn above the collar when in clinical areas. Men should be cleanly shaven. However, beards and moustaches are acceptable if well-groomed and trimmed.

### Jewellery

Jewellery should not be excessive or distracting: earrings should be safe and appropriate to the specific work area visible piercing should be restricted to ear lobes. Tongue-, lip-, nose- and brow-piercing jewellery must be removed during work hours; body jewellery must be removed in patient care and clinical service areas.

### Tattoos and body art

Visible tattoos are discouraged unless required for religious reasons. Offensive tattoos are not permitted. If they already exist, tattoos must be covered or concealed beneath clothing at all times.

### Nails

Nails should be clean and neat. False nails should not be worn in patient care and clinical areas.

### Personal hygiene

A high standard of personal hygiene should be maintained. It is important to consider the comfort of other students and staff.

# Student Pre-Enrolment Information Handbook

## Smoking

In accordance with Queensland Government Directive on smoking, smoking is banned on the Mater Group campuses.

## Campus Security

Your safety while studying at Mater Education is our absolute priority and as part of our orientation you will be showed where Mater Security office is located. Mater Education has robust security processes onsite, including officers on campus 24/7 should you feel unsafe or vulnerable at any point in time. If you do have concerns for your safety, please contact Mater Security on 31 63 5000 and someone from the team will be more than happy to assist you.

## Code of Conduct

Both Mater Group employees and Mater Education students are expected to observe Mater's philosophy, mission and values and ensure their behaviour is respectful, lawful, diligent, professional, ethical and responsible.

Mater works together as one organisation providing healthcare to public and private patients while recognising and respecting the individual needs of components of our health services.

Behaviour that breaches these principles may result in action being taken under the relevant disciplinary policy. Students of Mater Education are required to abide by State and Commonwealth legislation as well as Mater Health Services policies.

## General behaviour

Students have a responsibility to always be courteous, objective, and helpful when dealing with others. They shall treat staff, members of the public and other students honestly, fairly, respectfully, responsibly and compassionately. They are expected to behave in a way that upholds Mater's commitment to respecting the dignity, rights, and views of others.

Students must not denigrate any person's cultural, religious, and/or other beliefs, nor engage in any form of bullying, mistreatment, coercion, harassment (including sexual and racial harassment), or any other unethical or unlawful behaviour.

Disciplinary action will be taken for any breach, which may include immediate removal from the training program.

## Identification

Any identification badges issued must be visibly worn in a clear unobstructed manner at all times while on Mater premises. They must not be defaced or altered in any way.

Students will bear the cost of replacing any badges that are lost or damaged. If students are employed within Mater, identification badges and access must be kept separate.

# Student Pre-Enrolment Information Handbook

## Confidentiality

As part of their studies, students may have access to confidential Mater information. They must not divulge any information that would breach the privacy of patients, staff, students or the organisation. Such breaches of confidentiality are considered misconduct and are subject to disciplinary action, which may include immediate removal from the training program and possible legal proceedings.

## Anti-Discrimination

Discrimination, whether direct or indirect, is unlawful. Students have obligations under the [Anti-Discrimination Act 1991](#).

## Health and safety

The [Work Health and Safety Act 2011](#) places obligations on certain persons to ensure workplace health and safety. This applies to all Mater staff and students. All staff and students have a responsibility to ensure they work safely, without risk of injury to themselves or people around them. Students have a health and safety obligation both to themselves and to others. They must:

- comply with instructions given for workplace health and safety
- use personal protective equipment provided once they're properly instructed in its use
- not wilfully or recklessly interfere with or misuse anything provided for health and safety
- not wilfully place others at risk
- not wilfully injure themselves.

## Disciplinary procedures

Any misuse of resources, unlawful conduct or non-compliance with legislation, regulations, codes of practice or Mater policies will lead to disciplinary action.

If Mater Education feels the training relationship is being abused (e.g. repeat instances of not following training plans, disruptive behaviour or breaches of the code of conduct) it reserves the right to withdraw a student's access to the training program.

## Student Support

### Internal Support

Mater Education provides student support across a range of activities in order to assist the student's journey.

Areas student can gain support are:

- Time management and planning
- Employment and job seeking
- Assessment writing and editing tips
- Exam preparation

# Student Pre-Enrolment Information Handbook

- Research, referencing and paraphrasing
- General computer skills
- Additional tutorial sessions for clinical skill development

## External Support

- All Mater students have access to the ASSURE assistance program <https://assureprograms.com.au/contact/>
- Youth Beyond Blue <https://www.youthbeyondblue.com/>
- R U OK? <https://www.ruok.org.au/how-to-ask>
- Headspace: <https://www.headspace.com/>

## How can I access support?

Learning Support Advisors will visit your classes from time-to-time, or by video conference and your educators will let you know if we are running a workshop that will be helpful for you.

Your educators might refer you to us for support in any of the skill areas above, or you can email us yourself to request an appointment.

Student support can be via, phone, skype or face to face.

## Contact Student Services

For more information about Mater Education and its courses go to our website <http://www.matereducation.qld.edu.au/> or contact one of our Student Services staff on 1300 070 350 or email: [materstudentservices@mater.org.au](mailto:materstudentservices@mater.org.au)