



MEDICAL ADMINISTRATION TRAINING



2024

STUDENT HANDBOOK

Version February 2024

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Medical Administration Training

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DISCLAIMER

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Medical Administration Training Pty Ltd policy may impact on the currency of information included. Medical Administration Training Pty Ltd reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Medical Administration Training Pty Ltd.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of Medical Administration Training Pty Ltd. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. The staff at Medical Administration Training Pty Ltd are available to answer any questions that you may have regarding the information in this handbook and can be contacted on:

Contact Us

Enrolment Office

Medical Administration Training Pty Ltd

Provider code: 31078

Postal Address: PO Box 2145, Strathpine Qld 4500

Toll Free: 1300 887 082

Email: info@medtrain.com.au

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WELCOME

Welcome to Medical Administration Training (MAT)!

Congratulations on advancing your education and taking the first step towards your career goals.

The healthcare industry is one of the fastest growing and stable employment industries. Consequently, there is a high demand for qualified people in this area. Our goal is to support and upskill all our students so they can kickstart or change their careers, re-enter the workforce or develop new skills to climb the corporate ladder.

We have strong values which guide us in everything that we do. We are committed to your success. Our support team will be there for you every step of the way, while our qualified trainers will mark your assessments and provide you with detailed feedback to help you improve.

Our mission is to provide you with an exceptional training experience.

This student handbook contains a range of information that you will need throughout your study. It will also assist you in understanding your obligations and responsibilities with Medical Administration Training Pty Ltd. Please take the time to read and understand this information.

Please note, throughout this handbook, Medical Administration Training Pty Ltd may be abbreviated to MAT.

If there is any information you require or wish to discuss further, please contact any of our staff members who will be more than happy to help.

We look forward to assisting you on your learning journey.

Ann McFillin

A McFillin
Director
Medical Administration Training Pty Ltd

ABOUT US

Medical Administration Training Pty Ltd has been providing specialised training services throughout Australia since 2004 and is approved to deliver Nationally Recognised training in the following areas:

- BSB30120 Certificate III in Business (Medical Administration)
- HLT37315 Certificate III in Health Administration
- HLT47321 Certificate IV in Health Administration
- HLT57715 Diploma of Practice Management

Our online courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods.

LEGISLATION

As an RTO, Medical Administration Training Pty Ltd is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- the Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Act 2011

Additionally, Medical Administration Training Pty Ltd abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Apprenticeships and Traineeships
- Children and Young People
- Copyright
- Corporations
- Employment and Workplace Relations
- Equal Opportunity
- Fair Work (including harassment and bullying)

- Privacy and Personal Information Protection
- Student Identifiers
- Taxation
- Workplace Health and Safety

Medical Administration Training Pty Ltd is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector.

Any specific legislation updates relating to student learning materials will be supplied to the student via email.

CODE OF CONDUCT

As a responsible member of the VET community, MAT follows a Code of Conduct that outlines how you can expect the organisation and our staff to behave. Similarly, Medical Administration Training Pty Ltd has expectations for student behaviour. These are outlined in the section 'Student Conduct'.

For a copy of the Code of Conduct, [click here](#).

The logo for Medical Administration Training (MAT) features the lowercase letters 'mat' in a bold, white, sans-serif font. The text is set against a light pink rectangular background.

PRIVACY

Medical Administration Training Pty Ltd strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the Privacy Act 1988 and the National VET data policy.

In some cases, as required by law, the Australian Quality Training Framework (AQTF) and Australian Skills Quality Authority (ASQA), personal information about our students may be shared with Commonwealth and State Governments and/or their designated authorities, such as the National Centre for Vocational Education Research (NCVER).

In all other cases, we seek the written permission of the student.

For more information regarding our Privacy and Personal Information policy, [click here](#).

ACCESS TO YOUR RECORDS

Students have the right to request access to view their own records, with the exception of prescribed cases. You also have the right to request corrections for any inaccuracies in the information. To access your records, please send an email to info@medrain.com.au. Our Administration Team will assist you with your request.

ENROLMENT

The enrolment process may vary depending on the type of course you intend to study and government funding arrangements. A copy of our Student Handbook will be supplied for you to read and understand.

A registration form must be fully completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. 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.

To make an application for funding including South Australia Government Funding, Skills Checkpoint for older workers, Queensland Skills Assure Certificate 3 Guarantee or Queensland Skills Assure Higher Level Skills Program Government Subsidies Funding, a Pre-Enrolment Eligibility form must be fully completed. A file invite portal invitation is sent via email which provides a portal for completing the funding application, uploading colour identity documents as well as a link to access the Language, Literacy and Numeracy assessment. Should you be eligible for funding, your application will advance to enrolment as below.

Students completing full qualification and/or government-funded courses will be required to successfully complete a Language, Literacy and Numeracy (LLN) assessment.

A tax invoice and/or direct debit service agreement will be issued to you.

Once all registration forms have been processed, you will be enrolled into the qualification or course, allocated a permanent student number and a confirmation of enrolment letter will be emailed to you. Note that enrolment is not confirmed until fees have been paid as agreed.

You will have access to the student support team who can help you through the course. A Training and Assessment schedule will be issued to students.

After enrolment, you will be given access to training materials and you will be emailed the Learning Management System (LMS) web address and your login details.

Please note: By submitting your registration form and/or Pre-Enrolment Eligibility form, you formally agree to the terms and conditions of enrolment and the student handbook.

ENROLMENT DATES

Medical Administration Training Pty Ltd operates on a system of rolling start dates. This means you can enrol and start studying straight away.

TERMS AND CONDITIONS OF ENROLMENT

- Registration and Administration fees are non-refundable.
- The absence of a signed Direct Debit Service Agreement from a student does not alleviate the student from complying with the terms and conditions of enrolment.
- All course fees are payable as per the payment plan unless otherwise agreed upon prior to the commencement of training.
- If payment is rejected under a direct debit payment plan, due to insufficient funds in your account or for any other reason, EziDebit reserve the right to deduct a dishonour fee from your account.
- If there have been two (2) failed payment attempts, legal action will be taken.
- Medical Administration Training Pty Ltd reserves the right to cancel or suspend your enrolment if regular payments are not made as per agreement.
- Failure to pay as agreed will result in legal action and an unpaid listing on your credit file through a credit rating agency. All costs of collection including reasonable attorney fees incurred in the collection process will be payable by you.
- Any additional fees and charges applied to non-payment of an agreed payment plan will be passed onto the client.
- Students enrolled in a Certificate or Diploma level qualification will be supplied with a Training and Assessment schedule.
- Training will be completed in the agreed period unless otherwise agreed in writing.
- Any student found to be abrupt or abusive in any manner towards staff including the trainer/assessor or other student/s will receive two verbal warnings. If this behaviour continues the trainer/assessor has the right to remove the said person from the course.
- A cancellation processing fee will be charged for any person cancelling from a course. This does not apply to courses cancelled by Medical Administration Training Pty Ltd.
- If you are deemed competent in a full qualification your certificate will be sent to you by post. If you are deemed competent in a short course your statement of attainment will be sent to you by email.
- No certificate will be issued until payment is received in full.
- A fee will be charged for re-issuance of certificates and statement of attainments. To view our fees and charges schedule [click here](#).
- Medical Administration Training Pty Ltd reserves the right to reject incomplete or unsigned enrolment applications.

ENTRY REQUIREMENTS

All entry and resource requirements are listed on individual course outlines. Every student will complete our Course Suitability Questionnaire as part of their application. The questionnaire assesses your choice of study, your computer skills, your Language, Literacy and Numeracy levels, your motivation and your expectations for the course. Please contact Medical Administration Training Pty Ltd to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Previous completion of another qualification that is specified as a pre-requisite for a course
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to recording device or smartphone that has recording capabilities
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to course-specific materials

UNIQUE STUDENT IDENTIFIER (USI)

A USI is required by all students undertaking nationally recognised training. It is free and easy for you to create your own USI online. Your USI will be made up of a combination of 10 letters and numbers. For example, 3BZ89YI9V4. The main benefit of a USI is it allows students to link to a secure online record of all qualifications and training records and results throughout life.

As an RTO, Medical Administration Training Pty Ltd cannot issue certificates or statements of attainment without a verified USI. Students are encouraged to provide a USI as soon as practical.

If you do not have a USI, [click here](#) for more information, and instructions on how to apply. For more USI information, [click here](#).

LANGUAGE LITERACY AND NUMERACY (LLN)

All students completing a nationally accredited Certificate III, IV or Diploma qualification are required to undertake a Language Literacy and Numeracy (LLN) assessment prior to the commencement of training. Outcomes from this test will be used by MAT to develop support strategies for your learning program.

If you believe your current skill level may not meet the minimum requirements to complete the course, please contact MAT to discuss your options. We may recommend that you undertake independent study to improve your skills before commencing the course. Additional Language, Literacy and Numeracy (LLN) training may be available through Centrelink for registered job seekers.

For further information: www.humanservices.gov.au/customer/services/centrelink/skills-education-and-employment

TRAINING AND ASSESSMENT SCHEDULE

As part of the overall enrolment process, Medical Administration Training Pty Ltd will develop a customised training and assessment schedule for your learning, which will outline your assessment due dates.

STUDENT SUPPORT PROGRAM

At Medical Administration Training (MAT), we are dedicated to supporting our students throughout their learning journey. We encourage open communication regarding any learning needs or special requirements you may have at any stage of your studies.

If you have disabilities or impairments that might affect your ability to complete your chosen training course, we strongly recommend informing us before enrolling. MAT will collaborate with you to provide necessary support and guidance.

As a MAT student, you'll have access to a variety of tailored support services aimed at ensuring a positive study experience. From administrative assistance to help you navigate the enrolment process and utilise our learning management system, to study support provided by our dedicated support team and your Trainer/Assessor, we're here to assist you every step of the way.

Our Learner Support services are delivered by trainers, assessors and dedicated support officers. This service identifies learners in need of additional support and implements appropriate interventions to facilitate successful progression in your studies.

We recognise that unexpected circumstances may impact your learning experience. In such instances, we'll make every effort to support you, including referrals to internal support services if necessary. Should our support services not fully meet your needs, we'll guide you to appropriate external support services to obtain the necessary skills and assistance.

For more information on how we provide ongoing support, please refer to our Student Support Policy. [Click here.](#)

To explore our student support services in detail, [click here.](#)

MAT is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

- Lifeline: 13 11 14 or www.lifeline.org.au
- Beyond Blue: 1300 22 4636 or www.beyondblue.org.au
- Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

INFORMATION TECHNOLOGY

While every care has been taken to ensure that MAT's website, on-line systems, weblinks, software programs and third-party applications are safe and non-destructive, students use these resources entirely at their own risk. Medical Administration Training will not be held responsible or liable for any damages resulting from students use, misuse or inability to use these programs.

Users are encouraged to take appropriate and adequate precautions to ensure that whatever is selected for viewing or use is free of viruses or other contamination that may interfere with or damage the user's computer system, software or data.

SOCIAL MEDIA

With the rapid development and use of social media, MAT recognises the need to have guidelines which address the RTO's expectation with those who use social media, either as part of their job, study, association with the RTO or in a personal capacity.

MAT expects that all staff, students and associates who contribute to social media will do so with integrity, ethics and confidentiality in mind and will act responsibly in reference to MAT in their social media and online activities.

[Click here to view Social Media Policy.](#)

ACCESS, EQUITY & DISCRIMINATION

Medical Administration Training Pty Ltd is committed to ensuring that:

- No person is harassed, treated unfairly or discriminated against in their dealings with MAT
- Full and equal opportunities are promoted to all students, prospective students, staff and other clients

- Access and equity principles are applied to all aspects of its operations

To view our full policy please [click here](#)

FEES

Information about fees and charges are documented clearly can be found in our fees and charges schedule [click here](#) or can be obtained by contacting Medical Administration Training Pty Ltd.

A number of factors will determine how much your course will cost. This includes things like:

- Which course you will study
- Course duration
- Any credits that may be applied through credit transfer
- Your eligibility for subsidies or concessions.

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, Job Active provider, school etc.) who will be paying the registration and tuition fees. All fees are subject to change without notice.

COURSE FEES

Our current course fees can be viewed on course outlines, registration forms and our fees and charges schedule [click here](#). A non-refundable registration and administration fee is included in all our course fees.

PAYMENT PLAN

Payment plans are offered to eligible students to pay for training fees in excess of \$560 by way of a direct debit arrangement. Payment plans require a registration fee to be paid and a fully completed Direct Debit Service Agreement on enrolment. To view our Payment Plan policy [click here](#).

GOVERNMENT SUBSIDIES STUDENTS

Full co-contribution fees must be remitted to MAT prior to your enrolment being finalised.

ADDITIONAL SERVICES FEES

REPLACEMENT OF TRAINING MATERIALS

Medical Administration Training Pty Ltd will charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with your trainer or contact us if replacement materials are required.

DISHONOUR FEE - DIRECT DEBIT SERVICE AGREEMENT

If a payment plan direct debit service agreement is returned unpaid by your financial institution a dishonour fee will be charged.

RE-ISSUE OF TRANSCRIPTS

Medical Administration Training Pty Ltd will charge a fee to re-issue a copy of your Certificate or Statement of Attainment.

CANCELLATION FEE

A cancellation fee may apply for withdrawing from a course. To withdraw from the course, the [MAT Withdrawal form](#) needs to be completed and returned to info@medtrain.com.au

RE-SUBMISSION FEES

Students are entitled to three initial assessment submissions per unit at no charge. Any subsequent assessment submissions received for that unit may attract a re-submission fee.

COURSE DEFERRAL

Nil charge for first deferral. A fee will be incurred for every instance after.

COURSE EXTENSION FEE

On approval at discretion of RTO Director. A fee will be charged.

RE-ENROLMENT FEE

Applies should a qualification become superseded whilst a student is on deferment or exceeds the course enrolment period- On approval at discretion of RTO Director.

RECOGNITION OF PRIOR LEARNING (RPL) ASSESSMENT FEE

A non-refundable assessment fee applies per unit of competency being assessed in addition to unit fee charge applies. To view our full fees and charges schedule, [click here](#).

CHANGE OF COURSE FEE

A change of course fee will apply to any learner who wishes to change course whilst enrolled. View the additional charges schedule [here](#).

CHANGE OF DURATION FEE

Students may change their course duration from full time to part time however fees will apply. View the additional charges schedule [here](#).

PAYMENT OF FEES

Payment of course fees can be made to Medical Administration Training Pty Ltd via:

- Credit card (Visa or Mastercard only)
- Visa Debit card
- Electronic funds transfer
- Cheques
- Payment Plan*

* Payment Plan - For any payment plan a formal agreement between Ezidebit and the participant will be put in place. The payment plan agreement clearly outlines all terms and conditions.

Fees must be paid by the due date agreed on your invoice or payment plan. This will be clearly stated prior to your enrolment.

FAILURE TO MAKE PAYMENT

Medical Administration Training Pty Ltd reserves the right to cancel or suspend your enrolment if regular payments are not made as per agreement. Please note the cancellation or suspension of the enrolment does not remove the obligation to pay the course fees in full. No certificate or statement of attainment will be issued until full payment has been received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact Medical Administration Training Pty Ltd as early as possible to discuss options.

CANCELLATION OF ENROLMENT

WITHDRAWALS

Students wishing to withdraw from a training program for any reason must do so by completing the [Withdrawal form](#) and return it to info@medtrain.com.au. The form includes:

- Student Name
- Contact details (address, phone, email etc.)
- Effective date of the cancellation
- Reason for withdrawal

Students wishing to withdraw from their course or cancel their enrolment will need to refer to the following link to access:

The full Fees, Refunds and Cancellation procedure, [click here](#).

The fee and charges schedule [click here](#).

APPLICATION FOR REFUND

Students wishing to make application for refund must do so in writing via the [Refund Request Form](#) and advise Medical Administration within 14 days of the decision. Applications will be reviewed and student will be advised of the outcome within 7 working days.

Students wishing to request a refund will need to refer to the following link to access:
The full Fees, Refunds and Cancellation procedure, [click here](#).

The fee and charges schedule [click here](#).

APPLYING FOR A COURSE DEFERRAL/TRANSFER

If a student experiences exceptional circumstances but does not wish to withdraw from the course they may apply to defer their studies to a later date. Deferrals must be applied for in writing. Deferral period will be negotiated with each student on an individual basis. In the event that the qualification/course is superseded during the deferment period, students may be required to pay a re-enrolment fee and any additional unit fee charges. Nil charge for first deferral or transfer. A fee will be incurred for every instance after.

View fee and charges schedule [click here](#).

APPLYING FOR A COURSE EXTENSION

Applications for course extension must be made in writing, addressed to the Director and emailed to info@medtrain.com.au at least 30 days prior to your course expiration date. An extension may be granted at the absolute discretion of the RTO Director. Extension Fees Apply. View fee and charges schedule [click here](#).

TRANSITIONS

As we want to ensure you are issued the most up to date qualification should the course in which you are enrolled in be updated in line with national industry standards, Medical Administration Training Pty Ltd reserves the right to transition you into the latest qualification or equivalent.

ASSESSMENT SUBMISSION DUE DATES

Students completing full qualification courses are required to submit their course assessment material as per their training schedule.

Students completing short courses are required to fully complete and submit their course assessment material on or before their enrolment end date.

DURATION

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer or RPL. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

VOLUME OF LEARNING

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for all activities a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

| AQF Qualification Level | Typical Volume of Learning |
|-------------------------|--|
| Certificate I | 0.5 - 1 year |
| Certificate II | 0.5 - 1 year |
| Certificate III | 1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements) |
| Certificate IV | 0.5 - 2 years |
| Diploma | 1 - 2 years |
| Advanced Diploma | 1.5 - 2 years |

COMPETENCY BASED TRAINING

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

HOW DOES ASSESSMENT WORK IN CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

Medical Administration Training Pty Ltd has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

TRAINING AND ASSESSMENT STRATEGIES

Medical Administration Training Pty Ltd staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by MAT. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Credit Transfer (CT). All courses are assessed under the competency-based training and assessment criteria established under the AQF.

FLEXIBLE LEARNING

Online learning gives our students tremendous flexibility. Students can complete their learning when and where it is convenient for them.

RECOGNITION PROCESSES

Medical Administration Training Pty Ltd offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. RPL is an assessment process and you will need to provide evidence upon which your assessor can base their judgement.

Evidence must be:

- Authentic - it must be your own work
- Sufficient - it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current - it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid - it must be relevant to what is being assessed

RPL can occur at any time during your course enrolment, however, it is best to commence the process at the start of the course to ensure appropriate arrangements can be made for any additional gap training that may be required.

You may be eligible to apply for RPL on one or more Units of Competency in your course.

If you think you may be eligible to gain RPL, speak to your trainer they will explain the process to you, talk through your work and life experiences, and help you with some ideas about the evidence you might need. You will need to complete the RPL application and attach the necessary evidence of your claim.

- Evidence may include:
- Performance demonstration, and/or skills test
- Evidence document portfolio, task book, projects/case studies or assignments
- Written questions
- interview
- Testimonials, third party reports (statutory declarations), current resume/job description
- Photographic evidence that is clearly dated and verified as your work

If there is sufficient evidence in the application RPL will be granted. Note: additional fees apply.

CREDIT TRANSFER

MAT recognises all nationally recognised qualifications and units of competency issued by Registered Training Organisations in Australia. A Credit Transfer for a unit of competency may be granted if a student has successfully completed either an identical unit of competency, or one that has been assessed as equivalent in content and outcomes at a Registered Training Organisation within the last 5 years. Medical Administration Training Pty Ltd will seek verification from the issuing RTO before recognising the qualification or statement of attainment.

If you wish to apply for Credit Transfer, please complete a Credit Transfer application form. Applications for Credit Transfer must be accompanied by certified true copies of their certificates and/or transcript results as well as detailed course outlines where the unit is not identical. There is no maximum limit to the number of units of competency which may be assessed as equivalent and awarded a credit transfer.

FOUNDATION SKILLS

All training and assessment delivered by Medical Administration Training Pty Ltd contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

ASSESSMENT INFORMATION

SUBMITTING ASSESSMENTS

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you. We use a variety of different methods to assess our students.

Using different assessment methods allows us to assess different skills. During this course trainers may use any or all of the following:

- Question-based assessments - You will be asked to provide written responses to questions.
- Product-based assessment - For example you may be asked to create a report, write a policy or procedure or make a presentation.
- Direct observation - Trainers will evaluate your practical skills as you engage in actual workplace tasks or simulated roleplay activities.

RESUBMISSIONS

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. Your trainer will communicate exactly what is required. You have up to 14 days to complete the resubmission.

Your first three submissions of the same unit assessment will be processed for marking free of charge. A re-submission fee may be charged for any subsequent assessment submissions received by a student. Please refer to the Fees and Charged Schedule on our website to obtain the current Re-Submission Fee.

If, after three (3) resubmissions your work is still 'Not Yet Competent', you will be required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification.

ASSESSMENT QUESTIONS/QUERIES

If emailing your student support officer for assistance, please remember to include the unit code, task number or question number. This will enable your assessor to consider your query and provide a suitable response.

You may phone your student support officer during business hours Monday- Friday 8.30am - 4.30pm.

To support learners outside of normal operating hours, our support services are available over the weekends and public holidays by email correspondence. Emails are checked periodically outside of normal operating hours.

Students can contact their trainers directly by using the messaging feature in the Learning Management System. Our student support team can be contacted on Ph: 1300 887 082 or email: support@medtrain.com.au. All queries are responded to on a first in, first-served basis, this ensures all queries are dealt with in an equitable and fair manner.

ASSESSMENT FEEDBACK

MAT will endeavour to mark your assessment within 10 business days and you will receive feedback via the Learning Management System regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

PLAGIARISM

Medical Administration Training takes plagiarism very seriously and it will not be tolerated. Plagiarism that is identified within a student's assessment may lead to cancellation of their enrolment with no refund. As a student, you need to understand plagiarism, recognise when it happens in your own written work and know how to acknowledge the work of others correctly. If you use another person's work or words without full acknowledgement, you are plagiarising.

Medical Administration Training takes plagiarism very seriously and it will not be tolerated. Plagiarism that is identified within a student's assessment may lead to cancellation of their enrolment with no refund.

There are different types of plagiarism, and all are serious violations of academic honesty. We have defined the most common types below:

- Copying and pasting text directly from another document or website.
- Using Artificial Intelligence (AI) e.g., Chat GPT to answer assessment questions.
- Submitting work completed by another person or copying directly from another student.
- Using illegal cheating services - sometimes also called contract cheating services. These organisations sell students essays or assignments or accept payment for someone to sit exams on a student's behalf. Often, these services market themselves as offering 'study support' or 'assignment help'. Many of these illegal operators will ask students to upload previous work or material from their course to access the advertised 'support' and offer instant access to study resources, course notes, test prep, 24/7 homework help, tutors, etc. You will find information on the Australian Government Tertiary Education Quality Standards here: <https://www.teqsa.gov.au/students/understanding-academic-integrity/identifying-avoiding-and-reporting-illegal-cheating-services>

You can avoid plagiarism by using approved study resources, presenting your own ideas, citing your source, and avoiding AI. Our study resources supply information on how to avoid plagiarism. View our study resources [here](#).

You will find the Medical Administration Training Pty Ltd Plagiarism guidelines [here](#).

REFERENCING

Referencing is identifying the original author of the information which you have used. This includes all information whether it be taken from books, magazines, journals and other sources of information.

The following is a guide to referencing:

You should always identify where you have used materials and information from other sources. To do so, identify the source of the information, including author (s), year and page (if applicable), at the end of the relevant information (paragraph, graph or sentence).

If the information is word for word from another source then it must be put in quotation marks and if the information has been paraphrased (i.e. reworded) then a reference to the source will be needed.

Paraphrasing

Paraphrasing is the rewording of another person's work. If you have chosen to do this then you must reference the original source from where it was obtained, displaying the following:

Books: Author's surname, followed by the first name or initials, book title (underlined, or in italics), edition, publication details (publisher, place, date).

Journal articles: Author's surname, first name or initials, book title (underlined, or in italics), edition, publication details (publisher, place, date).

Chapter of an anthology or book: Name of author of the chapter, date of publication, title of chapter, in (title of book), ed (name of editor,) publisher, place of publication, page numbers of relevant pages.

Online and Electronic materials: Author's surname, first name, title of article, title of complete work, protocol and address, path, date.

More information about how to do this can be found at:

APA: <http://libguides.jcu.edu.au/apa>

Harvard:

<https://libguides.library.usyd.edu.au/c.php?g=508212&p=3476130>

REASONABLE ADJUSTMENT

Included in our training and assessment strategies is the provision for reasonable adjustment. A reasonable adjustment is a measure or action taken to help a student with a learning difficulty and/or disability take part in their education. For example:

- verbal responses to written activities (such as questions and answers tasks and case studies)
- conducting assessor workplace observations via Skype or other video format (for example, in cases of students in remote areas)
- rescheduling assessor observations in the event that workplace conditions may not be suitable (for example, safety concerns, required resources not being available, lack of appropriate clients on the day, and so on).

SPECIAL CONSIDERATION

Students who experience unforeseen circumstances or have special needs that affect their performance in an assessment may be eligible to apply for a special consideration. Special consideration may apply to students who during training or assessment experience one of the following circumstances:

- Serious illness or psychological conditions for example, hospital admission, serious injury, severe anxiety or depression (requires doctor's certificate).
- Bereavement.
- Hardship/Trauma for example, victim of crime, sudden unemployment.
- Other exceptional circumstances (to be assessed on application).

Students wishing to apply for special consideration in the above circumstances may do so in writing addressed to the Director of Medical Administration Training Pty Ltd. Outcomes must be noted in the Student Management System.

Approved applications for special consideration may be subject to one of the following outcomes:

- Extension of submission date (not beyond 6 months)
- Deferred Assessment
- Withdrawal from course without penalty

STUDENT CONDUCT

Just as Medical Administration Training Pty Ltd has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Medical Administration Training Pty Ltd views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating

- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to Medical Administration Training Pty Ltd and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

ACADEMIC MISCONDUCT

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

Students found guilty of misconduct have a right to lodge an appeal by following our Complaints and Appeals process.

To view our full Student Code of Conduct and Discipline Policy, [click here](#).

STUDENT RESPONSIBILITIES

Students with MAT are required to:

- Understand and accept the enrolment conditions for chosen courses, providing accurate personal information at enrolment.
- Notify the RTO promptly of any changes to personal details, including address, email, or phone numbers within seven days.
- Fulfill financial responsibilities by paying all associated fees and charges.
- Uphold academic integrity by refraining from cheating or plagiarising in coursework and assessments. See our [Plagiarism Policy here](#).
- Maintain digital security measures while engaging in online activities.
- Treat both staff and fellow students with dignity and fairness.
- Seek assistance and support whenever needed.
- When requested by MAT staff to contact them, in the timeframe requested.
- Advise MAT via the withdrawal form if deciding to withdraw from the program.
- Demonstrate a high level of personal responsibility for the learning journey and adhere to the [Course Progression Policy](#).

COMPLAINTS AND APPEALS

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow Medical Administration Training Pty Ltd's procedure for lodging an appeal.

MAT is committed to maintaining an effective, timely, fair and equitable complaints and appeals handling system which is easily accessible and offered to complainants at no charge

To view our full complaints and appeals policy, [click here](#).

STUDENT RIGHTS UNDER AUSTRALIAN CONSUMER LAW

Under the Australian Consumer Law all students have the right to contact their relevant State or Territory Consumer Protection Authority with regard to continued delivery of Training and Assessment Services.

Should MAT cease any part of its Training operations or close, they will advise students of this intention as soon as practical. MAT will endeavour to transfer any outstanding services to another RTO.

To review your rights and obligations under Australian Consumer Law refer to the following links:

- www.consumerlaw.gov.au
- www.accc.gov.au/contact-us/other-helpful-agencies/state-territory-consumer-protection-agencies

WORKPLACE HEALTH AND SAFETY

Workplace health and safety legislation applies to everyone at Medical Administration Training Pty Ltd. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

At the commencement of each training program, the trainer or assessor will inform students about any relevant workplace health and safety issues, discuss evacuation procedures and assembly areas.

Please report any incident or hazard immediately.

FIRST AID

Please notify your trainer/assessor or other MAT staff member immediately of any situation requiring first aid.

First Aid kits and First Aid Officers are available at MAT premises. Should MAT's first aid trained staff not be available in a situation requiring first aid, students who are qualified to administer first aid will be permitted to do so. Gloves must always be worn whilst treating any injury involving blood.

The logo for Medical Administration Training (MAT) features the lowercase letters 'mat' in a bold, white, sans-serif font. The letters are set against a light pink rectangular background. Below the 'mat' text, there is a small, faint 'RTO' logo.

EMERGENCY PROCEDURES

In the event of an emergency first call 000 and/or 112 from a mobile device Evacuation Procedures are located in all MAT training facilities.

SMOKING, DRUGS AND ALCOHOL

Medical Administration Training Pty Ltd is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on Medical Administration Training Pty Ltd premises, to use Medical Administration Training Pty Ltd facilities or equipment, or to engage in any Medical Administration Training Pty Ltd activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

STUDENT FEEDBACK

Medical Administration Training Pty Ltd is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time but will also specifically ask for it at the completion of a study unit and course.

SURVEYS

Medical Administration Training Pty Ltd has an obligation to inform students about the possibility of receiving a survey from the National Centre for Vocational Education and Research (NCVER), during their training term. These surveys are used to gather important data as it provides a picture of employment and further study outcomes following training, as well as what students thought about their training experience. We collect Quality Indicator Surveys from both students and employers.

For Skills Assure Certificate 3 Guarantee and Skills Assure Higher Level Skills funded students there is an additional mandatory survey that is required 3 months after completing your course.

We ask for your cooperation in ensuring that when you receive these surveys, you complete them and return to us in a timely manner. This is your opportunity to provide feedback to ourselves and to relevant Government Departments and funding bodies. Medical Administration Training Pty Ltd uses the results of these surveys to improve the quality of their training and organisation.

ISSUING OF CERTIFICATES AND STATEMENTS

As a Registered Training Organisation (RTO), we are committed to providing timely certification documentation to our students. While the national standard requires us to issue AQF certification within 30 calendar days of assessment completion, our standard practice far exceeds this requirement. We typically process and dispatch certificates and Statements of Attainment within 24 business hours after you have successfully met all course requirements.

Please note that issuing of any qualification or Statement of Attainment is contingent upon full payment of all agreed-upon fees.



MEDICAL
ADMINISTRATION
TRAINING

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