

Student Handbook

The Matt Christie Institute of Australia



"Striving for academic excellence"

Head Office: 2 Springfield Court Mill Park 3082, Victoria, Australia

Call: 03) 9404 4193

Web: www.mcioa.com.au

Email: admissions@mcioa.com.au

Welcome

Dear Students,

Do you aspire to strive for academic excellence? Do you want to reach your highest learning capabilities? Are you ready to be challenged?

If you answered yes, then you have chosen the right place to study.

At the Matt Christie Institute of Australia (MCIOA) it's about unleashing your inner self & embracing the learning journey ahead.

We pride ourselves on the 5 Cs at MCIOA:

- *Courtesy*
- *Common Sense*
- *Co-operation*
- *Communication*
- *Caring*

We offer education to students in a non-threatening environment where you can relax & be at ease in a satisfying, comfortable environment. At MCIOA, we believe education is fun & motivational.

Gone are the days where education is purely delivered straight from a textbook. The Teaching Team at MCIOA will bring the latest teaching techniques & tools to the classroom.

I look forward to seeing you at The Matt Christie Institute of Australia!

Matt Christie
Founding CEO (2010)

1. Important contacts

Student Services Team

Hilda Burns

hilda@mcioa.com.au

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Accounts Manager

Veronica Paddlesworth

veronica@mcioa.com.au

Student payments: accpay@mcioa.com.au

2. Meet the founders

Matt Christie- Founding CEO

- Matt has been in the education sector for 24 years in Australia and abroad.
- Matt has been employed in management positions at some of Australia's Top Education Providers as Head of Education & Director of Studies.
- Throughout the years Matt has organised a range of charity fundraising events for the Cancer Council of Australia, MS Australia, Salvation Army and the McGrath Foundation raising funds in excess of \$A26,000.
- He has been invited to judge the Australian Training Awards & present awards at the Victorian Sports Awards.
- As an active member of the community he regularly volunteers his time with the Salvation Army Australia and Uniting Care Australia.
- Today, Matt spends time travelling around teaching & presenting various programs.

I have a strong passion for lifelong learning & I live & work by my personal philosophy:

"You can do anything if you put your mind to it, anything in the whole wide world."

Michael L Trinidad- Founding Principal

- Michael is an exceptional educator and guest speaker and is in high demand by the students. He obtained an overall 8.5 score in Academic IELTS in 2016. Originally from the Philippines, Michael migrated to Australia in 1995. He has years of experience teaching students from a variety of cultures in Australia and abroad. Michael has been employed as a Teacher and Head of Department for English Studies by some of the leading schools both in the Philippines and in Australia.
- He brings the passion of learning to The Matt Christie Institute of Australia by creating an environment for students that are fun, interactive, and educational.
- Michael has post graduate studies in English as a second language. Michael started his career working at Operation Brotherhood Montessori Center, the pioneer of Montessori education in the Philippines, teaching Philippine History, World History and English.
- Michael completed his Bachelor of Veterinary Technology at Charles Sturt University in Wagga Wagga, NSW in 2020. He is currently completing a Bachelor of Science (Honours) and his research involves the identification of parasites that infect water birds of the Murray-Darling Basin. He is a Veterinary Nurse at the Small Animal Referral Hospital of Charles Sturt University and is a seasonal academic, demonstrating and assisting in different subjects within Veterinary Technology and Veterinary Sciences of the School of Agricultural, Environmental and Veterinary Sciences (SAEVS). He aims to undertake post graduate studies in 2021.

3. About MCIOA

Mission Statement:

“Striving for academic excellence”

Our Objectives:

- Create lifelong learning opportunities to improve career & learning prospects
- Provide practical, relevant & educationally sound know-how education that can be immediately applied
- Offer learning solutions in a range of flexible formats to cater for the diverse needs of individuals
- Build innovative partnerships through learning to create understanding & positive change in the world

Our Accreditation:

CPD Accreditation is for **High Quality Providers** that offer a range of CPD Activities in the UK and Overseas.

The CPD Group accredited the Matt Christie Institute of Australia in November 2017 for its learning activities, events and e-learning courses across various sectors including Health & Social Care, plus many more.

CPD is a global undertaking and TCG will support all varying forms of development by accrediting courses and learning with a strong and dedicated emphasis on learning across the globe. TCG accredit a diverse range of topics as the onus for personal development and further learning is left very much in the hands of the individual or the organisation.

4. Attendance

Attendance at MCIOA is important & students must maintain an average of 95% attendance each week. A student's attendance is recorded for each class & attendance rates are calculated at the end of each month & given to the student in a report. To be a successful student at MCIOA, attendance plays an integral part of programs of study.

The attendance percentage will be printed on all graduation certificates (Certificate & Diploma Courses only). Students whose average falls below 95% run the risk of not graduating from MCIOA and having the enrolment cancelled.

5. Tardiness

Arriving late to class will cause unnecessary disruption to students & teachers. Students must make every possible effort to arrive at least 5 minutes prior to the start of class. Students who find themselves running late must advise MCIOA as soon as possible. Students that are continuously running late to scheduled classes will be required to meet with the MCIOA Principal. Late students may not be admitted to the class without a valid excuse. During class assessments or individual assessments students that are late will fail the assessment & will need to access the MCIOA Assessment Policy.

6. Illness

If you are absent from a scheduled class, you must have medical certificates as evidence. Please provide a copy of this to the Student Services Department.

7. Holidays

Students are given designated holidays from MCIOA. Students must be present from the first class on the first day of the Semester to the last day of each Semester.

8. Change of Contact Details

Students are required to advise MCIOA of any changes to their contact details – address, mobile number, etc. A Change of Contact Details Form is available at the Admissions Office & must be completed within seven (7) days.

9. MCIOA student rules

- A. All students must arrive to class on time
- B. The use of mobile phones in class is strictly prohibited
- C. The use of listening devices in class such as iPods & iPads is strictly prohibited
- D. Speaking in any language other than **English** in class is strictly prohibited
- E. Always follow our “English only policy” across the campus
- F. Bullying of other students of any nature is strictly prohibited
- G. Any form of gossiping is strictly prohibited
- H. Respect the property of MCIOA & other students
- I. Always provide your own stationery
- J. Speaking while other students are speaking is strictly prohibited, everyone has the right to speak when it's their time
- K. Speaking while the teacher is speaking is strictly prohibited
- L. Come to class with a “can do attitude”

10. MCIOA Copyright

Materials used by MCIOA have a copyright clause, if any student or anyone associated with a student is found to be reproducing, photocopying, displaying them on the internet, distributing them in any way or giving them to third parties will face the court of law. This is a criminal offence that will be dealt with by the appropriate government authority.

11. Bullying

Any form of bullying in MCIOA is strictly prohibited. Students to be found bullying will be sent to the Principal's Office immediately.

12. Smoking & other drugs at MCIOA

- ✓ Students are not permitted to smoke inside MCIOA – smoking is permitted in designated areas outside MCIOA
- ✓ Illegal drugs & alcohol is strictly prohibited at MCIOA

13. Dress Code

Students must always wear suitable clothing.

Specific Information for the Females

- ✓ Hair should be tied up & out of the face
- ✓ Hair can be worn out if it is no longer than shoulder length
- ✓ No dangling earrings (these are a hazard in the student environment)
- ✓ Make up should be to a minimum – remember you are not studying at a beauty school

Specific Information for the Males

- ✓ Hair should be neat & tidy
- ✓ Long hair should be tied up out of the face

14. IT Use

Some locations have Wi-Fi connectivity. It is strictly for study purposes at MCIOA.

15. Printing & Photocopy

Please visit the Student Services Officer located at the reception desk for all photocopying & printing services.

16. Student Areas

MCIOA has a range of areas available for students including library, kitchenette, etc.

17. Admissions & Orientation Session

It's a policy that all students attend a full Orientation session before commencing studies at MCIOA.

18. Admissions Office

The Student Services Officer is located at the reception desk is your first point of contact at MCIOA.

We can also help you with the following:

- School information
- Appointments with staff
- Holidays form
- Change of courses & change of address form
- Printing and copying (charges apply)
- Activities
- Lost & found property
- Passwords
- Student ID cards
- Payment
- Student support
- Welfare
- Accommodation
- Counselling
- Remember when in doubt always ask for help

19. Academic Support

Academic support is available for all students. To make an appointment please visit the Student Services Officer to find out more information or you can email the Hilda at hilda@mcioa.com.au.

20. Extra-Curricular Activities

A range of extra-curricular activities are organised on a regular basis by the Admissions Office. Participation & attendance to these activities are not compulsory & at the expense of the student.

21. Job Adventures Group

The Matt Christie Institute of Australia runs this group on a weekly basis with the aim of the program helping students to develop interview skills, design a suitable resume and cover letter to gain meaningful employment in their chosen profession. We also have partnerships with recruitment agencies and companies around the world.

22. What do I need to graduate?

- ✓ Satisfactory pass grades
- ✓ attendance of 95% or above
- ✓ complete the program in full

23. Why does MCIOA assess students?

1. To define each student's ability
2. To reveal each student's strengths & weaknesses
3. To inform future planning for the student – learning is a life-long journey
4. To communicate accurate learning techniques to the student

Planning for the Assessment

Assessment is built into planning & takes places in each topic

Record Keeping

All students have learning files which tracks their progress

Assessment Times

All students will be issued with an assessment schedule & it is the student's responsibility to attend each assessment. Failure to attend the assessment will jeopardise their learning progress. In the event that a student is sick or unable to attend the assessment they must notify MCIOA at the earliest possible time.

Presenting Tasks

- ✓ Oral assessments
- ✓ Presentations
- ✓ Debates
- ✓ Discussions

Forming Tasks

- ✓ Written assessments
- ✓ Letters

Responding Tasks

- ✓ Answering questions
- ✓ Short answer responses
- ✓ Multiple choice
- ✓ True & False
- ✓ Listening responding to questions using CDs, DVDs & Podcasts

24. About the Curriculum

All units of work at MCIOA are based around fundamental language modes of reading, writing, listening & speaking. Students will study a variety of units structured around social contexts, which incorporate suitable works in poetry, drama, fiction & non-fiction, career studies as well as multimedia. Spelling & Grammar are an important part of our literacy development program. Students are also encouraged to develop life-long learning skills of reading through the MCIOA book club.

25. Emergencies

Get help in an emergency or disaster situation.

- Police/Fire/Ambulance: [**000**](#)
- SES assistance in floods and storms: [**132 500**](#)
- Police attendance: [**131 444**](#) (all states except Victoria)
- International incident emergency helpline: [**1300 555 135**](#) (within Australia)
- [**Outside Australia- external site: +61 2 6261 3305**](#)

26. Legal services

Whittlesea Community Connections Community Legal Service provides free legal help to people who live, work or study in the City of Whittlesea and surrounding communities.

Contact Details

Phone: (03) 9525 1300

Mill Park - (Mill Park Community House)

68 Mill Park Drive, Mill Park VIC 3082

27. Health insurance

Overseas Health Cover Australia

Did you know you have choice in your Overseas Student Health Cover (OSHC) provider?

You can meet your visa requirements to study in Australia without paying too much.

Compare all Australian Government-approved providers in one place; buy your policy and have it in minutes.

<https://oshcaustralia.com.au/en>

Phone: [+61 7 3333 1521](tel:+61733331521)

Email: support@oshcaustralia.com.au

28. Need a doctor?

Mill Park Family Practice

Mill Park Family Practice is a bulk billing medical centre located in the heart of Mill Park. Our doctors provide you and your family with personalised, professional, quality healthcare across a wide range of medical and support services.

Phone: 03 8432 4100

Address: Shop 40, Stables Shopping Centre
314-360 Childs Road Mill Park VIC 3082

29. Gender policy

To ensure schools support students' gender identity, including those with intersex status, in line with both the Victorian Equal Opportunity Act 2010 (Vic) and the Sex Discrimination Act 1984 (Cth).

Policy

- schools must support and respect a student's choice to identify as their desired gender when this does not align with their designated sex at birth
- principals must respect privacy and confidentiality in relation to gender identity and intersex status
- the young person and a family representative/ carer must be invited to be part of the formulation of a school management plan
- a letter from a gender identity specialist may be requested by the school to support them in developing the plan. This letter is not a conditional requirement for the school in providing support to the student, but it may help to ensure that schools can adequately discharge their duty of care to a student by planning appropriately. Gender identity specialists are available through Monash Medical Centre.

Gender identity and intersex status: definitions

Gender identity has the potential for discriminatory and unfair treatment. Below are the definitions Gender Identity and Intersex status outlined in the Sex Discrimination Act 1984 (Cth) (SD Act).

Gender identity

Gender identity is broadly defined as meaning 'the gender-related identity, appearance or mannerisms or other gender-related characteristics of a person (whether by way of medical intervention or not), with or without regard to the person's designated sex at birth'.

By this definition, the SD Act therefore affords protection from discrimination for persons who identify as men, women or also as neither male nor female. It does not matter what sex the person was assigned at birth, or whether the person has undergone any medical intervention. Some terms used to describe a person's gender identity include trans, transgender and gender diverse. The SD Act does not use these labels; however, it is intended to cover these identities and more.

Intersex status

Intersex Status is defined by the SD Act as meaning 'the status of having physical, hormonal or genetic features that are:

1. neither wholly female nor wholly male; or
2. a combination of female and male; or
3. neither female or male.'

This attribute is directed at protecting the 'biological' aspects or characteristics of intersex persons, but not the person's gender identity. These provisions will afford an intersex person protection from discrimination based on whether that person may have the biological attributes of both sexes or lack some of the biological attributes considered necessary to be defined as one or the other sex.

30. MCIOA Complaints

We aim to deliver high quality advice and services to people. We welcome your feedback both positive and negative. Your feedback can help us improve our services.

We run a large range of services, so complaints are best handled by the relevant area. Please call 1800 767 037 to find the right complaints process.

31. Where to get refreshments:

The Stables Shopping Centre
Redleap Ave &, Childs Rd, Mill Park VIC 3082

32. Need accommodation close to our campus?

Best Western Mill Park

Mill Park Accommodation, 4 Stars Motel Rooms

Best Western Mill Park Motor Inn is conveniently located Mill Park accommodation with Conference Centre facility. Our Mill Park Melbourne accommodation is located 19km from the Melbourne CBD, close to Bundoora RMIT and Latrobe University, with only a short twenty-minute drive from Melbourne airport.

Best Western Mill Park Motor Inn offers 4-star accommodation in Mill Park Melbourne. All rooms are serviced daily, with easy access located on the ground floor with FREE Foxtel. Wireless internet also available. Select from our King or Queen Spa Rooms, Family, Twin or Standard rooms. Hotel facilities include a breakfast dining room, breakfast baskets, room service for breakfast and conference / meeting room facilities.

Convenient Mill Park Melbourne Accommodation

Enjoy the convenience of walking distance to cafes, restaurants and supermarkets when you stay in the Best Western Mill Park Motor Inn. Only a five-minute drive to Westfield Plenty Valley Shopping Centre, Epping Plaza and University Hill Shopping complex with easy access from the motel to local and scenic destinations such as Whittlesea, Kinglake, Doreen, Merenda and Thomastown.

Phone : 03 9407 9500
Fax : 03 9407 9555
Email : info@millparkmotorinn.com.au
Website : www.millparkmotorinn.com

33. Office Works

Epping Store: 550-650 High Street, Epping, VIC 3076
Bundoora Store: 1101-1181 Plenty Road, Bundoora, VIC 3083

34. What is near our Mill Park Campus?

Redleap Recreation Reserve

This park has an area of 6.2 hectares. Its facilities include Mill Park Basketball Stadium, shelter, football and cricket oval, pavilion and change rooms, toilets, 2 practice cricket nets, lake, walking and bike paths, 2 playgrounds, barbecues, picnic facilities and car parking.

Contact Name: Parks Admin
Location: Redleap Reserve Mill Park
Phone: 9401 0539
Email: info@whittlesea.vic.gov.au

Westfield Plenty Valley

Westfield Plenty Valley has approx. 183 stores, and is anchored by four major stores: Coles, [Woolworths](#), [Target](#), and [Kmart](#). There are also 2,230 car spaces and a 600-seat food court.

Bundoora Park

Bundoora Park Farm is in the largest park in the Northern suburbs, only 15 kilometres from the centre of Melbourne. The Farm offers a variety of activities for both young and old – come and meet our friendly farm animals, take a ride to see the kangaroos and emus or explore early 20th Century Australian life at the Heritage Village. Enjoy a great day out for the whole family. Bring a picnic or stop in at [Bundoora Park Café](#) for a snack or some lunch.

Uni Hill Factory Outlets

Uni Hill Factory Outlets is very easy to get to on Janefield Drive, Bundoora.

It is situated on the corner of the Metropolitan Ring Road and Plenty Road, just 18 kms from the Melbourne CBD. View and get directions on [Google Maps](#)

BY BUS

Routes 572 and 573 conveniently stop on Uni Hill Factory Outlet's doorstep on Chancellor Avenue.

Routes 562, [564](#), [566](#) and [570](#) all stop within easy walking distance on Plenty Road.

BY TRAM

Tram route [86](#) stops within easy walking distance on Plenty Road.

Mill Park Library

This iconic building opened in 2002 at a cost of \$8 million and was the first library in Victoria to be designed on the concept of a hybrid digital/print library.

Address: 394 Plenty Road Mill Park Victoria 3082

FACILITIES

- Accessible
- After-hours book return
- Colour photocopier/printer/scanner
- Computers/Internet access
- Free Wi-Fi
- Local history/Genealogy room
- Makerspace
- Meeting room/s
- Study facilities

FEATURES

- After School Activities
- Clubs - Italian social, paranormal, chess, creative writing
- Collections - Local history, Chinese language, Greek language, Italian language, Maltese language
- Storytime's
- Technology help, classes and groups

RMIT Bundoora

The Bundoora campus, in the north-eastern suburbs of Melbourne, is set in a tranquil parkland environment complete with outdoor sporting facilities for football, athletics, tennis and netball. Eighteen kilometres north-east of Melbourne city Centre, the campus is divided into East and West by Plenty Road.

Latrobe Uni Bundoora

La Trobe University is an Australian multi-campus public research university with its flagship campus located in the Melbourne suburb of **Bundoora**.

Kingsbury Market

The Kingsbury Drive Community Market is held every Sunday between 9am and 1pm....

The market is managed by Diamond Valley Community Support (DVCS). The market is in Car Park 2, La Trobe University, Kingsbury Drive, Bundoora.

Preston Market

For over the past 45 years **Preston Market** has been the fresh food and multi-cultural hub of Melbourne's North.

Address: 2/30A The Centreway, Preston VIC 3072

Farm Vigano

The property, with house, farm buildings, and designed landscape, provides the last tangible physical association with Mario and Maria Teresa Viganò, and can demonstrate their remarkable contribution to cuisine, hospitality, culture and the arts. This is on account of its long use and association with Mario Viganò, the patriarch of Melbourne's, and probably Australia's, most prominent restaurant family. Mario Viganò (1888-1966) was among a small number of Italian emigrants who pioneered the introduction of Italian and other cultures to the mono-culture of Anglo Celtic Australian society. 'Mario's' restaurant in Exhibition Street Melbourne, and 'The Farm' at South Morang were the principal venues for his contribution to Australian society.

Getting to MCIOA by public transport

Bus - Route 564

For timetables & information visit www.ptv.com.au

The Matt Christie Institute of Australia Library

You must be a member first before you can borrow from the Library

Library borrowing times- Saturday & Sunday 10am-2pm

- You can have up to 2 items out on loan, though the number of kits and English learning items per card is limited.
- Most items can be borrowed for 7 days
- Each time you borrow you may elect to receive a date due receipt indicating the day you should return items to the library. Please check this date carefully.
- To borrow you will need to remember your library card

Renew your library items

You can renew items in person or by phone. All items may be renewed once, provided someone else has not reserved them. The due date is the last day on which you can renew your loans.

Returning items

All materials must be returned by the due date during library borrowing times

Fees

This is a free service. If you lose a book or fail to return the book by the due date- fees will be incurred.

Reservations

Our catalogue lists items held at the Library. Should you wish to borrow a title that is out on loan you can request the item by placing a reservation via the catalogue in the library, by asking staff at MCIOA

35. What is near our Wagga Wagga training facility?

Wagga Wagga

Wagga Wagga is the capital of the Riverina region providing an exciting and yet relaxed lifestyle for residents and visitors. With over 64,000 people living in Wagga, we have the lifestyle and facilities to suit everyone.

For thousands of years, the Murrumbidgee River provided a rich source of sustenance for the people of the Wiradjuri nation. There were abundant fish, crayfish and mussels in the river, wildfowl sheltering in the dense masses of reeds lining the banks and kangaroos, emus, bandicoots and turkeys nearby. Plant food was provided by bulrushes, “sow” thistles and the roots of the kurrajong trees.

European settlement followed the river frontage since an assured water supply was essential. By 1832, Charles Tompson and his sons had brought cattle to “Eunonyhareenyha” on the north side of the river and the Best family settled on the “Wagga Wagga” run on the south, the river providing a natural boundary between the two runs.

Murrumbidgee River

The Murrumbidgee River has been the central feature in the development of Wagga Wagga. Murrumbidgee is derived from the Wiradjuri name for the river, “Marrambidya” and is central to the country and dreaming of the Wiradjuri people.

The Wagga Beach

The Wagga Beach has been an important social space in the history of Wagga Wagga’s interaction with the Murrumbidgee. As a gathering place to have a swim, enjoy a picnic or float from the rocks, the Wagga Wagga Beach holds memories for many people of Wagga.

Wagga Wagga Beach is a popular swimming location in summer. It has a large car park for parking boats, trailers or caravans. The grounds are well maintained by Wagga Wagga City Council offering electric barbeques, a serviced toilet block, tables and chairs and plenty of shade. Wagga Wagga is located midway between Sydney and Melbourne and just two and half hours drive from Canberra.

We’re serviced by two airlines – Regional Express and QantasLink – with more than 150 flights to and from Sydney and Melbourne every week. You can also reach us by coach or train.

Getting to Wagga

By Car - Wagga Wagga is situated at the intersection of the Sturt and Olympic Highways. If travelling from Sydney or Canberra, turn off the Hume Highway approximately 35km south of the township of Gundagai.

If travelling from Melbourne, pass through Albury on the Hume Highway then turn off onto the Olympic Highway approximately 20km north of Albury.

By Air – Daily flights operate to Wagga Wagga from both Sydney and Melbourne. Both major regional airlines, Rex and QantasLink, service Wagga with over 150 flights per week in and out of the City.

Regional Express (Rex) - phone 13 17 13 or www.rex.com.au

QantasLink - phone 13 13 13 or www.qantaslink.com.au

By Train - NSW Train Link visits Wagga twice daily connecting both Sydney and Melbourne with Wagga Wagga.

NSW Train Link – phone 13 22 32 or www.nswtrainlink.info

By Coach - Firefly Express Coaches and Greyhound/McCafferty Coaches offer regular transport between Wagga Wagga, Sydney, Canberra and Melbourne. Greyhound/McCafferty's also offer regular transport between Wagga Wagga and Adelaide. www.greyhound.com.au

Getting Around Wagga Wagga

Bus – Bus about Wagga Wagga, Phone 02 6921 2316

Wagga Shuttle Bus - 0458 350 100

Taxis – Radio Cabs Wagga, Ph: 6921 4242 or 13 10 08

Libraries in Wagga

<https://www.wagga.nsw.gov.au/library/about-your-library/its-your-library>

<https://rrl.nsw.gov.au/>

Student Stationery List

All students must bring the following stationery items to class each day.

Students who fail to bring the required stationery will not be able to participate in class.

1 x Blue Pen

1x Black Pen

1x Red Pen

1x Yellow highlighter

2x 2B pencils

1 Eraser

Additional items when studying online:

1 x Australian English dictionary (Heiman)

1 x Medical English dictionary (Mosby's) (OET Only)

1 x stable internet connection

1 x Skype address

1 X Scanner

1 x Desktop or laptop

1 book x A4 lined paper

1 x printer

1 x speakers and headphone

Find us on:



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The Matt Christie Institute of Australia

Happy learning!