



MEGT Institute

A division of MEGT (Australia) Ltd

STUDENT HANDBOOK

MEGT Institute is a Registered Training Organisation delivering Vocational Education and Training. We are **committed** to providing **quality service** in the areas of **vocational training** whilst working towards a **better skilled nation**.

Website: www.megtinstitute.com.au

E-mail: institute@megt.com.au

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Institute Offices and Training Locations

MEGT Institute Head Office

delivering on-the-job Traineeship Training and classroom based courses

29 Ringwood Street
Ringwood (Melbourne)
Victoria 3134
Ph (03) 9879 5222

Hours of operation: Monday to Friday 9.00am to 5.00pm

MEGT Institute Trade Skills Centre

delivering workshop-based pre-apprenticeship courses and on-the-job / off-the-job general construction apprenticeship training

Factory 8, Diligent Drive, Bayswater North (Melbourne), Victoria
Ph (03) 9738 1790

Hours of operation: Monday to Friday 8.00am to 4.30pm

MEGT Institute Sydney Campus

catering for Australian and Overseas Students in full-time training programs

Level 4, 70 Riley Street, East Sydney NSW 2010

Ph (02) 9358 8888

Fax (02) 9358 8897

Hours of operation Monday to Thursday 8.15am to 8.30pm

Friday 8.30am to 5.00pm

Reception from 8.15am till 5.00pm

MEGT Institute State Offices

delivering on-the-job Traineeship Training and classroom based short courses

Hours of Operation Monday to Friday 9.00am to 5.00pm

New South Wales & ACT

121 Chatham Street, Broadmeadow NSW 2292

Ph (02) 4969 8099

Unit 5 Small Business Incubator, North Loop Road

Ourimbah NSW 2258

Ph (02) 4362 4111

Suites 3 & 4, 221-229 Crown Street, Wollongong 2500

Ph (02) 4220 1777

Queensland

Unit 12, 6 Vanessa Boulevard, Springwood QLD 4127

Ph (07) 3826 4444

Western Australia

Unit 5B, 197-201 Adelaide Terrace, East Perth WA 6004

Ph (08) 9263 7888

South Australia

215 Port Road, Hindmarsh SA 5007

Ph (08) 8345 9088

Tasmania

65 Letitia Street, North Hobart TAS 6000

Ph (03) 6231 9101

Victoria

29 Ringwood Street, Ringwood VIC 3134

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1 Introduction and Welcome

Welcome to MEGT Institute. The primary focus of our company is to provide employment, education and training. Our management team, your trainers and our administration staff are here to provide a range of services to ensure your training is successful and you achieve your vocational education goals. We thank you for choosing MEGT Institute as your training provider. Please familiarise yourself with the contents of the student handbook, as well as information for students located on our website. www.megtinstitute.com.au

MEGT Institute is committed to providing a quality service in all aspects of vocational training. We are continuously improving our products and resources and working towards the standards of best practice. We provide a wide range of training services, including on-the-job traineeship training, apprenticeship training, pre-vocational and full time classroom based courses.



Welcome from the Chief Executive Officer

On behalf of the MEGT Institute it is my pleasure to welcome you.

You have joined the student body of one of Australia's leading training organisations where more than 2000 students choose to undertake their training each year. Australian accredited qualifications will open doors

to new opportunities and offer you the chance to take your career anywhere you wish in the world. The Institute provides a training environment which allows you to develop the knowledge and skills which employers and businesses are seeking.

Some of our students enrol with the Institute as a pathway to university. Others may be enrolling in order to gain new skills or to train for a change in their career. We understand that our long-term success is due to student and employer satisfaction with the training they received from us, with many students coming to us through word-of-mouth.

This handbook outlines some of the important information you need to know to make your learning enjoyable and trouble-free. If you have further questions after reading this handbook, please see your trainer or one of our support staff.

Regardless of why you are here, I wish you every success in your studies and hope that your time with the Institute is the start of an exciting future.

David Windridge

Chief Executive Officer
MEGT (Australia) Ltd

2 Terminology

Throughout this handbook we use the term “Student” as a reference to all those accessing training through our RTO, including Trainees, Apprentices and full-time students.

The following gives a brief explanation of abbreviations or words that may be used in this handbook or which you may encounter during your studies with MEGT Institute.

AAC	Australian Apprenticeships Centre contracted by the Australian Government to promote Australian Apprenticeships, provide information and advice to employers and Australian Apprentices, conduct sign up of the Training Contract for Trainees and Apprentices, administer financial incentives to employers.
Agent	Also referred to as a Representative who assists students from overseas applying to undertake studies in Australia with visa and migration requirements.
AQF	Australian Qualification Framework which outlines the different levels of qualifications issued by Registered Training Organisations in Australia.
AQTF	Australian Quality Training Framework – a set of Standards applied to Australian registered training organisations in order to ensure a nationally consistent, high quality vocational education and training system.
Apprenticeship	A negotiated agreement combining paid work with structured training undertaken within an approved occupation (usually 36 months to 48 months)
Australian Apprenticeship	Courses combined with workplace training and employment for both Traineeships and Apprenticeships recognised under the Apprenticeship and Traineeship Act 2001
Competency	A competency is a formal description about the skills, knowledge and attitudes a person needs for effective participation in an industry, industry sector or enterprise.
Competence/ Competent	Capable, adequate, sufficient, properly or sufficiently qualified. Being found competent in a defined task as required by a defined standard or specified performance criteria.
Credit Transfer	Direct credit awarded where a student has previously completed an equivalent course or subject to those required in the current course.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students. A register of approved training providers and the particular courses that can be offered to overseas students.
DIAC	Department of Immigration & Citizenship responsible for the issue of visas for students studying with approved Australian Education providers
Employer	A company, a manager at a company, a business owner, or the superior person in charge or an organisation or business operation
ESOS	Education Services for Overseas Students legislative framework. A set of nationally consistent standards that govern the protection of overseas students and delivery of courses to these students by providers registered on CRICOS.
Industry sector	An area of vocational employment, for example, Hospitality, Retail, Children’s Services, Construction.

Learning materials	These may include print based learner guides, text books, videos, CDs, DVD, internet links, handouts, and other materials used to guide and assist your learning.
LLN	Language, Literacy and Numeracy.
Not Yet Competent	Has not yet provided sufficient evidence to demonstrate 'competence'.
PRISMS	The Provider Registration and International Students Management System which confirms enrolment and where student information is reported (eg early course completion, course transfers, course cessation, student disciplinary action, unsatisfactory attendance, student suspension, unsatisfactory progress)
Resources	This means the learning materials, text books, workbooks, workplace logs, hardware, software and other tools and equipment which you may need to undertake your training and assessment.
RCC	Recognition of Current Competencies
RPL	Recognition of Prior Learning – a formal process of gaining assessment recognition for previous learning and existing skills and knowledge.
RTO	Registered Training Organisation authorised to deliver training, conduct assessments and issue qualifications under the Australian Qualifications Framework
Skills Recognition	A process for recognising competencies gained from previous work and life experiences, and recognising learning and skills acquired from previous courses and qualifications (includes RPL, RCC and Credit Transfer)
Traineeships	A negotiated agreement combining paid work with structured training on-the-job and/or off-the-job training (generally around 12 months duration).
VET	Vocational Education and Training refers to industry sector aligned training which delivers skills and knowledge people require for entering the workforce, train or re-training for a new job, upgrading their workplace skills, or move into further study in higher education (university).

3 Ethics and principles

MEGT Institute respects the rights of each individual and acknowledges that all behaviour should enhance learning. We are committed to delivering a high quality service. This requires all staff and students to respect the Institute's Policies and Guidelines and follow procedures and directions accordingly.

MEGT Institute is responsible to ensure that at all times our staff will act with integrity in dealing with all students.

The Institute complies with

- the Australian Quality Training Framework (AQTF) National Standards for Registered Training Organisations; and

- the Education Services for Overseas Students Act (ESOS) Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

4 Code of Behaviour

MEGT Institute provides an adult learning environment and all staff and students of the Institute are expected to act responsibly and take regard of the health and safety of others and to treat all staff and fellow students with courtesy and respect. It is important that you act responsibly and understand acceptable social interaction and standards.

MEGT Institute's policies and practices are designed to

- increase awareness of individuals to be sensitive to the effect that their behaviour may have on other personnel
- prevent bullying and harassment taking place; and
- ensure that everyone is treated with courtesy and respect in an environment, which promotes their self-esteem.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favours and other visual, verbal or physical conduct or attention of a sexual nature. Sexual harassment is defined in terms of the victims' perception and not the harassers' motives. Any reports of sexual harassment will be treated seriously, sympathetically and with confidentiality. A report may be made verbally, but must be made in writing to the National Training Manager to be considered formal, before any action will be taken. The MEGT Chief Executive Officer (or nominated representative) will have the authority to investigate any complaint. Details of any investigation will be recorded in writing and a copy given to both the complainant and alleged victim. If the complaint is irresolvable in the workplace the complainant may exercise their right to seek the assistance of a relevant external third party.

When using Institute computers and internet access you should not deliberately look for inappropriate websites, put offensive material onto computers, or use online tools to bully or harass others.

An individual's property is to be respected, and nobody has the right to interfere with another's ability to learn through disruption within the learning environment or harassment of any kind.

Should the need arise, a student who breaches the code of behaviour will be

counseled and a warning will be given in accordance with the Institute's disciplinary procedures. If this behaviour continues termination of enrolment may occur.

For overseas students, DIAC will be advised via PRISMS, which will result in the cancellation of the student's visa.

MEGT recognises its responsibility under:

- The Racial Discrimination Act, 1975;
- The Sex Discrimination Act, 1984;
- Disability Discrimination Act, 1992
- The Equal Opportunity Act, 1995.

5 Fair treatment and equal opportunity

MEGT Institute is committed to providing equity in all aspects of our services and ensuring our policies and processes support the principles of equity for our staff and students. MEGT Institute will not discriminate unlawfully against any person applying to undertake training with us. We understand that some students have different needs, and as a result we may be able to offer a range of study options to cater for these various needs and extenuating circumstances.

Enrolment is conducted in a non-discriminatory way, with pre-requisite course requirements being guided by the relevant Industry Training Package. MEGT Institute makes available clear information to the public, prior to enrolment, about student selection criteria, enrolment and induction processes, course information including pre-requisite requirements, RPL and Credit Transfer arrangements, provision for LLN support, welfare and guidance services, complaints, appeals and disciplinary procedures, and fees and charges including refund policy and exemptions (where applicable).

Students are encouraged to discuss their progress with their trainer/s and seek special assistance or support. The Institute's Fair Treatment and Equal Opportunities Policy is available on the Institute website under policies and procedures.

6 Privacy and Personal Information

MEGT is committed to protecting your privacy and your personal information, and is bound by the laws of the Commonwealth Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2001. MEGT Institute will take all reasonable steps to ensure that information we hold in regard to our students is correct and current.

We do not disclose, sell or pass on your personal details other than to authorised government authorities and as required by law.

Students have the right to access information we may hold. If access is required you should contact your local State Institute office and make the request in writing. If you wish to authorise a third party to access your records, this authorisation must be provided in writing and approved by MEGT Institute. In some cases a fee may be charged where it is necessary to access archived documentation or to make copies of information.

MEGT Institute may need to source information about students from a third party. Wherever possible this will be done with the student's authorisation, and MEGT Institute will inform the student when such information is collected and stored on our records.

Evaluation surveys are conducted onsite or will be sent to students via mail or email using address information supplied to the Institute by the student.

Further information is provided in the Institute's Privacy Policy available on the Institute website under Policies and Procedures.

7 Attendance and Active Participation in learning and assessment

Definitions

Attendance does not only mean being present in a face-to-face class for the duration of time from start to finish, but also means attendance at self-directed learning activities, tutorial groups, online interactive classrooms, field trips, work placements, and other situations which requires a physical presence by the student.

Active participation in learning involves the student's demonstrated commitment to the learning tasks and activities. Examples of this could include: the degree of preparation a student gives to a presentation or to the making of an object; the extent of research into a topic; the willingness to engage in group discussions and team activities.

Active participation in assessment may be indicated by the student's efforts in gathering appropriate evidence or by submitting and/or presenting for an assessment on time and in the required format.

MEGT Institute considers that regular attendance and participation in learning and assessment activities will have a positive impact on a student's academic performance. For this reason, attendance, participation and contact records are maintained by the Institute. Students attending class-room courses will record their arrival and departure times on the "sign-on" attendance sheet. Punctuality is important. Late arrival or early departure from class may also impact on your learning and course progress. Please advise your trainer, reception or support staff if you are going to be late. If you arrive late, indicate this with an "L" and if you leave class early indicate this with an "E". If your attendance at training falls below 70% of the planned course time a personal Intervention Strategy Action Plan will be introduced to ensure the absence does not impact on your course progress.

It is mandatory for all students to attend and actively participate in all assessment activities for their course. If you are unable to attend an assessment you must produce a medical certificate or some other approved formal documentation explaining the absence. If you are unable to arrange a re-assessment this will impact on your course results and qualification outcome.

Should you be unable to attend class or keep a worksite visit appointment due to illness, serious family or work problems, you should make every possible effort to advise your trainer, supervisor or Institute support staff of your non-attendance. If you know in advance that you will be away or unable to keep an appointment you must notify the Institute as soon as possible.

Full time students are required to complete a 'Leave of Absence' form. (In line with DIAC requirements, overseas students cannot apply for holiday leave as grounds for leave of absence or deferral). It is the student's responsibility to obtain any handouts, class notes, and assignment information and complete any activities missed due to the absence.

Refer to the Monitoring Course Progress Guidelines on the Institute Website.

8 Deferment of Studies

Once you have enrolled and commenced in a course with MEGT Institute, you can generally not defer studies, except on the grounds of compassionate or compelling circumstances, loss of employment (traineeships and apprenticeships), unless you can

provide a registered medical practitioner's certificate, or documents proving other exceptional extenuating circumstances such as bereavement.

Trainees and apprentices may be able to apply for an extension or temporary suspension with the consent of their employer in some circumstances. The appropriate application form must be submitted to the State Training Authority for approval. Your trainer or Australian Apprenticeships Centre (AAC) can advise you about the process.

MEGT Institute is required under s19 of the ESOS Act 2000, to advise DIAC about changes to an overseas student's enrolment, including deferment, and any breach by the student of a Student Visa condition relating to unsatisfactory academic performance.

9 Course transfer

Transfer from one course to another will result in a new enrolment. All implications of such a transfer must be thoroughly explored before deciding to transfer to another course. MEGT Institute will be required to notify third parties (AAC and Employer for Trainees and Apprentices, and DIAC for overseas students). Transfer may affect the length of the course, length of student visa and may incur additional charges.

10 Course Enrolment/Orientation/Induction

All students are required to participate in a Course Enrolment/Orientation prior to starting their training program. Information contained in this Handbook, together with policies and procedures will be fully explained. Enrolment paperwork, terms and conditions of enrolment, disclaimers, code of practice, course structure, training plan, facilities and resources, attendance/participation and assessment procedures and support services will be outlined at this session. You will most likely meet your trainer/s at Orientation and receive a Course Outline which pertains to your specific course and training plan.

Where training is being undertaken at one of the Institute training sites, a tour of the site and facilities, and a fire/ emergency evacuation drill will also be given.

11 Language, Literacy and Numeracy (LLN) requirements

A minimum of intermediate level of English (IELTS 5.5 or as specified for each course)

is required for most courses provided by MEGT Institute.

As language, literacy and numeracy are essential requirements for workplace performance students will be required to undertake a LLN pre-assessment exercise to identify any LLN needs that may need to be addressed. LLN may also be assessed via interview. Should you have any concerns regarding your LLN levels, please discuss this with your trainer, as we can guide and support you to find additional LLN coaching if required. We have links with accredited English colleges who offer workshops that will complement your training course.

12 Facilities and equipment

MEGT Institute will use the latest technology in the delivery of all programs. This includes the latest software, hardware, teaching aids and equipment. Students attending courses at Institute sites may have access to free Internet access for course work if required.

At the conclusion of lessons, the classroom or work area should be left clean and orderly, rubbish removed and placed in bins, and resources returned to their original location

13 Student resources and library

Text books, journals, manuals and workbooks are either provided by the Institute or will be available for purchase through the Institute or a recommended preferred supplier. In the case of Trainees and Apprentices, their employers are generally responsible for the costs of these resources.

If you inappropriately use and/or damage MEGT phones, computers, internet connections, photocopiers, fax machines, and other equipment used in your training (eg coffee making equipment) this could result in your enrolment being suspended or you may be asked to pay the cost of repairs.

14 Fees, charges and refunds

Students are informed before enrolment of all course fees and refund arrangements. The Fees, Charges and Refund Policy is available on the Institute website and provides to students the Table of Fees and Charges which also describes the situations where refunds will be given.

Irrespective of the availability and receipt of government subsidies by an employer, school, or student, it is a requirement of the Institute that where course fees, enrolment fees or other charges are applicable, these must be paid by the specified due dates on the tax invoice and paid in Australian dollars.

The Institute may charge for services and resources provided such as enrolment administration, copies of academic reports, reprinting or copying of learning resources, uniform garments mandatory in some work-placement programs (eg Hospitality, Children's Services), text books, photocopying, re-issuing of receipts, change of enrolment, additional copies or re-issue of qualifications and academic transcripts, and follow-up charges associated with late or non-payment, overdue fees, dishonour cheque fees, late marking or assessment re-sit fees.

Payment can generally be made by EFTPOS, personal or bank cheque, money order, direct bank deposit, credit card (*surcharge*).

A Re-Crediting of FEE-HELP Policy and Procedure exists when applicable. Full details are available on the Institute website under Policies and Procedures.

Non-payment of fees

A final notice will be issued within two weeks of the debt due date if the debt remains outstanding. Late fee payment will incur a penalty fee of 5% of the total amount payable (Sydney Campus students). Failure to pay the course fees within 14 days of the final notice may result in any or all of the following, until the full amount is paid:

- a) suspension from attending the course
- b) loss of access to the Institute's library and computer systems (Sydney Campus)
- c) loss of access to enrolment record information and academic transcripts
- d) inability to graduate
- e) termination of the enrolment
- f) report of breach of student visa conditions (Overseas Students only)
- g) report a breach of a Training Contract (Trainees and Apprentices)

15 Government funded training

Many students engaged in training with MEGT Institute will have their training funded by State or Commonwealth Government programs. Students undertaking this training and their employers will be made aware of the funding that is provided by the Government accordingly.

16 Health, Safety and Critical Incidents

MEGT Institute is committed to providing a safe and healthy work environment for the protection of its employees and students, and to continual improvement of the workplace through the reduction and control of hazards, which may result in injuries to employees and the general public. It is a policy of MEGT to endorse and practice the provisions of current legislation.

When the Institute is delivering training and assessment in the workplace the workplace management is primarily responsible for safety issues. If required, MEGT Institute will review the workplace initially and make any recommendations to employers on additional requirements that may be needed.

Students must take care of their own health and safety and that of their fellow workers/students to the extent of their capability. This means you must follow all safety rules, procedures and instructions of course coordinators, trainers and workplace supervisors and other persons involved during your training activities. Students should not wilfully or recklessly interfere with or misuse anything in the interests of safety, health and welfare.

If you have any concerns about your safety and health, or that of your fellow colleagues, you should immediately report the situation to your trainer or supervisor.

First Aid

First Aid Kits and fire extinguishers are available at every study or work site. Ensure you familiarise yourself with the location and use of local fire extinguishers. Simple practices on the administering of First Aid, based on the principles of infection control should be implemented to prevent the transmission of blood-borne infections. The underlying strategy should be to consider all human blood or other body fluid and tissues as potentially infectious.

Personal Hygiene

Staff and students should maintain a high standard of personal hygiene as a fundamental approach to preventing infection or transmission of infection and disease. All MEGT sites provide adequate hand washing facilities. Worksites should provide the same.

Evacuation Procedures

In the event of a fire, it is compulsory that all employees and students leave the premises immediately and follow the directions of the fire warden or MEGT Institute staff member. Always ensure you are aware of the fire exits and evacuation procedures for the area where you are undertaking your training or work placement.

Accidents and Critical Incidents

In the event of you having an accident or injury whilst undertaking your training it should be reported to your trainer or supervisor immediately. Every injury should be reported, whether major or minor, to ensure you are adequately protected should there be a recurrence of the injury, or problem arising from, or attributed to, the accident. Complete an Accident Report Form which is available at worksites and Institute sites. Should the injury require medical treatment, the medical practice must be advised that the injury occurred in the workplace. A medical certificate must be obtained from a doctor and returned to MEGT Institute as soon as possible.

The Institute Critical Incident Policy and guidelines, available on the Institute website, are designed to ensure appropriate action is taken in the case of a traumatic event or the threat of such, which causes extreme stress, fear or injury. Critical incidents are not limited to, but could include:

- missing students
- severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster
- issues such as domestic violence, sexual assault, drug or alcohol abuse
- non-life threatening events which are considered to be of a critical nature due to the affect it may have on a person or persons.

17 Dress code

Dress code requirements apply to all students attending Institute Campus, Trade Skills Centre and other training sites. Generally the dress code is smart casual, but this will vary depending upon the trade/profession. Additional dress requirements may also apply to students undertaking workplace practicum or experience. Students

should ensure they are fully aware of the dress code requirements for their specific course and work placements. This information should be provided during your course enrolment/orientation.

18 Smoking, eating and drinking, mobile phones and ipods

Generally eating or drinking is not permitted in classrooms, workshops, hallways or stairwells. Eating and drinking are restricted to the assigned student common or lunch/kitchen areas. Students must place all rubbish in the bins provided and clean up after themselves. Only bottled water in a spill-proof container can be taken into class.

MEGT encourages a healthy lifestyle. Smoking is not permitted inside Institute buildings. If you wish to smoke, please make yourself aware of the smoking permitted areas both at Institute sites and work sites. Ask your trainer or the support staff for directions to this area. Dispose of all cigarette butts in the bins or receptacles provided.

Out of courtesy for your trainer and those around you your mobile phone and ipods must be turned **OFF** at all times while in class or undertaking on-the-job/workplace training. If there is any reason why you must have your phone on please discuss this with your trainer.

19 Drug and alcohol awareness

Students shall not bring illegal drugs or substances onto MEGT Institute premises, nor partake in the use of illegal drugs or substances whilst engaged in the training. Most worksites will also have strict rules in regard to drugs and alcohol. Contravention of these rules may result in disciplinary action, cancellation of the enrolment, and reporting to police.

Students who present for training under the influence of alcohol will be asked to leave the class or one-on-one training will be temporarily ceased and a warning will be issued to the student.

MEGT Institute supports the prevention of drug and alcohol problems and reducing the impact of these problems on families, communities and workplaces. Information is made available to students to raise student awareness of problems associated with and impact of drug and alcohol abuse on health, workplaces, resources, families and

communities; strategies to assist in minimisation of harm from drug and alcohol use and abuse, and provision of key contacts for information and advice.

20 Student ID cards and building access

Students studying at the **Sydney Campus only** will be issued an ID card at the time of enrolment. This must be carried by you at all times for identification purposes, attendance monitoring and computer and photocopying usage. For access to the Computer Labs you must enter using your swipe card. If you misplace your student ID card, a replacement fee of \$10 dollars will be charged.

You should check the open hours for your training site. Students are only permitted to enter staff or administration areas when accompanied by a member of staff.

21 Security of personal property

All students are responsible for the security of their own personal property during MEGT Institute course activities and when you are on our premises. MEGT Institute is not responsible for your personal items (eg computers, phones, bags, etc).

22 Change of address – students

It is important that you notify MEGT Institute if you change your address. Notification is to be given in writing within 7 days of changing address. A Change of Address Notification Form is available on the website in the Student Portal.

Overseas students are required to notify Immigration (DIAC) and MEGT Institute of their address in Australia within seven days of arrival, and to notify the Institute of any changes of address within seven days (under section 21 of the ESOS Act 2000). Failure to do so may result in VISA cancellation (Use either a *Change of Address Notification Form* or provide the details in a letter or email).

23 Excursions

For students not engaged in a Traineeship or Apprenticeship course, excursions or worksite visits may be a compulsory part of your course. You will be expected to attend all excursions set by your trainer. There may be a minimum cost to attend and your trainer will inform you with due notice. The Institute will not be held responsible for any claim for compensation or damage arising out of any action on an excursion. All students must sign a Disclaimer in regard to excursions on commencement of their

course or as applicable. Your trainer will give you all the relevant details in an excursion form.

24 Work experience

Students undertaking a Traineeship or Apprenticeship will be gaining their practical work experience through their on-the-job training and employment component, and will be assessed in their workplace by their Assessors.

If you are enrolled in a full-time classroom-based study program you may be required to undertake compulsory work experience. You will be assigned suitable places in industry where you will undertake practical components of your training and assessment. You will be issued a Work Experience Log Book that will explain in full, the details of the Work Experience placement. You and your workplace supervisor will be required to complete the workplace logs. It will be essential that you complete the workplace component in order to be marked competent. Full details of the required days and hours of workplace attendance will be provided to you at Enrolment/Orientation.

Students' participating in practical training which requires them to have direct contact with children under 18 in designated child-related employment areas will complete a Prohibited Employment Declaration form on enrolment, and each year in which they are enrolled as a student.

In some circumstances students may also be subject to additional screening. Screening is carried out only with students' consent, but eligibility for participation in some programs is determined on the basis of information obtained through these checks. Students participating in internship or practicum placement which involve direct contact with children under 18 without the presence of a qualified supervisor will be subject to a Working with Children Check.

25 Time Management

Well developed time management skills are a foundation of good study habits. Here are some hints to help you manage your time.

- Think about and identify the chunks of wasted time in your daily or weekly activities
- Set a realistic goal of what you want to achieve and by when you want to achieve it (it may be to complete workbook exercises or an assignment)
- Write a to do list of the things you need to do to achieve your goal

- Schedule a time to complete each of the tasks
- Gather information you need to complete the tasks
- Allow some time for creative thinking and brainstorming ideas
- Don't be distracted by some new unplanned task which comes along
- Recognise the causes for procrastination and keep this under control (causes can be lack of a clear goal, underestimating the task difficulty, being unclear about what is required)
- Put your ideas and decisions into action – execute the plan
- Keep a time log to show where your time management plans went astray
- Evaluate how you went and where you can make further time management improvements

26 Academic misconduct including plagiarism

MEGT Institute requires all students to observe the highest ethical standards in all aspects of academic work. Academic dishonesty and all forms of cheating will be penalised.

Academic conduct is defined as

- Copying or attempting to copy someone else's work
- Allowing someone else to copy one's work
- Using information prohibited from use in an assessment
- Submitting work of another students as their own
- Plagiarism - using language or ideas from other people and claiming it as your own. Plagiarism can take several forms
 - Quoting from a book or an article without acknowledging the source.
 - Handing in someone else's work as your own
 - Stealing and passing off another persons words or ideas and claiming them as your own
 - Giving incorrect information about the source of a quotation or idea
 - Downloading information from the internet without acknowledging the source
 - Copying a section of a book or article and submitting it as one's own work
 - Presenting as a new and original idea or produce something which was derived from an existing source.

You will find further information and guidelines regarding plagiarism at 'plagiarismdotORG' website <http://www.plagiarism.org/index.html>

If you are unsure about whether something is plagiarism ask your trainer about it and

how you should reference the original source. Ask your trainer for a copy of the Institute's Style and Reference Guide if you would like further guidance on how to appropriately reference information and content you obtain from external sources.

Students involved in Academic Misconduct will be counseled by the Director of Studies (Sydney Campus) or their trainer, and will be marked as NYC in the unit in which academic misconduct occurred. An assessment re-sit will be required and the student will be charged a re-sit fee. Students accused more than once of Academic Misconduct may be dismissed or expelled at the discretion of the Institute.

27 Student Responsibilities

Students are expected to complete study requirements within the set timeframes. Planning your time is essential, and will require you to set aside a number of hours on a routine basis to work through your course material and assessments. Establishing this routine helps you to be better organised and more able to meet your goals. If you need help with planning your time, ask your trainer or workplace supervisor. Take note of your course timetable or training plan which will indicate important information, including assessment dates.

As a student of the Institute you are responsible to:

- Liaise with your trainer, especially regarding attendance and assessments
- Manage your time effectively
- Give reasonable notice of inability to attend classes or work experience
- Inform your trainer of training progress/issues that arise
- Develop your skills through completing additional self study
- Demonstrate commitment, motivation and enthusiasm.
- Liaise with classmates
- Make regular appointments with your trainer or coordinator to ensure your career pathway is on track
- Seek regular feedback from your trainer

28 Monitoring Course Progress and Intervention Strategies

MEGT Institute is committed to maintaining the highest standards in academic performance and monitors each student's course progress. Students have a commitment to meet their learning and assessment requirements so they are able to achieve satisfactory course progress. Early intervention strategies are used to encourage, support and monitor student progress. Student welfare and guidance services are provided where required. The type of support services you may require will vary depending upon your personal situation and the type of training you are undertaking. The Institute can also assist you to access the following

- Tutorial support
- Language, Literacy and Numeracy support
- Progress and assessment feedback
- Performance counselling
- Access to resources
- Access to equipment
- Employment guidance and assistance
- Appeals and complaints handling
- Course options and proposed future pathways
- Personal counselling and referral as appropriate (Counselling services can be provided by a qualified counsellor and appointment can be made if required)
- Accommodation (Overseas or Interstate Students)

To access any of the above support services book a time to discuss these with your Program Coordinator or Administration Support staff. (Trainees and apprentices please speak to your trainer).

Students engaged in courses at Sydney Campus should ensure they are familiar with the **Monitoring Course Progress All Students – Sydney Campus Policy and Procedures**.

29 Articulation

Should you be contemplating using the qualification you gain through MEGT Institute as an immediate articulation pathway to higher education, please speak to the Program Coordinator or make an appointment with the Director of Studies (Sydney Campus) who will be able to assist you with further information. Courses delivered at MEGT Institute contain Units of Competency from the Australian Qualifications Framework. This enables you to gain exemption in other Tertiary courses. MEGT Institute has articulation arrangements for its Diploma and Advanced Diploma courses

with some Australian Universities.

30 Academic and Non-academic grievance, complaints and appeals

For the successful operation of MEGT Institute and for your own successful development, it is important that we are aware of any appeals or complaints you may have. We encourage a harmonious environment where students and staff interact in a professional manner. Appeals or complaints may be taken directly to your trainer, or should you feel your appeal or complaint is not being resolved, you should bring the matter to the attention of the Director of Studies, Program Coordinator, or the State Training Manager.

Full details of the Institute's grievance policies and procedures are available on the Institute website under policies and procedures. If a complaint remains unresolved, students are advised of external organisations to which they can appeal.

31 Insurance

All students are covered under the MEGT (Australia) Limited Public & Products Liability Insurance and whilst engaged in unpaid work experience students are covered by our Group Personal Accident Insurance Policy.

32 MEGT Institute Website

MEGT Institute website can be found at www.megtinstitute.com.au. Here you will find more information regarding the courses we deliver and our policies and procedures. If you require further information regarding our services, please do not hesitate to contact your trainer or the Director of Studies. You should check out information provided for students on our website.

33 Competency Based Training

The qualifications you will undertake with MEGT Institute are made up of units of competency and combined to form an Australian Qualification. These units of competency are a statement of skills, knowledge and performance criteria and are what guides MEGT Institute in what we have to include in your training program, what you are assessed against, and how the assessment is conducted. You will be provided with a copy of each unit of competency that is contained within the qualification you are undertaking and information about how you will be assessed.

Competency based assessment is the process of collecting evidence and making judgements on whether or not you have reached the required level of knowledge, performance and employability skills as specified in the industry training package units of competence.

34 Skills Recognition

The terms RPL (Recognition of Prior Learning) and RCC (Recognition of Current Competency) apply to the recognition that you have acquired skills and knowledge previously through formal training, work experience and/or life experience. This skills acquisition can be measured against the competency performance that you are expected to demonstrate in your current course.

When you have looked at the competency criteria for your course and you believe you already have the required skills, knowledge and ability, you can apply for skills

recognition by completing a Skills Recognition Application Form, discuss the requirements with your trainer (Sydney Campus students – Director of Studies) and then submit a portfolio of matching evidence. Generally it is up to the student to provide the competency evidence, including third party reports and formal documentation. It is not up to the trainer to provide assessment tasks for the student to undertake. The trainer may decide to conduct an interview with the student to confirm documented evidence. Speak with your trainer if you believe you can apply for Skills Recognition. You will be provided with the relevant application and documentation to enable you to complete the process.

Outcomes of a successful Skills Recognition application can include:

- Exemption from completing the training in a part or whole unit of competence
- Exemption from completing some or all of the assessments for one or more units of competence
- A competency grading being awarded for one or more units or for the entire qualification

35 Exemptions and Credit Transfer – Mutual Recognition

MEGT Institute recognises all AQF qualifications and Statements of Attainment issued by any other Registered Training Organisation. You will be required to supply either the original qualification document or a certified copy of the document. A certified copy means a certification by a designated authority that they have sighted the original and the copy is a true and accurate copy of the original. A designated authority for MEGT Institute purposes is a magistrate or judge of a court, civil marriage celebrant, justice of the peace, medical practitioner, dentist, pharmacist, sheriff, legal practitioner, police officer, manager of an Australia Post office, a Chartered Accountant, Member of Parliament, Minister of Religion, a Trainer or Program Coordinator within MEGT Institute. To apply for Credit Transfer, speak with your trainer, submit the original or certified copies of formal documents, and complete a Credit Transfer Application Form.

NOTE: Skills Recognition and Credit Transfer of previous qualifications may result in reduced training hours and/or reduced course duration. This may result in an early completion of a traineeship or apprenticeship when both the trainee and employer agree and submit an application for early completion. (Note: in some trades Apprentices will not receive an A grade licence if they complete the term of apprenticeship early.) Overseas students need to be aware that reduced hours or

reduced course duration will be reported to DIAC via PRISMS under the requirements of the ESOS Act. This could result in a requirement to enrol in another registered course or depart Australia immediately.

36 Flexible delivery

MEGT Institute recognises that students have different needs and that one style of training delivery or one type of assessment method does not suit all. The Institute attempts to provide a range of learning strategies, technologies, timetable options, locations and a variable range of assessment methods. Some of the delivery strategies used in our programs include: face-2-face coaching, teleconferencing, work-based training, group workshops, computer aided, web-based/online, simulated, work experience/placement, research and personal learning journals.

Our focus is on “learning” rather than “teaching”. This means giving the student greater control over when and how learning takes place, and what resources are used in the learning process. We also attempt to customise training to meet the needs of both students and employers.

37 Assessment – General Information

Assessment is the method by which you will be judged to have, or not have, demonstrated competency against the performance criteria of units of competence. Assessments are conducted by MEGT Institute trainers/assessors in accordance with the National Assessment Principles established under the AQTF. This means that the assessment process shall be valid, reliable, flexible and fair. Effective assessment will typically include a mix of assessment types and methods which might include observations and demonstrations, projects, role plays, simulation, written tests, essays, oral questions, presentations, final products.

Formative assessments, exercises and practical activities provide students with feedback intended to improve performance and develop further understanding and skill. A formative assessment may contribute to a final assessment outcome and/or grade.

Summative or final assessments will generally be quite comprehensive and holistic in what knowledge and skills they aim to assess. This form of final assessment may be a project or an observation of workplace performance. A final assessment may be the

only assessment counted towards the final grade, or may contribute to the overall grade or competency outcome.

Continuous assessment is another way that students can demonstrate their competence towards a final outcome. This might involve weekly workplace logs, weekly activity reports, and performance or progress logs.

You may apply for special consideration due to illness or misadventure which adversely affects your ability to undertake an assessment or perform to your full capability within an assessment. The application must be in writing and signed by an appropriate professional authority such as a Medical practitioner or Counsellor. The application will be considered by your Trainer, Program Coordinator and/or Director of Studies. If approved, alternative arrangements will be made for assessment to take place.

38 Marking of assessments – Competent, Not Yet Competent

All Institute students are graded as “C” Competent (having sufficient skill, knowledge, ability, and demonstrating capable performance) or “NYC” Not Yet Competent (there is insufficient evidence to demonstrate sufficient skill, knowledge, ability and capable performance).

A “C” grading on all units of competency required for a qualification will result in the issue of a Certificate, Diploma or Advanced Diploma.

Students may be given a “NYC” grading where

- they have failed to complete an assessment task according to the required assessment directions/performance criteria,
- not met the required assessment due date or timeline, or where
- evidence provided is insufficient to demonstrate competence.

If you are unsure why you are marked as NYC check with your trainer as to the reason.

Student’s who achieve competence in one or more units of competence, but not in all of the units of competence required for a qualification, will receive a Statement of Attainment.

39 Assessment outcome notification

Students assessed through observation and oral assessments will generally be informed at the end of the process as to the assessment outcome. Notification in regard to written assessments or assessments requiring marking or review of third party documentation will be returned to the student within 14 days of the assessment being submitted.

The Institute monitors student progress, with progress reports reviewed at the end of each term. Trainees and Apprentices may not be able to move through their course to another module until they have achieved competence in current modules or may have their training contract reviewed with the employer and AAC.

Overseas Students: Where a student is found to have "NYC" for more than 50% of the total number of units undertaken to that time, action is taken in accordance with the MEGT Course Progress and Monitoring (Overseas Students) Policy and Procedures.

40 Assessment Resit Policy

As per the Institute's Assessment, Grades and Resit Policy and Procedure, when a student is graded as "NYC" in any assessment, the student is provided (free of charge) the opportunity for one re-assessment or the opportunity to show evidence of competence. The student is given a due date for the re-assessment, and must comply with this or be marked "NYC".

If the student is graded "NYC" on the second assessment it becomes the student's responsibility to provide to the trainer/assessor, further evidence of competence which meets the element and performance criteria required, or to arrange a further re-sit or third assessment where possible. The student is again given a due date for the re-assessment, and must comply with this or be marked "NYC".

In the case of Trainees and Apprentices and students engaged in government funded programs, the assessment of this further evidence is free of charge if conducted within the time-frame of their training plan/training contract. In the case of fee-for-service students, a re-assessment charge of \$50 is applied to this re-assessment.

Students wishing to undertake further assessment after the third assessment attempt will be required to repeat the unit of competence/module if being offered by MEGT Institute at the student's expense, or apply for Skills Recognition at a later time and pay the relevant fee.

41 Assessment Grading Criteria for Performance Level Grading (PLG)

Performance Level Grading applies only to Diploma and Advanced Diploma qualifications

Graded competency means awarding candidates a “grade” based on higher level of performance or defined criteria *once competency has been achieved*.

If a student is “not yet competent” on a first assessment attempt they are not eligible to receive a graded result for that unit of competence.

Grades are determined by an aggregate of all graded assessments for the unit of competence and are not awarded until all assessments have been conducted for the unit/module.

Grading Criteria

C	Performance Graded as Competent (C) Learner performs to industry standard as per Training Package guidelines. Consistently performs at the standard required by industry and has achieved the minimum pass marks (if required) for the unit of competency.	65% to 70%
Credit	Performance Graded as Credit Level Learner performs above industry standards as per Training Package guidelines. Demonstrates an aggregate graded mark which is above the minimum required with no requirement for re-sits or re-assessments due to a NYC.	71% to 85%
Dist	Performance with Distinction Learner consistently performs above industry standards as per Training Package guidelines. Demonstrates an aggregate graded mark which is greater than 80%. Has been assessed as competent on the first attempt of each assessment.	86% to 100%

42 Your trainers/assessors

MEGT Institute employs a team of highly qualified and experienced trainers with extensive relevant industry experience and vocational qualifications.

Trainees and Apprentices will be assigned a trainer who will generally take responsibility for the entire training program. The trainer will have regular contact with you, including regular phone calls, emails, contact visits for training and assessment.

Students engaged in full-time classroom-based courses may have several trainers as you progress through the course. There will however generally be one Program Coordinator in charge of your course to whom you can always refer to if required.

43 Issue of progress reports, qualifications and academic transcripts

Regular progress reports will be provided to the student (and third parties such as employer, school, DIAC). Students enrolled in full time courses will receive a formal course progress report at the start of each term for their progress to date.

If you have a query or concern regarding your progress or recorded competency outcomes or grades, you should speak with your trainer or Academic Coordinator. If the query is not satisfactorily answered or the query relates to your final assessment, put your query in writing as per the Academic grievance policy and submit this through your trainer to the appropriate person within 7 days of receiving your grade. (Director of Studies in Sydney Campus; VET-in-schools Coordinator; Program Coordinator; State Manager for Trainees/Apprentices).

Before qualifications are issued, the student's file is completely verified to ensure competence has been achieved in all required assessment tasks and that all fees (where applicable) are paid. Original parchments are issued and should be carefully stored by students, as should you lose the original, the Institute will only be able to issue a copy of the original marked "Duplicate" or a Signed Transcript of your results. Student electronic records of achievement are maintained for 30 years from the original date of issue, including student name, student number, certificate number, qualification code and title, units of competence, and date of issue.

44 Course Cancellation

MEGT Institute reserves the right to cancel or postpone a course or training where class minimum numbers are not reached, or where we are unable to provide a trainer due to illness or unforeseen circumstances. The Institute will endeavour to make alternative arrangements, and advise students as soon as possible should it be necessary to cancel or postpone the training. Fees paid in advance will be refunded in accordance with the Fees, Charges and Refund Policy.

45 Marketing and Talent Release

MEGT Institute markets our training products with integrity and accuracy, providing students and clients with up-to-date and factual information in relation to our courses. Students and staff may be approached by the Institute to provide a testimonial or to be included in photographs which we will subsequently use in marketing and/or course resources. Students and staff who agree to this will be required to complete a Talent Release form allowing MEGT Institute to use the photos in a designated way for a specified period of time without payment to the student.

46 Student of the Year Awards

MEGT Institute students who complete their qualification are eligible for nomination in the Student of the Year Awards. Three finalists are selected each year on the following criterion: 1. Career and study achievements; 2. Communication, team and leadership skills; 3. Other pursuits. Applications close 30th September each year. The application form can be downloaded from the MEGT Institute website student portal.

47 Graduation and Awards Ceremonies

Graduation and Awards Ceremonies are held each year, when students are invited for a formal presentation of their certificate. Where these are not held or if students are unable to attend, certificates are posted to the current mailing address.

48 Appendices to this Handbook

Appendices to this Handbook have been added where required in order to provide additional information about particular sites, student groups or conditions relating to defined learning programs. Please read carefully any appendices which have been attached to your copy.

49 WHO CAN HELP ME – My personal contacts

MEGT Staff I may need to contact:

Name and email address	Phone number

Others:

Name and email address	Phone number

*All of our team at MEGT Institute
wish you complete success
with your course*