



**Merage Global Institute of Technology (MGIT)**

**International Student Handbook**

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CRICOS Provider Code: 03258E

National Provider Code: 91798

## Welcome to Merage Global Institute of Technologies (MGIT)

Thank You for selecting MGIT as your vocational service provider. We are delighted and excited to be part of your student journey.

Here at MGIT education is our number one priority. We strive to help students to reach their optimal capacity. Through our technologically advanced resources and equipment we assist students to the best of our abilities.

The MGIT team are committed to provide the best service to all students and cater for all individuals that step through our front doors.

At MGIT you are in good company. We are located at the heart of the Parramatta and we are nearby shops, public transport and other great facilities.

In order to assist you succeed in your studies we offer a great range of support services to help ensure you can unlock your potential. These services include career advice, library, counselling, and disability support and accommodation advice.

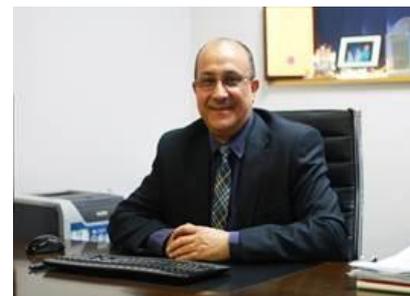
Our industry links will inspire you and open up valuable work-experience, networking and career opportunities, leading to long lasting connections with industry and employers both locally and across Australia.

Please find time to read and understand the student handbook. Once again welcome and thank you for choosing Merage Global Institute of Technology

Regards,

Malek Ebrahimi

CEO





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## OVERVIEW

Merage Global Institute of Technology (MGIT) was established in 2003 as a corporate Information Technology (IT) training provider known as MIS. It was founded by the current CEO who holds an advanced degree and critical industry certifications in IT. Our CEO's determination and belief to build up skills and expertise with an output as career in IT was the main idea behind the establishment of a training institute. MGIT established its first campus in a strategic location (Parramatta CDB) considering the insufficient number of training providers in the Western Sydney region at that period.

## PURPOSE

MGIT has established this document for students as their first point of reference. This document covers a wide array of information where students can easily refer to through the table of contents. This document aims to address the majority of student concerns. If a student requires additional information please feel free to ask one of the MGIT staff.

## LEGAL STATUS

MGIT is an educational provider registered to the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). MGIT offers nationally recognised training under the Australian Qualification Framework (AQF). This is enforced through the Australian Skills Quality Authority (ASQA) through their regulatory standards.

MGIT's international students are also required to comply with the regulations and standards expressed by Department of Immigration and Border Protection (DIBP). Failure to meet such standards will result in the expiring of Visas.

The main of legislation that MGIT are bound by are:

- Education Services for Overseas Students Act 2000 ('ESOS')
- National Code 2017
- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015

It should be noted that MGIT students are not restricted to the legislations mentioned above. Further information regarding legislation that MGIT must comply with are listed in Annex 1.

MGIT also ensures the protection of student fees and is an Australian Council for Private Education and Training (ACPET) member and also the Overseas Student Tuition Assurance Scheme (OSTAS) and the ESOS Assurance Fund.

Merage Global Institute of Technology (MGIT) is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015, and for the

issuance of the Australian Qualifications Framework (AQF) certification documentation. The Standards set out the requirements that an organisation must meet in order to be an RTO and ensure the integrity of nationally recognised training provided by registered training organisations.

### **MGIT BACKGROUND**

#### **MISSION**

MGIT has a mission to be a leading academic institution in Australia; to offer training both to International and local students with high quality education designed to meet their goals in a resourceful, professional, compliant and safe learning environment.

#### **VISION**

MGIT recognises the importance of transferring knowledge and skills. Our vision is to assist all students in developing themselves both personally and professionally. MGIT has provided an opportunity for students from all over the world to develop potential in a friendly and multicultural training environment that is free from discrimination and harassment. MGIT intends to continue to be a significant contributor to Australia's continuing role as a leader in education.

#### **ORGANIZATIONAL ETHICS**

MGIT has made a commitment to act in an ethical manner. All activities of MGIT are carried out honestly, fairly and accurately for our staff and clients. High standards of financial probity, marketing and advertising integrity are always maintained. The delivery of courses to students are conducted through high standards of education and training, with up to date training methods, quality materials and highly trained staff.

#### **PRIVACY AND CONFIDENTIALITY**

MGIT assures the protection of student's personal information under the Privacy Act and the ESOS Act 2000; unless disclosure is legally required.

#### **PROTECTION OF LEGAL RIGHTS**

All students and staff members of MGIT are subject to follow Commonwealth and State legislations at all times. Listed on Annex 1.

#### **STUDENTS WITH DISABILITIES**

MGIT is committed to promote equal opportunity for students by providing a caring and supportive educational environment particularly to accommodate their special needs. MGIT has strategies in place to accommodate students with

various forms of physical and sensory disabilities. Students with such disabilities should discuss personal concerns with an MGIT officer.

#### HARASSMENT

MGIT aims to maintain a pleasant and effective working and learning environment; any action falls under the definition of harassment is considered unlawful action and subject to legal action. MGIT encourages students to report if it is observed within its premises; and assures the confidentiality of the reporting individual. Further details are available on the MGIT website in the [Complaint, Appeal and Grievance Policy and Procedure for International Students](#).

#### ANTI – DISCRIMINATION

MGIT has zero tolerance towards discrimination when dealing with students, staff and others. An individual who is subjected to discriminatory behaviour should report it to the Operations Manager where appropriate measures will be undertaken. Further details are available on MGIT website in the [Complaint, Appeal and Grievance Policy and Procedure for International Students](#).

#### QUALIFICATION FOR INTERNATIONAL STUDENTS

MGIT is part of the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and offers the following qualifications for international students:

CRICOS Course Code	VET National Code	Course Name
087619A	ICT40415	Certificate IV in Information Technology Networking
093226A	CHC50113	Diploma of Early Childhood Education and Care
086665C	ICT50415	Diploma of Information Technology Networking

#### ENROLMENT PROCEDURE

##### ENTRY CRITERIA

CRICOS Course Code	VET National Code	Course Name	Entry Requirements
087619A	ICT40415	Certificate IV in Information Technology Networking	<ul style="list-style-type: none"> <li>• Year 12 or equivalent</li> <li>• Relevant Student Visa</li> <li>• IELTS 5.5 or equivalent</li> </ul>

			<b>Note: Student under 18 years old will be accommodated in this course provided the parent or suitable nominated carer is the person who would be looking after the student whilst studying at MGIT.</b>
093226A	CHC50113	Diploma of Early Childhood Education and Care	<ul style="list-style-type: none"> <li>• Year 12 or equivalent</li> <li>• Relevant Student Visa</li> <li>• IELTS 5.5 or equivalent</li> <li>• 18 years or older</li> <li>• Able to provide a Working with Children Check</li> <li>• Able to complete a First Aid Course (HLTAID004 Provide an Emergency First Aid Response in an Education and Care Setting before the students commence the required work placement).</li> <li>• Able to complete 435 hours of work placement</li> <li>• 18 years or older</li> </ul>
086665C	ICT50415	Diploma of Information Technology Networking	<ul style="list-style-type: none"> <li>• Year 12 or equivalent</li> <li>• Relevant Student Visa</li> <li>• IELTS 5.5 or equivalent</li> <li>• 18 years or older</li> </ul>

**MGIT upon assessment may requires prospective international students to take the LLN assessment prior to being accepted into the qualification and/or conducted a short interview between the candidate and the Trainer/Assessor.**

#### **ENROLMENT PROCEDURE**

International students that wish to enrol in the courses mentioned above must follow the steps below.

##### **Step 1**

- It is important that you have consulted with a Migration specialist when finding out the right student visa for yourself.
- Please visit the [www.border.gov.au](http://www.border.gov.au), read and understand the section – “Studying in Australia”

- Please visit our website [www.mgit.edu.au](http://www.mgit.edu.au), read and understand our, International Student Handbook, policy and procedures specific for International students, our course requirements, etc.
- Read and understand course requirements and ensure that you meet those requirements to ensure successful admittance to the course.
- To ask us about our course intake dates, please send a request to [info@mgit.edu.au](mailto:info@mgit.edu.au) or visit our website.
- Please refer to course fee, enrolment fee, material fee and other relevant fee that may apply to you in our website.

#### Step 2

- If you had contracted the service of a Migration/Education specialist then the service can give you advice on how to proceed with your enrolment with MGIT

#### *Otherwise*

- Complete the GTE form ([click here](#)), statement of purpose declaration (SOP) and enrolment form
- Prepare the necessary supporting authenticated documentation as per your student visa requirements.
- Ensure that you have a current 5.5 IELTS or equivalent certification
- Send the above documentation to [info@mgit.edu.au](mailto:info@mgit.edu.au)
- Ensure that you had read and chose your course intake dates, this can be found in MGIT website.

#### Step 3

- MGIT will assess your completed GTE, SOP and Enrolment form as well as your supporting documentation
- If MGIT is satisfied with your response to the GTE form and has submitted the required documentation, then you will be advised that the Letter of Offer will be sent to you or your nominated agent
- Please advise MGIT if you want us to organise your Overseas Student Health Cover, this is a mandatory requirement.
- Payment must be made to our nominated account MIS Global Technologies, BSB 012370/Account Number 534986548
- Please note that enrolment fee of \$200.00 is not refundable in the event that you change your mind, or your visa has been denied.
- You will also be notified if you will have to pay for learning materials, e.g. workbooks
- Once payment has been deposited and confirmed by MGIT, your COE will be issued and sent to you, from this point you can organize your student visa application.
- From this point, you are more than welcome to contact us on [info@mgit.edu.au](mailto:info@mgit.edu.au)

#### Step 4

- You must notify us once you had been granted visa, you must also notify us of your arrival date if requiring airport pick up or arrangement for temporary accommodation-payment for the service must be made to ensure that this arrangement can be organised in advance.
- You will receive your welcome letter and instruction prior to your induction day, time and place, your term schedule, payment dates, Trainer name,

### COMMENCING STUDIES

#### ENROLMENT

Once a student has successfully completed the enrolment process, MGIT Administration staff will send the student a confirmation of enrolment which will include information relating to the commencement of studies (e.g. term dates, where to access resources etc.). The letter will also contain the MGIT student identification number – the student ID number is important for identification purposes and must be included on assessment information and sign in sheets.

The student will also receive a copy of:

- MGIT Student International Handbook

#### INDUCTION

MGIT provides international students with an insight to study and life in Australia through a pre- scheduled induction (*refer to letter of offer*). It is mandatory for the student to attend the induction. The induction session will cover topics ranging from the student's right and responsibilities and the services provided at MGIT campus including emergency procedure, contact person, and meeting the staff members including trainer/assessor. Furthermore induction provides information regarding access to public transport, banks, libraries, hospitals, internet, telephone (mobile) and insurance service providers.

#### STUDENT IDENTITY CARD

International Students must have a student ID card. The application form for an ID card will be provided at the induction session as well as. Once completed please submit to Administration department to receive the Student Identity Card.

#### UNIQUE STUDENT IDENTIFIER (USI)

Unique Student Identifier (USI) is a mandatory requirement for all students when enrolled in a nationally recognized qualification. The purpose of a USI is it creates a secure online record of your recognized training and qualifications gained in

Australia, even from different training organizations. Further information can be obtained at <https://www.usi.gov.au>. Please refer to our website [www.mgit.edu.au](http://www.mgit.edu.au), for further information regarding exemption and consequence of not having a USI. MGIT will not be able to issue your certificate or statement of attainment if you don't provide your USI number.

#### **DEFERRAL, SUSPENSION OR CANCELLATION OF ENROLMENT**

Students wishing to defer, suspend or cancel enrolment are encouraged to refer to the deferral, suspension and cancellation policy on the MGIT website. MGIT is under an obligation to notify the Department of Immigration and Border Protection (DIBP) via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

#### **TRANSFER POLICY**

MGIT students may wish to transfer to another registered training providers and can do so but are bound by the Transfer policy located on MGIT website. The main scope of the policy is that a provider must not knowingly enroll a student wishing to transfer from another registered provider course prior to the students completing six months of his or her principal course of study unless the original provider has provided a letter of release.

#### **ACADEMIC**

##### **STUDY PERIOD**

The courses are normally divided into 4 study periods, each study period consist of 10 weeks with the exception of CHC50113 Diploma of Early Childhood Education and Care.

##### **SESSION PLAN**

The designated trainer provides a session plan and course outlines at the commencement of each term. These outlines set out the information regarding unit content, assessment procedure, resources and course requirements

##### **TIMETABLE**

MGIT provides a copy of a timetable during the induction session which specifies the unit of competency, classroom, lab, study load and contact details of the assigned trainer and assessor.

#### **ASSESSMENTS**

Assessments are integral to the successful completion of the student enrolled qualification. Students are assessed during the study term. A policy that is relevant in this section is the Course Progress Policy and Procedures that can be found on MGIT

website. This policy deals with MGIT monitoring student's course progress and notifies and counsels students who are at risk of failing to meet course requirements.

#### **ASSESSMENT RECORD**

The trainer and assessor delivering the unit of competency conducts the assessment and evaluates the student's academic performance. Academic results are recorded by the unit of competency and are recorded in the student management system.

#### **LATE SUBMISSION**

International Students are required to complete the assessment by the due date, as outline in the assessment cover sheet. Late submission of the assessment is at the discretion of the trainer, student may request for extension. Non-approved late submissions may not be accepted.

#### **INCOMPLETE ASSESSMENT**

International students not completing all assessment tasks by the end of a unit will be marked as 'Not Satisfactory and required re-assessment which is subject to re-assessment fee.

#### **ASSESSMENT STRATEGY**

MGIT designed an assessment strategy to measure the effectiveness of International student acquisition and retention of required skills and knowledge. MGIT offers the following assessment tools but not limited to;

- Written Assessment
- Practical Demonstration
- Project work/Group Work
- Laboratory work

There are certain tasks to be performed individually as well group assessment. In regard to group assessment, students are required to form a group in consultation with the trainer as well as complete the assessment in a group and all members must contribute actively and equally. The assessment cover page shall contain name and student number of all group members.

#### **MGIT STUDENT COMMUNICATION POLICY AND PROCEDURE**

MGIT ensures that students, staff and other stakeholder receive relevant information in first instance by email, or phone, and mail by post in the case of serious matters such as Intention to report warnings. Email is the main channel of communication therefore students are strongly recommended to have access to an email and have the ability to check their email regularly. MGIT notifies the

students by email if they are required to send a call for intervention, interviews, and official warnings related to course progress and attendance concerns.

**AWARDS (NOTE: CERTIFICATION AND STATEMENT OF ATTAINMENT WILL ONLY BE ISSUED UPON PROVISION OF USI)**

#### **QUALIFICATIONS**

MGIT is authorised to award Certificate of Completion or Statement of Attainment to international students upon successful completion of all or some of their enrolled course. Students are required to submit the request form in order to access records, fees may apply upon application to access records.

#### **STATEMENT OF ATTAINMENT**

MGIT issues a Statement of Attainment that states the results of the unit of competency in which a student is enrolled and completed. Note: Students are reminded to ensure that there are no pending or unpaid tuition or other related fees. MGIT will not issue certificates or statement of attainment if there are unpaid tuition or other related fees, and unreturned borrowed learning resources from the library.

#### **COURSE CREDIT**

International students are eligible for course credit if the particular unit of competency has been part of the previous qualification that was completed successfully. Students who wish to apply for course credit are advised to complete and submit an application for credit transfer. Students intending to apply for course credit must apply in the first week of their study term. Further details can be recovered in the RPL Policy that is located on the MGIT website.

#### **RECOGNITION OF PRIOR LEARNING (RPL)**

International Students can seek exemption through recognition of their skills, knowledge and practical experiences. Students that aim to seek RPL are required to submit authentic evidence demonstrating their competency in the unit of study. MGIT will assess the evidence submitted and grant RPL if deemed competent and/or satisfactory. If a student is deemed unsatisfactory the assessor will notify them and advise them if further evidence/information is required for approval. Further information can be obtained from the MGIT website under the RPL policies and procedures.

#### **ACCESS TO ACADEMIC RECORDS**

International students have the right to obtain access to their academic records or qualifications. This can be undertaken by filling in the MGIT

Student Record Request Form, where the relevant fees are outlined in the document.

## **VISA CONDITIONS & REQUIREMENTS**

### **VISA CONDITIONS**

We advise international students to visit Department of Immigration and Border Protection (DIBP) and clearly understand their right to work and conditions associated to their VISA and the impact of any changes in the enrolment.

### **OVERSEAS STUDENT HEALTH COVER (OHSC)**

International students must obtain their health cover (OHSC) prior to their arrival to Australia. Applications towards health cover can be completed online after the acceptance of the Letter of Offer OR the student can authorize MGIT to apply for Health Cover on your behalf. Note: OHSC Certificate must be obtained prior to the issuing of the CoE.

### **MODE OF STUDY: FACE TO FACE ONLY**

International students are subject to enroll as full-time students ONLY and are required to maintain a minimum of 80% of the 20 hours study load per week. All CRICOS courses are delivered face to face in the Parramatta Campus.

### **ATTENDANCE POLICY**

The attendance of international students is a vital requirement when undertaking a CRICOS course that is reinforced by relevant legislative provisions. A general attendance of **80% of the 20 hour per week study hours** is required to all students in order to be deemed as meeting minimum attendance requirements. Further information about attendance requirements is located in Attendance Monitoring Policy that is located in MGIT website.

### **COURSE PROGRESS POLICY**

A student maintenance of their **50% course progress** is essential towards meeting their student visa requirements as well as successful attainment of their qualification. As a result, the course progress policy deals with students who are at risk of failing to meet course requirements. Further information about the course progress can be found in the Course Progress Policy and Procedure document that is located in MGIT website.

## **SERVICES AND FACILITIES**

### **LEARNING RESOURCES**

Students can loan books from the Library. Students are solely responsible for any damage or lost book. Loan or hire books must be returned within three weeks or will incur a fine, or pay the cost of the lost books.

### **COMPUTING FACILITIES**

MGIT has a number of modern and well-equipped computer laboratories. Student are not allowed to take drink and food items into the laboratory.

### **PHOTOCOPYING FACILITIES**

Students have access to photocopying relevant study material at MGIT; printing documents are required to comply with copyright regulations.

### **FREE WI-FI**

MGIT has free Wi-Fi at the Parramatta campus; students are required to comply with ICT security policy and their devices are free from viruses and malware. ICT security laws will apply on related breaches.

### **SPECIAL EVENTS**

MGIT from time to time holds special events for student and staff to participate, sample of these events are;

- Graduation Ceremony and Party
- Harmony Day
- Christmas party
- Open Day
- Excursion or Industry visits
- Others: any special event that Trainer/Assessor may organise with the students, e.g. end of the term party.

### **OTHER SERVICES**

A list of various other external support services can be found in Annex 3

### **PROFESSIONAL DEVELOPMENT**

Students can seek assistance to build up their professional experiences and promote their employability skills. This information can be obtained through the Learning Management System (LMS) that utilizes the training platform Moodle.

### **CAREER COACHING**

Students can seek advice on career development with our relevant staff. The administration staff can assist the student to set up an appointment with our

career adviser. Students are notified of events and workshop on career coaching through LMS.

#### **WRITING A RESUME**

MGIT students may seek guidance or support from MGIT Human Resources experts when creating or revising their respective resume.

#### **WELFARE AND COUNSELLING**

#### **FIRST AID AND MEDICAL CARE**

MGIT has certified first aid personnel to assist whenever it is required. If circumstances requiring urgent medical care, MGIT is authorized as a matter of urgency to seek appropriate medical care. In the event of circumstances requiring urgent medical care and it is not possible to contact the parent/guardian, the College will act as a matter of urgency to seek an appropriate medical care.

#### **HAZARD REPORT**

Students are advised to report to the MGIT Administration team immediately if they observe any hazard or a potential risk that could lead to serious injury to someone or damage the premises.

#### **CRITICAL INCIDENT**

In the case of a critical or serious situation you should inform a member of MGIT Staff immediately. Further information about critical incident is discuss in our Critical Incident Policy, this policy is located in MGIT website.

#### **EMERGENCY PROCEDURE**

MGIT is committed to maintaining safe and effective emergency procedures. Emergency procedures are established for the protection of staff, guest and students. In an emergency situation a student must follow MGIT Staff instructions.

Note: Fire prevention systems have been installed in the center premises. Fire drills and evacuation procedures are also regularly implemented and performed by MGIT staff. Students are advised to familiarize themselves with the emergency procedures and the fire escape routes near their classroom as in a case a fire breaks out.

#### **EMERGENCY CONTACT NUMBERS**

Police, Ambulance and Fire Brigade: 000 (emergency only)

Police enquiries: 131 444

Legal Aid: 1300 888 529

#### **INTERPRETATION ASSISTANCE FOR THE NEXT OF KIN**

International student's next of kin that do not speak English can seek interpretation services (TIS) 13 -1450; charges apply.

#### **FEEES**

##### **ENROLMENT FEES**

All students enrolled at MGIT are charged with a non-refundable enrolment fee. This is an administrative fee that is not subject to refund. Payment of fees on time is part of the enrolment terms and conditions that students must strictly adhere by, late payment of fees may attract penalties. Therefore, it is important to arrange payment options if required as soon as possible. Please refer to our website for the current enrolment fee.

##### **TUITION FEE**

International students are required to pay their tuition fees two weeks prior to the commencement of their term. Tuition fees are divided into four installments and can be paid on a payment plan that suits current financial situation and payments can be made through cheque, money order, credit card or electronic funds transfer (EFT). Note payment of tuition fee is part of your student visa requirements.

##### **OTHER FEES**

International students are subject to additional fees that are listed in the MGIT schedule of other fees form that is located on our website. Examples of additional fees are but not limited to:

- Material fee
- Work Placement uniform
- Re-issuance of certificates
- Re-issuance of COE- for student variation request if applicable
- Statement of attainment
- Re-issuance of transcript of records
- Copies of student records e.g. leave form, enrolment form
- Course credit
- Recognition of Prior Learning (RPL) form
- Request to expedite processing of documents.

##### **REFUND POLICY**

Students have the ability to seek a refund in certain circumstances that are outlined in the Refund Policy detailed on the MGIT website.

## **COMPLAINTS, GRIEVANCES AND APPEALS**

MGIT believes in providing a supportive and harmonious environment where students have the right to expect a convenient, safe and enjoyable learning environment. Student has the right to be treated fairly, with dignity, respect and provided equal opportunity. MGIT students also have the right to get support and access to their courses, and resources in a fair, non-discriminatory and a harassment-free learning environment. Students have the right to complaint and express the grievance or appeal against anyone who may have cause them grievance. MGIT has a policy and procedure for complaint, grievances and appeal appeals. All academic and non-academic complaints or appeals must be submitted in writing. To obtain further information please refer to the MGIT: Complaint, Appeal and Grievance Policy and Procedure for International student located on the MGIT website.

## **CONDUCT**

All MGIT students are expected to demonstrate appropriate behavior and respect towards MGIT staff, students and visitors. Students are expected to conduct themselves in a manner which respects the rights, property and privacy of others.

## **CLASSROOM MANAGEMENT**

Students should note that decisions concerning matters of both classroom management and assessments ultimately lie with their trainer. Students should respect their trainer's fair decisions at all times. Students are encouraged to speak with their trainers should they have concerns about their attendance, academic performance or class participation.

## **DRESS CODE**

All students are expected to observe a modest and appropriate dress code. Students are not permitted to wear indecent or revealing clothing or clothing with offensive slogans or motifs.

## **SMOKING**

Smoking is prohibited in all buildings within the campus area.

## **ALCOHOL AND OTHER SUBSTANCES**

In order to ensure and maintain health and safety of students and staff, anyone who is under the influence of alcohol or illegal drugs is not allowed to enter into the campus.

### **MOBILE PHONES**

Students must switch off their mobile phones before entering into the labs and classroom; as well avoid sending text messages inside the classroom/lab. Unauthorized taking of photos or video recording in the classrooms is not allowed unless permission to take photos or video recording has been granted.

### **LABORATORY AND CLASSROOMS**

No food or other beverages in Laboratory and class rooms. No one is allowed to take food or drinks into the classroom with the exception of water into the classroom and laboratory.

### **PLAGIARISM**

Plagiarism is strictly forbidden; all students are advised to present their personal ideas, work and avoid copying others work in their assessments. Knowledge of appropriate referencing are required at all times. Plagiarism will also be discussed in the induction session as well as by your trainer during the first day of the term. Student who are caught plagiarizing in their assessments will be deem not satisfactory or not yet competent.

### **COPYRIGHT**

All students are obligated to protect patent and copyright related law. MGIT strongly advises to avoid any action that violates copyright related offences.

### **PUBLIC PROPERTY DAMAGE**

Students are solely responsible for any actions that has resulted to damage to an individual or property either within or outside the premises of the college. Student who are involve and found guilty of causing damage may be liable to pay damage to MGIT or affected party or as per application of relevant laws of Australia.

### **DISCIPLINE / CANCELLATION OF ENROLMENT**

Students failing to comply with MGIT Code of Conduct are reported to the Compliance Manager. Any Disciplinary misconducts will be dealt appropriately and in a timely manner. Disciplinary measures include suspension or cancellation of student enrolment with MGIT.

MGIT may cancel the enrolment of any student:

1. Who has gained admission to the college by misrepresentation, by falsification of documents or by other fraudulent means?

2. Any student that has failed to fulfil the normal requirements for admission or enrolment.
3. For any act of grave misconduct associated with the academic program of MGIT
4. Malicious damage to MGIT and other student's property.

#### **STUDENT FEEDBACK**

All students are encouraged to provide continual input and feedback. This input and feedback may be provided either informally through conversation with MGIT staff or formally by participation in our student evaluation/ surveys. MGIT will attempt, whenever and wherever possible, to incorporate feedback in planning and development.

Trainer and student surveys will be distributed at the conclusion of each term. Suggestion box is also available at reception if student wanted to share their feedback or comments. Students are welcome to make appointments with staff members to discuss issues that are affecting their studies, course progress and attendance or any issue that they may have with their Trainers.

Learner's survey covering your initial experiences will be circulated within three (3) months of your commencement with MGIT.

### **Annex 1. Legal Right Protections**

#### **A. Commonwealth**

- Higher Education Support Act 2003
- Vet Guideline 2013
- Competition and Consumer Act 2010
- Privacy Act 1998
- Age Discrimination Act 2004
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- National Vocational Education and Training Regulator Act 2011
- Standard for RTO 2015
- Education Services for Overseas Students Act 2000 (ESOS)
- National Code 2017

## B. New South Wales

- Anti-Discrimination Act 1977 (NSW)
- Privacy and Personal Information Protection Act 1998 (NSW)

### Annex 2. Counsellor/career Advisors

#### **Katie Roberts Career Consulting ([www.katieroberts.com.au](http://www.katieroberts.com.au))**

201/22 Hunter St, Parramatta, NSW, 2150 Phone: 1300 644 890

#### **Max Coaching ([www.maxcoaching.com.au](http://www.maxcoaching.com.au))**

603/74 Pitt St, Sydney NSW, 2000 Phone: (02) 9232 4462

#### **Dr John Taccori ([www.careersdoctor.net](http://www.careersdoctor.net))**

2/234 Pitt St, Sydney NSW, 2000 Mobile: 0400 938 574

#### **Sydney Counselling Centre ([www.sydneycounselling.com.au](http://www.sydneycounselling.com.au))**

Level 4, 7 Help Street, Chatswood, NSW, 2067

Phone: (02) 9415 2223

#### **Life Resolutions (<http://www.liferesolutions.com.au/parramatta/>)**

Suite 4, Level 6, 85 George St, Parramatta, NSW, 2150

Phone: 1300 668 256

**Note: The counsellors above may attract consulting fees, please inquire before making an appointment**

### Annex 3- External support services

#### **Australian Human Rights Commission**

1300 656 419 <http://www.humanrights.gov.au/>

The Commission is responsible for handling complaints under:

- The Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986.

#### **Beyond Blue**

1300 22 4636 <http://www.beyondblue.org.au>

For the price of a local call, you can speak to a trained mental health professional.

### **Disability Council New South Wales**

<http://www.disabilitycouncil.nsw.gov.au/links.html>

Tel/TTY: 1800 555 660

The Disability Council of NSW is the official advisory body to the State Government on disability matters. We also provide advice to the Commonwealth on the effect of national policy at a State level. It seeks to provide best quality advice to Government and promote a positive vision of the future for all people with disability.

### **Legal Aid NSW**

Telephone: 1300 888 529      Website: <http://www.legalaid.nsw.gov.au/>

Legal Aid NSW provides legal services to disadvantaged clients across NSW in most areas of criminal, family and civil law.

### **Lifeline**

Telephone: 13 11 14      <https://www.lifeline.org.au/>

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

### **Reach Out**

Website: [www.reachout.com.au](http://www.reachout.com.au)

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

### **Reading and Writing Hotline**

Telephone: 1300 655 506      Website: <https://www.readingwritinghotline.edu.au>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.