Medical Administration Training (MAT)

Course Information/Instruction Guide

Contents

MAT Course Information_ Instruction Guide V7

WELCOME

We are delighted that you have chosen to undertake your training through Medical Administration Training Pty Ltd (MAT).

MAT is a Registered Training Organisation (RTO) that delivers nationally recognised and accredited training to the health administration industry.

We are dedicated to delivering quality learning outcomes and developing people's capabilities and offer the key tools to make studying relevant, current, flexible and convenient – enhanced by a high level of support to help students graduate successfully.

In order to make your on-line learning and assessment process go as smoothly as possible, please take the time to fully read this guide. It has been designed to help you navigate through the MAT online program and provides useful instructions and study tips.

COURSE DOCUMENTS AND LINKS

Along with this course information guide, you should also have:

- Received a confirmation of enrolment letter via email. This letter includes subjects to be completed, course start and end dates and Student Support contact details.
- Received a website access link. This email contains your username, password and URL to access the e-Learn program.

If you have not received any of the above please contact our office to request your copy.

KEY STAFF CONTACTS

Student Support   Email support@medtrain.com.au

Administration   Email info@medtrain.com.au

Phone: 1300 887 082   Address: Level 1 / 503 Gympie Road, STRATHPINE QLD 4500

IF YOU NEED ASSISTANCE

Make a note of the question number, page number and unit title that you are having difficulties with prior to contacting MAT.

You can message your trainer via the online system or phone or email MAT with your query, remembering to provide the above details to ensure prompt assistance.

Full support is available to all enrolled MAT students. (8.30am – 4.30pm EST) Monday – Friday. **Note:** To ensure fairness to all students, support emails and phone queries are processed in the order that they are received.

STUDENT RESPONSIBILITIES

Students studying with MAT are required to:

- Ensure that all the information that they provide to MAT is accurate
- Advise MAT of any difficulties or problems that may affect the training
- Achieve satisfactory progress with their studies through participation as per the training plan
- **NOT** submit or claim as their own, work derived from another source or work done by another person
- Keep a copy of all assessment work submitted
- Obtain authorisation to use workplace evidence they submit and remove sensitive names and figures if necessary

MAT ONLINE PROGRAM INSTRUCTIONS

Please read all of these instructions before commencing any learning or assessment modules.

MAT online program and setting requirements
A strong internet connection and internet capable device is required to use this on-line program.

Student user guide tutorial
Please take the time before accessing the program to review the complete tutorial.

Please review all nine (9) of the tabs in the Table of Contents. These tabs fully explain how to navigate the system and complete and submit assessments.

http://elearninglogin.com/guides/student/

Access to MAT online program
You will receive an email when your login has been successfully created. (Generally within 5 business days of enrolment). This email will contain your username and password access. Please **make a note of your login details** for future use.

You can login to your Account at http://mat.elearninglogin.com/. We suggest you **save the URL** in your favourites for easy ongoing access.

MAT online dashboard

Once you are logged in to the program your dashboard will show the below tabs.

Dashboard – You can view your training activity and status from this screen.

Enrolments – This is where you will find your current subject enrolments for completion and also a list of your completed subjects.

Messages – You can send and receive messages to your allocated Trainer from here.

Edit Details – If you need to update your details we would prefer you contact our Administration team via info@medtrain.com.au or by phoning 1300 887 082.
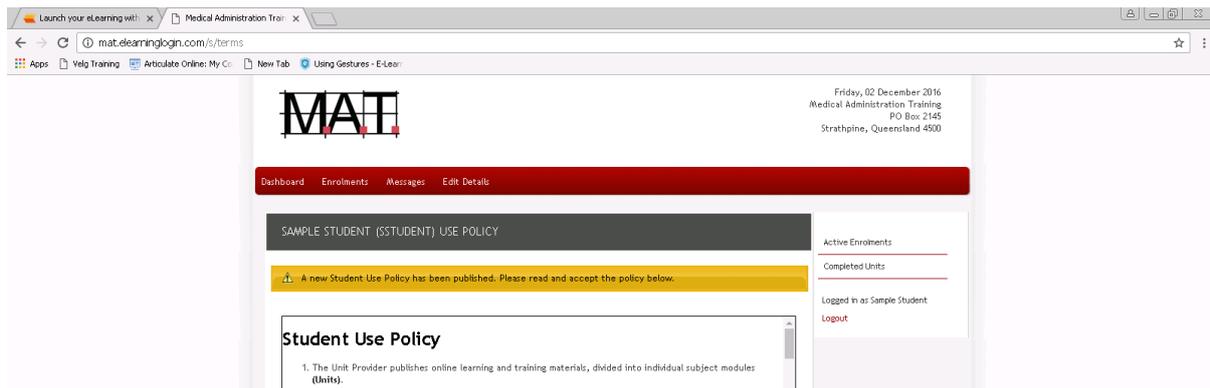
MAT online program resources

Each resource is split into key areas:

Learning support materials: These are your learning guides and are usually broken into parts e.g. Part 1, Part 2 etc.

Assessment: Includes all the assessments required for the unit.

Supporting documentation – This is where students can find any additional supporting documents such as case studies should they be required for assessment as well as unit information.

Supplementary Information – This is where students can upload additional assessment evidence if required.

STUDY

You have been provided with learning material for this unit.

Additional learning and research resources

In addition the MAT Health Clinic website View Here contains the medical practice details required for the simulated business, up in a basic webpage format. The **staff login** section: **password MAT_HC_001** contains a wealth of information on legislation, policies and procedures, forms and templates, health and safety, infection control, communicating with special needs workers and patients and much more. These additional resources have been provided to augment your understanding of the unit.

How long do you have to complete a subject?

Full qualification students are issued a training plan on enrolment that documents the subject assessment **due dates** and **course end date**. In general students are allocated approx. 6-8 weeks to complete a subject. An assessment due date is usually noted on enrolment into an on-line subject and is visible in your dashboard.

Every individual will learn at their own pace. As an estimate guide only most subjects can be completed in 30-50 hours.

Research

Research is any investigative activity that is carried out by a person or a group, with the goal of discovering something new. Research is not the same as training or education. These latter two activities involve the learning of information already obtained by someone else. Research cannot be learned - it must be conducted.

It may be a course requirement that you can conduct your own research. Examples may be the ability to find and source applicable legislation, codes of practice and other relevant sources of information. You will be provided with learner guides to conduct your study throughout this course. These guides contain practical tasks and theory. You may also need to undertake extra reading or research in order to complete assessment.

Study plan

To ensure you are successful in your learning program you will need:

- Motivation to learn
- Good time management so you can structure your study time
- Realistic goals and objectives

A study plan will help you reach your goals

- Schedule regular study time
- Plan at least one-hour blocks of study time. Some of our students find it better to allocate at least 3-4 hour study blocks for continuity.
- Reward yourself for using study time effectively
- Balance your activities (e.g. Social life, work, study, other commitments etc.)
- Keep your schedule flexible
- Create daily/weekly "To-Do" lists

Other Tips:

- Study in a well-lit place where you can sit comfortably and be quiet and alone
- Keep water and snacks with you
- Use outside help when needed

Where to start?

Students are usually issued one or two subjects at a time to complete. You can stop and start a subject at any point, however we recommend continuity once a subject has been started and suggest completing your related assessment as soon as practical after reviewing the learning support.

You may go through each learning support material multiple times until you have a thorough understanding of the content provided. As the learning support material provides you with the

MAT Course Information_ Instruction Guide V7

necessary skills and knowledge to complete the assessment, we suggest you fully view it before attempting to complete the related assessment.

Here are your step by step instructions:

GETTING STARTED

In order to make your learning and assessment process as smooth as possible we suggest you follow these step-by-step instructions.

Step 1- Read and understand your course information/instruction guide

Please take the time to fully read our course information/instruction guide. It has been designed to help you navigate through the MAT online Learning Management System and provides useful instructions and study tips. View here

Step 2 – Take a tour of the LMS

Explore the MAT Learning Management System (LMS) and take some time to look through the pages and make yourself familiar with the online program. Click on your "unit code" to open your unit. As you move through the page you will notice the course is divided into the following sections:

Section	Information Displayed
Learning Support Material	These are your learning guides and are usually broken into parts e.g. Part 1, Part 2 etc.
Pre-assessment	Skill and knowledge self-assessment. This does not have to be signed off by the student or trainer.
Assessment	Includes all the assessments required for the unit.
Supporting Documents	Contains unit information, validation and mapping and may contain any additional supporting documents such as case studies should they be required for assessment.
Supplementary Information	This is where students can upload additional assessment evidence if required.

At the end of this tour, you will have the skills and knowledge to:

- Log in to the LMS
- Navigate around the LMS
- Access the learning resources for your course
- Access the required assessment for your course
- Upload additional assessment and associated documents, if applicable for this course
- Submit your assessment for marking.

Step 3 Commence study

Most of our students will commence with unit **BSBMED301 – Interpret and apply medical terminology appropriately**

1. Enhance your learning experience by firstly reading additional guides provided via the MAT Health Clinic website for this subject. These guides are yours to download and

keep and contain similar information to the LMS learning material in easy to refer to sections.
2. Secondly watch the video/s provided for this subject also located on this website.
3. Log onto the Learning Management System (LMS) and read the Learning Support Material (these are Part 1, Part 2 etc.). You can view this material as many times as required.
4. Once you are happy you have taken in all the learning material information commence your assessment.
5. Ensure all sections listed under the assessment tab are fully complete and submit your assessment.

Step 4 - Continue

Repeat the above steps for your next subject/s. Certificate III, IV and Diploma students please note not all subjects will have additional guides and videos provided on the MAT Health Clinic website however you will find other useful information such as legislation, policies and procedures, forms and templates, health and safety, infection control, communicating with special needs workers and patients and much more.

ASSESSMENT INSTRUCTION

Participants should respond to the assessments in writing. Typed responses can be recorded in the spaces provided (if more space is required attach additional pages) or submitted in a word processed document.

Trainer/ assessors must provide instruction to participants, on what is expected during observation, and arrange a suitable time and location for demonstration of these skills.

Participants, trainer/ assessors, and (where relevant) work supervisors should agree on assessment requirements, dates and deadlines.

Participants must fully understand what they are required to do to complete these assessment tasks successfully.

To begin working on your assessment activities click on the assessment tasks you wish to begin with. Review the questions provided, add your answers by simply typing in the text box provided. Once you are happy with your answer ensure you save your work. Click "Save" at the bottom of every question to ensure work is not lost. **Note:** some activities require you to complete additional documents and upload.

Important: Where possible students should answer assessment tasks in their own words. Students must NOT submit or claim as their own, work derived from another source or work done by another person.

Copying from the internet counts as plagiarism

You may use websites to help get additional information for your assessment, but don't copy words from these sites into your assessment unless you are clearly marking them as quotations and listing the source.

Our trainers check for plagiarism using online tools, all they have to do is type in a couple of short phrases from you assessment and hit search. As simple as that!

Assessments received that have been largely completed by internet searching will not be marked and sent back to the student for a second resubmission within 14 days. The student may also receive disciplinary action from MAT.

Students are required to complete and submit all sections listed under the assessment heading in the side panel (unless otherwise instructed by their Trainer):

Please note: You can add supplementary documents to your assessment activity, questions or project/s if needed.

Resources required to undertake assessment

Unit information and resources required to undertake assessment are listed for each individual unit and are located under supporting documentation.

Reasonable Adjustments

Participants may respond to the summative assessments verbally if unable to complete in writing (for example disability that restricts typing or writing) as agreed with the trainer/ assessor. If participants answer verbally, the trainer/ assessor should record their answers in detail.

If the student is unable to undertake the practical assessment in real workplace conditions, then a simulated activity approach may be used. (Approval required by the RTO Manager). The simulated activity must be undertaken as if in a real workplace situation and environment. Any simulated assessment must ensure the student still performs under workplace conditions.

Any reasonable adjustment must not alter the expected performance standards.

Any other reasonable adjustments must be approved by the RTO Manager.

Are there any assessment requirements?

As an RTO we are required to ensure that your assessments meet the rules of evidence. To better understand how these rules affect the way that we assess, let's have a look at each one in more detail.

Validity - The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

Currency - The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past. Currency means evidence needs to be checked to ensure it shows recent performance.

Sufficiency - The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

Authenticity - The assessor is assured that the evidence presented for assessment is the learner's own work

Students are required to ensure that all assessments contain their name and date. Any separate pages of assessment that are emailed or posted to MAT should also contain your name and date on each page.

RPL only students: any supplementary evidence supplied should contain:

- Your contact details
- A declaration that the evidence is your own work
- Subject number and description

Assessor Requirements

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and standards.

Assessment Submission Guidelines

Unless otherwise advised in writing by the Trainer/Assessor, all assessment must be submitted as one complete document on or before the due date. If you submit individual assessment tasks instead of the fully completed Assessment Tool, the submission will be considered as a completed assessment submission and subsequent submissions of the outstanding assessment tasks will be considered as additional assessment submissions.

You must confirm that assessment and evidence provided is your own work by completing the declaration.

Please allow up to 10 business day for marking of your assessment.

How to submit your assessment?

Once you have fully completed and saved your assessment click "Dashboard". Select the unit you wish to submit and press "Submit". Confirm your submission by clicking "Yes I agree" in the declaration box and click confirm. Your subject status will now say submitted. MAT will email you an assessment receipt confirmation.

Assessment Outcomes

To receive a satisfactory result for the assessments participants must complete all Knowledge Assessment questions and Practical Assessment activities and/or project/s and tasks nominated by the assessor, to the required standard.

Each assessment task has a section for the Assessor to record the assessment outcome as either "Satisfactory" or "Not Satisfactory". For you to be awarded a competent result for this unit of competency, you must complete all assessment tasks satisfactorily.

Assessors must ensure that feedback is provided to you after each assessment, this may include asking you to reconsider some of your answers to the submitted responses and/or advice to broaden your understanding of the assessment task.

Once an assessment decision has been made for this unit of competency, the Assessor will complete the Evidence Summary Sheet by recording either a "Competent" or "Not Competent" result.
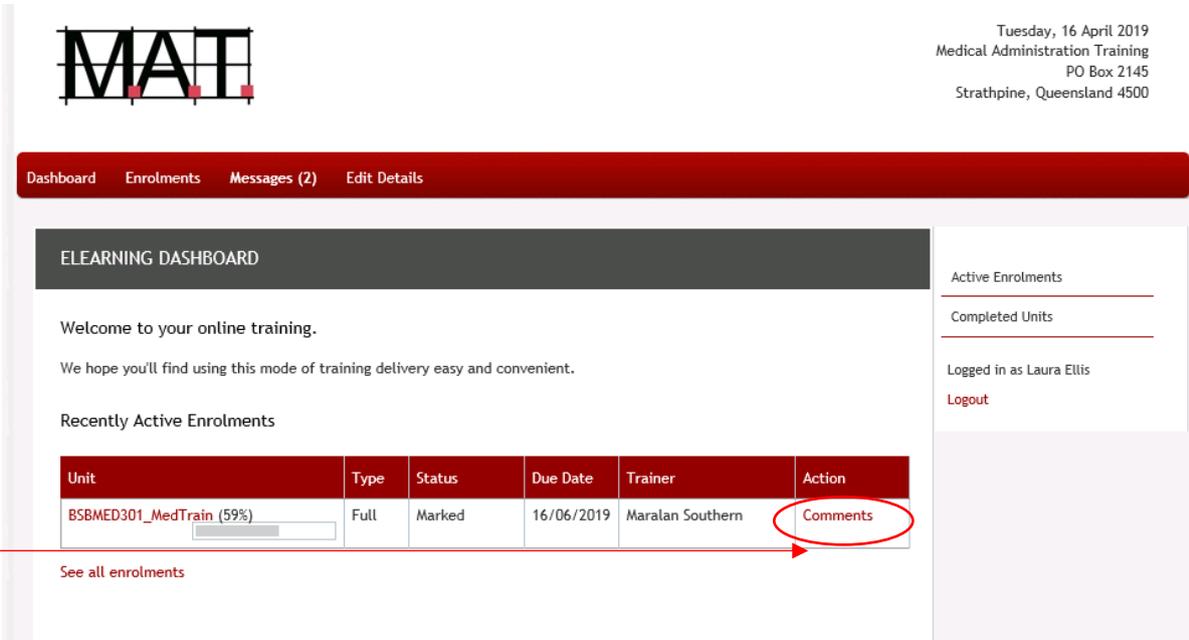
Resubmission guidelines

If you do not satisfy the assessment requirements on your first attempt, you will receive feedback and will able to re-submit the assessment item/s.

If your assessment has been deemed 'Not Yet Competent' you will need to resubmit all or the relevant part of your assessment within 14 business days. You must be assessed as 'Competent' to successfully complete this course.

When making a resubmission please ensure you:

1. In order to edit and correct the answers you will need to firstly click on the 'Comments' field in your dashboard. Read all the comments from your trainer/assessor carefully to identify what needs to be resubmitted.

2. Submit your resubmission within 14 business days

You will get up to three assessment resubmission opportunities before a unit of competency will be deemed 'Not Yet Competent'. Students may then re-enrol in the unit or appeal the decision.

Can I appeal an assessment decision?
You can appeal an assessment decision up to 30 calendar days after the decision. Assessment appeals can be made using the Complaints and Appeals policy and procedure.

CHANGE OF DETAILS

Please notify MAT as soon as possible of any changes to your contact details throughout the duration of your course.

FEEDBACK

Your feedback is very important to us as it helps us to improve our services. You will be provided with a feedback form at the end of the course for completion however we welcome and encourage feedback at any stage of your course.

COMMENCEMENT CHECKLIST

Listed below are the suggested steps to commence your course

Tick when completed	STEP	DESCRIPTION
	1	I have checked my confirmation letter and noted my trainer support contact name and contact details
	2	I have supplied MAT my USI number
	3	I have fully read this course information/instruction guide
	4	I have recorded my e-Learn login username and password for future use
	5	I have saved the e-Learn website link URL to my favourites
	6	I have planned some time for study
	7	I have logged onto the Learning Management system and familiarised myself with the learning and assessment sections
	8	I have contacted my trainer support with any questions I might have (if required)

MAT Course Information_ Instruction Guide V7