



MGIT STUDENT COMMUNICATION POLICY AND PROCEDURE

Policy Statement:

MGIT adheres to information transparency as the key to ensuring that our student, staff and other stakeholder gets the right information at the right time from the right source.

Policy Purpose:

The purpose of this policy is to ensure that our student, staff and other stakeholder receive relevant information be it by email, phone, and mail by post in a timely manner.

This policy also aims to offer strict guidelines to MGIT staff on how the communication is disseminated, when and how at all times.

Policy Scope:

1. MGIT Students
2. MGIT Staff
3. MGIT Business Partners- Agents

Note:

Prospective Student must be notified that **MGIT uses email and phone** to communicate with student regarding their **academic, financial and other study related matter**. MGIT also will call online or correspondence by phone in relation to important matters such as assessment submission follow-up or following up on students who were not participating or attending their online or face to face class, or payment of fees for CRICOS student.

Therefore it is important that student has access to email and phone. It is also the responsibility of the student to notify MGIT Admission Office immediately if address, email or phone number has change. Student are also reminded to check their email, phone or mail box (for CRICOS student) for any MGIT messages and to respond if required in a timely manner.

Policy:

Upon successful enrolment of the student into their chosen course, MGIT Admission staff will send the following information to the student **via email in the first instance**;



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- Welcome Letter
- MGIT Student Journey
- VET Fee Help Loan Information
- Moodle Access (if applicable)
- Timetable
- Allocated Trainer
- Study Plan
- Letter of Offer/Letter of Acceptance (CRICOS student)

MGIT will also contact the student regarding missed assessment submission via email and if the student does not respond the Trainer will contact the student by phone.

Procedure:

Domestic Students:

- Administration staff sends email at every intake date to students who were successfully enrolled for all academic related matter.
- Trainer/Assessor will send email to student who had missed assessment submission
- Trainer/Assessor will call student if student has not been responding to any email sent by the Trainer/Assessor
- All email/postal mail correspondence will be copied and stored in the student file by the Administration Department.
- Trainer/Assessor sending email to student must CC copy Administration Department at all times.
- All telephonic conversation with Student must be recorded directly to Student File in Edupoint by Trainer/Assessor, or Administration staff.

CRICOS Students:

- Students will receive their Letter of Offer/Letter of Acceptance via email
- Administration staff sends email at every intake date to students who were successfully enrolled for all academic related matter.
- Administration Department will send Attendance reminder/warning letter to CRICOS student.
- Trainer/Assessor will send Course Progress reminder/warning letter to CRICOS student via email
- Administration Department will send both via email and postal mail to student if the student is on Final Warning: Intention to Report Status.
- Trainer/Assessor will send email to student who had missed assessment submission
- Trainer/Assessor will call student if student has not been responding to any email sent by the Trainer/Assessor



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- Trainer/Assessor sending email to student must CC copy Administration Department at all times.
- All telephonic conversation with Student must be recorded directly to Student File in Edupoint by Trainer/Assessor, or Administration staff.
- All financial matters will be sent via email except for Final Warning: Intention to report for non-payment, which will be sent via email and post.