



# Early Childhood Education and Care



**Student's  
Handbook  
2019**

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# SECTION 1 - WELCOME TO MEGT INSTITUTE

## **David Windridge**

Chief Executive Officer MEGT (Australia) Ltd



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. Australian accredited qualifications will open doors to new opportunities and offer you the chance to take your career to many part of 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 enrol 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.

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

## **Sandra Harper**

Manager International Education, Melbourne and Sydney Campuses



MEGT (Australia) Ltd was founded in 1982 and is a not-for-profit organisation. Since its inception it has grown to become an organisation specialising in quality education and training services.

MEGT Institute is a provider of vocational courses. It offers the highest quality of education. MEGT Institute is a specialist provider of Vocational Education and Training programs. We have a proud history within the VET sector around Australia and with our international students.

We are committed to providing outstanding training and support services, giving all students an exceptional learning experience. The curriculum focuses on developing students' practical skills and knowledge to give them a competitive edge in the job skills market. MEGT Institute has long-standing relationships with industry and our courses are based on the input we receive from employers and from student feedback.

Students enrolled in our courses experience the benefits of a quality education program, delivered in our well-equipped facilities. Our trainers and staff go the extra mile to ensure each student's educational experience meets and surpasses their expectations. Our campuses are centrally located in the centre of Melbourne and Sydney within easy reach of all facilities including cafés, restaurants and public transport.

## SECTION 2 - MEGT POLICIES AND PROCEDURES



### Ethics and Principles

MEGT Institute takes pride in operating with honour and encourages staff to continue demonstrating our core principles which are:

- Behave with integrity and do the right thing
- Build positive relationships within the community
- Inclusive and valued teamwork
- Responsibility for our actions
- Reliability, safety and consistency, open disclosure and honesty.

MEGT Institute respects the rights of each individual and acknowledges that all behaviour should enhance learning. All staff and students are required to respect the Institute's policies and guidelines and follow procedures and directions accordingly. MEGT Institute is responsible for ensuring that our staff, at all times, will act with integrity in dealing with all students. Remember that we all want your time at MEGT Institute to be positive and productive. MEGT's policies and procedures are designed to assist you. You can request a copy of our policies and procedures at any time.

### Vocational Education and Training Framework

The Institute:

- Is registered with and operates under the guidelines of the Australian Skills Quality Authority (ASQA) ensuring that our training meets industry standards;
- Complies with the Australian Standards for Registered Training Organisations (RTOs) 2015 ensuring quality of training services, materials and qualified trainers.
- in its provision of training to overseas students complies with the Education Services for Overseas Students Act 2000 (ESOS) Act and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018), giving quality assurance of the education and training delivered to international students on a student visa. ESOS also provides tuition fee protection for international students.

ASQA accepts complaints about training providers from all members of the community. The Australian Commonwealth Ombudsman's office considers and investigates complaints relating to the activity of registered training providers.

### 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. We understand that some students have different needs and as a result we offer study options in an attempt to cater for individual 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 provides clear and accurate information to the public, and informs students prior to enrolment about student selection criteria, enrolment and induction processes, course information including pre-requisite requirements, RPL and Credit Transfer arrangements, student support, welfare and guidance services, complaints and appeals processes, fees and charges, refund policy and privacy policy.

You are encouraged to discuss your progress with your trainer/s and to seek special assistance or support.

## Code of Behavior

At MEGT Institute, all employees and students are expected to act responsibly, to take regard for the health and safety of others, to treat all staff and fellow students respectfully and in a non-discriminatory manner at all times. You are required to follow all rules of the Institute and the instructions from staff representing MEGT.

MEGT Institute's code of behaviour aims to:

- Increase awareness of individuals as to the effect that their behavior may have on other students, staff and members of the public
- Promote equal opportunity
- Prevent bullying and harassment
- Ensure that everyone is treated with courtesy and respect in an environment, which promotes their self-esteem
- Ensure students and staff can make well informed decisions and that decision-making processes are clear, transparent and equitable

Any student who feels bullied and/ or harassed may report verbally to the Student Services team, Trainer or Coordinator. The student may be requested to detail the issue in writing so that it can be formally reviewed and acted on. Reports of bullying and harassment are mostly dealt with under the Institute's Complaints and Appeals Policy and Procedure, which can be downloaded from our website.

When using Institute computers and internet access students must 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.

Any student, who breaches the Code of Behaviour, will be counselled 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, the Department of Home Affairs 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, 2010.

Students are provided with more information regarding the Institute's Code of Behavior at orientation and by request from Student Services.

For Melbourne contact: [Melbourne\\_student@megt.com.au](mailto:Melbourne_student@megt.com.au)

For Sydney contact: [studentservices@megt.com.au](mailto:studentservices@megt.com.au)

## Health and Safety

MEGT Institute is committed to providing students, employees and members of the public visiting out centres with a healthy and safe environment. When the Institute is delivering training and assessment in the workplace the workplace management is primarily responsible for safety issues. MEGT Institute will review the workplace initially and make any recommendations to employers on additional requirements if needed.

It is the responsibility of all staff and students to follow all safety rules and procedures; ensuring common areas are kept clean, any potential hazards are to be reported and the safety, health and welfare of all are not interfered with

First aid kits are provided in each training location. Students and staff are made aware of the location of kits.

## Evacuation Procedures

In case of an emergency (fire or other cause for evacuation or lock down), **REMAIN CALM**. Listen to your Trainer, who will direct you in the appropriate response. If an evacuation or lock down is necessary, all persons are to follow the directions given to you by staff members.

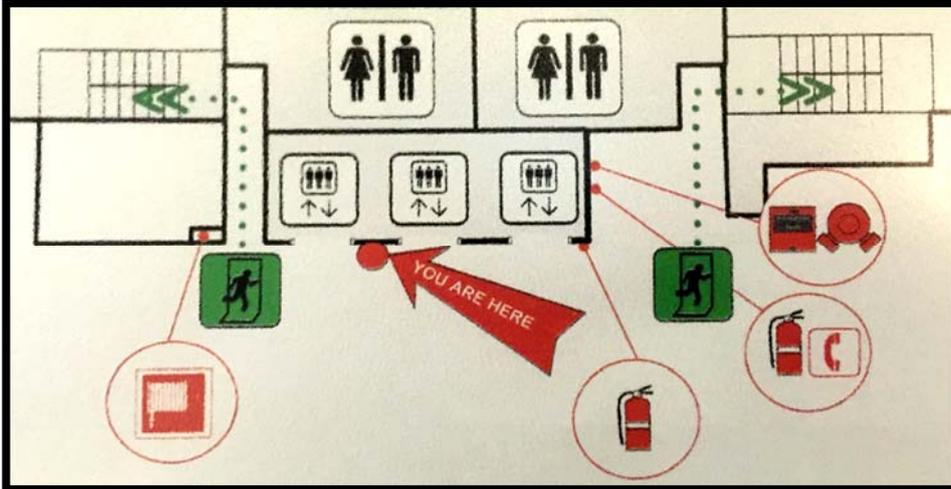
- **Listen** to all directions given to you by your trainer or the attending Fire Wardens.
- **DO NOT** collect your belongings – you will not be permitted to return to the premises until you are told it is safe to do so by your Trainer or a Fire Warden.
- Stay with your class; follow your trainer to the Internal Assembly points. These are located beneath the green EXIT signs to either side of the lifts.
- You will be evacuated down the fire stairs. **DO NOT ATTEMPT TO USE THE LIFTS.**
- Follow your trainer or allocated staff member to the Assembly point given in the diagrams at your location. The Assembly point or ‘meeting point’ for the Melbourne campus is at the corner of Collins Street with Swanston Street. For the Sydney Campus your assembly area is the corner of Valentine and Quay Streets.
- Assembly Points are indicated on the Fire Emergency Poster near the lifts on every floor.
- Once you reach the Assembly Point, please do not leave it, as attendance will be taken to ensure your safety.
- Do not re-enter the building until you are told it is safe to do so by your Trainer or Fire Wardens.

Make sure you are aware of the Emergency Evacuation Signs placed near the lifts on every floor of the building and make yourself aware of the procedures outlined below.

You will be advised during their Orientation of the emergency evacuation procedures.

Please look around the campus and find your evacuation exits and assembly points. This information is located next to the building lifts and exits in common areas.

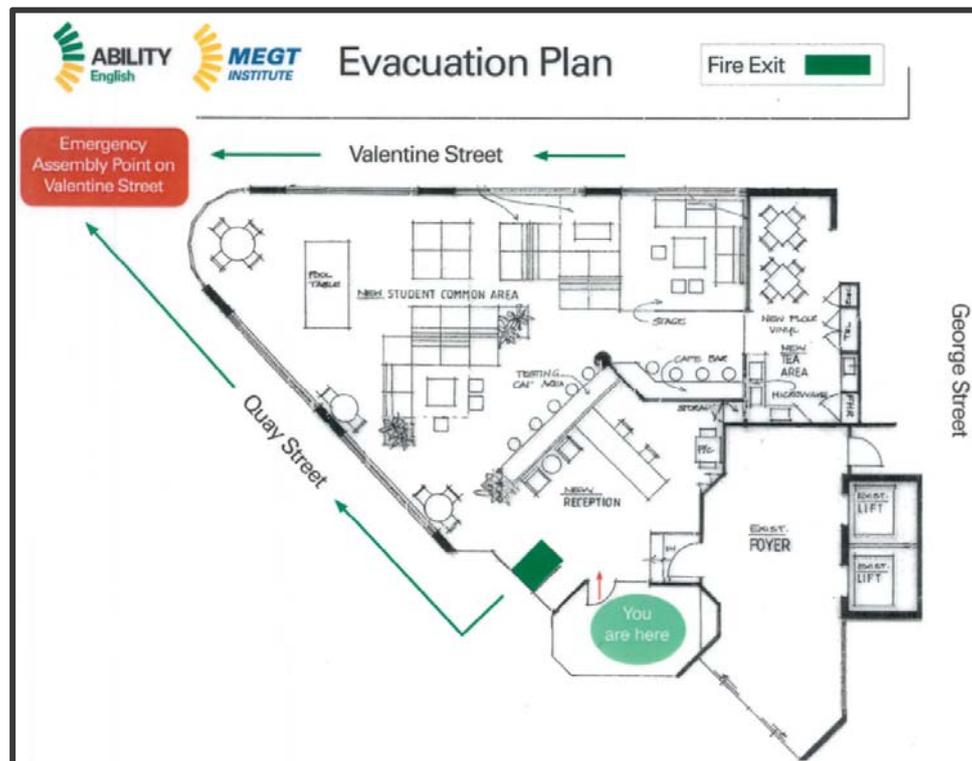
## Melbourne Emergency Evacuation Assembly Area Map Corner of Swanston Street with Collins Street



EMERGENCY ALARM TONES	
Alert Alarm	- BEEP BEEP
Evacuation Alarm	- WHOOP WHOOP
TO RAISE THE ALARM FOR AN EMERGENCY	
TELEPHONE	"000" POLICE
	"000" FIRE
	"000" AMBULANCE

### Emergency Alarm Tones

## Sydney Emergency Evacuation Instructions Assembly point on Valentines Street.



## Accidents and Critical Incidents

In the event that you have 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.

A Critical Incident is a traumatic event, or the threat of such, (within or outside Australia), which causes extreme stress, fear or injury. Should such an event occur which is deemed to impact on staff or students of MEGT Institute, MEGT's critical incident policy will be activated. The Institute's Critical Incident Policy and Procedure, is designed to ensure appropriate action is taken when required. The policy is available on the Institute website.

## Privacy, Personal Information and Talent Release

MEGT Institute fulfils its obligations of privacy protection under the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth) by complying with the Australian Privacy Principles (APPs) and the Privacy Amendment (Notifiable Data Breaches) Act 2017.

MEGT Institute provides its full Privacy Policy and Procedures on its website, and provides a detailed privacy declaration on its enrolment application form.

You may be approached by the Institute to provide a testimonial or to be included in photographs or videos which will subsequently be used in marketing and/or course resources. Students who agree to this will be required to complete a Talent Release form allowing MEGT Institute to use the video/image in a designated way for a specified period of time without payment to the student.

For more information regarding access to personal information, access to academic records and other privacy matters refer to the MEGT Institute's [Privacy Policy and Procedure](#) at the Institute website.

## Evaluations and Surveys

Each year MEGT Institute participates in the ASQA required Quality Indicator Surveys. Students and employers of our students are invited to complete the survey provided either in hard copy or via an online link to the survey. Students may receive the survey in person, via mail or through email using address information supplied to the Institute by the student.

The Institute also participates in the National Student Outcomes Survey managed by the Australian National Centre for Vocational Education Research (NCVER). Students may receive a student outcomes survey from NCVER. More information about this survey can be found at <https://www.ncver.edu.au/support/support/faq/student-outcomes-survey-faqs>.

Students may be asked to complete a 'Student Feedback Survey' during each term of study. These surveys are made available online through the student online learning portal.

## Complaints and Appeal Process

Students, staff and members of the public have the right to make a complaint or appeal against any decision in regard to MEGT Institute.

The Institute ensures fairness applies to complaints and appeals management. The RTO Standard 6 requires all complaints and appeals to be recorded, acknowledged and dealt with fairly, efficiently and effectively. Training providers must make prompt decisions as a student's visa will restrict his or her length of stay in Australia.

Please refer to the [MEGT Institute Complaints and Appeals Policy and Procedure](#).

## Fees, Charges, Payment and Non-payment of Fees and Refunds

MEGT Institute ensures students are made aware of course fees and all additional charges before accepting an applicant for enrolment. Our Fees and Refund Policy and Procedures establishes a framework and guidelines for the Institute's obligations and responsibilities in the management of fees, charges and refunds.

### Tuition Fees

When you first enrol with MEGT Institute you will be provided with a Tuition Fees Payment Schedule as part of your Course Acceptance Agreement (CAA), which you are required to sign before enrolment is confirmed. This document sets out the schedule for your future payments and contains the Fees, Charges and Refund Policy and Procedure details.

The Institute may charge for services and resources provided such as enrolment administration, reprinting or copying of learning resources, 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 or assessment re-sit fees. Payment can generally be made by EFTPOS, personal or bank cheque, money order, direct bank deposit, credit card (surcharge). Students are advised prior to enrolment of all additional charges they may incur.

It is your responsibility to ensure fees are paid on time. Should you wish to apply for an extension of your instalments due to hardship, you need to make an appointment with the Finance Department at least five (5) days prior to your instalment date.

**Please note** extensions will only be granted in compassionate or compelling circumstances.

All students should contact the Finance Department: [campusfinance@megt.com.au](mailto:campusfinance@megt.com.au)

### Non-Payment of fees

In the case of non-payment of fees, a final notice will be issued within two (2) weeks of the debt due date. Should the debt remain outstanding, late payments may incur a penalty fee of \$100.00. 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:

- Suspension from attending the course
- Exclusion from class. This may affect the student's visa status.
- Withhold academic results and certificates
- Loss of access to enrolment record information and academic transcripts
- Inability to graduate
- Termination of the enrolment

- Report of breach of student visa conditions

## Refunds

The refund procedures ensure all students are treated fairly and with integrity when applying for refunds. Eligible students will be notified and supplied with a Refund Application form where appropriate. All refund applications are to be submitted to the Student Services and/or Admissions Department and refunds, if eligible, are processed in accordance with the Institute's ABILITY/MEGT Fees, Charges and Refund Policy. Decision to provide a refund will be based on the Institute's policies and procedures. A refusal by MEGT Institute to grant a refund can be appealed under the Institute's Complaints and Appeals policy.

## Amending Enrolment Fee

Students are able to apply for deferral, cancellation, suspension or withdrawal of their studies during or before they are in Australia, only in certain limited circumstances as described in the MEGT Deferral, Suspension, Cancellation and Withdrawal Policy and Procedure

- There is a \$1000 late cancellation and/or withdrawal fee if you do not provide more than 28 days written notice before the cancellation or withdrawal effective date.
- Students may have their enrolment suspended or cancelled due to misconduct
- Students have the right to appeal a decision by MEGT Institute to suspend or cancel their studies and the Institute will not notify the Department of Home Affairs of a change in enrolment status until the internal complaints and appeals process is completed.

Requests to change/amend an enrolment can be made by submitting an Amendment of Enrolment (AoE) form. [Please refer to the EDN-018-I-POL – ABILITY/MEGT Fees, Charges and Refund Policy](#)

## Dress Code

Dress code requirements apply to all students attending the Institute Campuses, vocational placement centres and other training sites. Generally, the dress code is neat and tidy casual. Additional dress requirements may also apply to students undertaking vocational placement. You should ensure you are fully aware of the dress code requirements for their specific course and vocational placements. Additional information will be provided during orientation and vocational placement orientation.

## Section 3 - ACADEMIC POLICIES AND PROCEDURES

### English Only Policy



With students from over 40 different nationalities and a mixture of cultures we want to make everybody feel included in the MEGT community. The Institute has a strict “English only” policy in the school to encourage students to speak English at every opportunity. This is the best and fastest way to learn and it increases a student’s chances of getting a job. English should be spoken in classrooms, corridors, common rooms and all public areas in all MEGT campuses.

### Language, Literacy and Numeracy (LLN) Requirements

A minimum level of intermediate English is required for courses provided by MEGT Institute. As language, literacy and numeracy are essential requirements for workplace performance, you will be required to demonstrate that you have the required language, literacy and numeracy level as specified for course entry. Student will also undertake the LLN pre-training review to identify any LLN gaps that may need to be addressed or supported.

Should you have any concerns regarding your LLN levels, discuss this with your Trainer, or the Student Support Services team who can guide and support you to find additional LLN coaching if required.

### Skills Recognition

MEGT Institute recognises the experiences, knowledge, skills, abilities and previous qualifications which students bring with them when they enrol in our courses. Therefore, the Institute will ensure that Credit Transfer (CT) and Recognition of Prior Learning (RPL) is offered to all applicants on enrolment, and provide adequate information and support to enable applicants to gather reliable evidence to support their claim for recognition of competencies.

Students may apply to have previous courses, formal qualifications, completion of Units of Competency (UoC) or qualifications with another provider, knowledge, work experience and/or life experiences or any combination of the above, recognised for credit or exemption towards their courses when they enrol with the Institute. The process of skills recognition operates in such a way that decisions are based on validity, authenticity, sufficiency, reliability and currency.

Following successful application for Skills Recognition (CT and/or RPL), the Institute will issue a formal document advising the student of the extent of the Skills Recognition granted by the Institute.

Further information for MEGT Institute’ Skills Recognition Policy and Procedures is available at the Institute’s website: [EDN-024-I-POL Skills Recognition Policy and Procedure](#)

### Attendance and Active Participation

**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, vocational placements, and other situations which require 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.

MEGT Institute monitors students' attendance at face to face classes so that appropriate action can be taken to support the student with any learning they have missed where this may impact on their course progress. Students attending classroom-based courses **MUST** record their arrival and departure times on the "sign-on" attendance sheet and record their attendance at vocational placement as required.

Should you be unable to attend class, will arrive late and/or depart early, you should make every possible effort to advise your Trainer, Education Manager or Student Support Services team. If you are unable to keep a vocational placement appointment due to illness, serious family or work problems, you **MUST** advise your Workplace Supervisor and either the Vocational Placement Coordinator or your trainer as soon as possible. Due to the requirement for students to participate in a required number of vocational placement hours, alternative arrangements may need to be made, or you may not be able to obtain your qualification if you cannot undertake the required placement hours. If you are due to have a visit from your trainer and you fail to notify your Trainer or Vocational Placement Coordinator of your absence, you will be charged a fee of \$50.

If you are **unable to attend an assessment you must produce a medical certificate or some other approved formal documentation explaining the absence**. It is your responsibility to arrange a re-assessment. Assessments that are not completed will impact on your course results and qualification outcome.

It is your responsibility to obtain any handouts, class notes, and assignment information and complete any activities missed due to the absence. For further information please refer to the Institute's [EDN-036-I-POL VET Assessment Policy and Procedure](#)

## **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 can achieve satisfactory course progression within the duration of their Confirmation of Enrolment (CoE).

You will be advised at the beginning of your course of the course progression conditions you are required to maintain. If a student falls behind in meeting a course progress point, early intervention strategies are used to encourage, support and monitor student progress.

For further information please refer to the Institute's website:  
[EDN-010-I-POL Monitoring Course Progress Policy and Procedure](#)

MEGT's Wellbeing Team are available to assist you identify or work through issues that may be affecting their course progress. 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 students to access:

- Tutorial support
- Language, Literacy and Numeracy (LLN) support
- Study Skills Support (through the online learner portal)
- Progress and assessment feedback
- Performance counselling
- Additional resources
- Equipment required for their course
- Employment guidance and assistance
- Appeals and complaints handling
- Course options and proposed future pathways.

## Written Assessment Submissions

When students submit any written assessments (including assessments uploaded through the online learner portal), they must keep an electronic or scanned copy of their work before submission. This may be crucial in the event the submitted work not uploading correctly or the assessment being lost. This is your responsibility to keep a copy of all assessments submitted.

## Online Learning (Moodle)



Students are expected to complete online learning activities and tasks as outlined in their course program. Online learning activities are designed to consolidate, complement and extend the classroom-based learning.

The activities and tasks are informative, interactive and engaging and make up a vital part of learning and successful completion of the course. Students can track their progress through the online learning activities and trainers are able to monitor the amount of time and progress of students as they progress through the online learning activities.

Below is an example of the clear layout of the online learning pages you can expect to see.

Online group forums are a part of the online learning experience. At 'My Group forum' students can ask questions and discuss academic topics with their Trainers.

At the 'Student help' section, particularly In the Frequently Asked Questions (FAQ's), students will find relevant information about the online learning environment.

And if students face any technical issues they should contact: [elarningsupport@megt.com.au](mailto:elarningsupport@megt.com.au).

When you are given access to the online learning portal, spend time getting to know how it works and where you can find information to assist with your learning and assessments.

For any queries regarding your online learning access please contact Campus Student Services.

For Melbourne contact: [Melbourne\\_student@megt.com.au](mailto:Melbourne_student@megt.com.au) or

For Sydney contact: [Sydney\\_campus\\_management@megt.com.au](mailto:Sydney_campus_management@megt.com.au)

## Marking of Assessments

### Competent (C) and Not Yet Competent (NYC)

Students are required to successfully pass all assessments relevant to a unit of competency. Assessments are graded “S” Satisfactory or “NS” for Not Satisfactory.



When all the assessments in a unit of competency are Satisfactory, the Unit outcome is marked Competent “C”. When one or more assessment remains Not Satisfactory, a unit of competency is marked Not Yet Competent “NYC”.

**Competent “C”** – means you have demonstrated sufficient skill, knowledge, ability and competent performance in accordance with the criteria and assessment conditions for the unit. A “C” grading on all units of competency is required for MEGT Institute to issue a Certificate or Diploma. Students who achieve competence in one (1) or more units of competence, but not in all the units of competency required for a qualification, will receive a Statement of Attainment (SoA).

**Not Yet Competent “NYC”** – means there is insufficient evidence to demonstrate sufficient skill, knowledge, ability and competent performance. Students may be given a “NYC” grading where:

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

If a student is unsure why they have been marked as “NYC” they should check their trainer feedback in the online portal or contact their Trainer to discuss the reason.

### Assessment Re-sit Policy

As per the Institute’s VET Assessment Policy and Procedures students who are assessed as Not Satisfactory “NS” are to be provided (free of charge) an opportunity for one (1) re-assessment/resit (new due date will be given by relevant trainer/assessor) to show evidence of competency. If after the second attempt the student remains unable to meet the assessment criteria, further training is required before the final assessment attempt is made in line with the final due date given by relevant trainer/assessor (a \$50 charge will apply).

Students who are absent from their vocational placement assessment must notify the Early Childhood Centre, MEGT Institute Work Placement Coordinator and /or Trainer scheduled to visit them.

Should a student fail to notify the host centre and the Institute, a fee of \$50 will apply for a revisit.

You will find more information at [EDN-036-I-POL VET Assessment Policy and Procedure](#)

### Plagiarism

Plagiarism means copying another person’s work. This not only means another student’s work, but also copying directly from books and the Internet and handing it in as your own work. This is called cheating and is academic misconduct.

MEGT Institute does not tolerate plagiarism and any student found to be engaging in this practice will be subject to disciplinary procedures.

If you are unsure about whether something is plagiarised ask your Trainer about it and how you should reference the original source. The online learning portal has a downloadable guide to APA style referencing.

Students involved in academic misconduct will be marked as “NS” in that assessment and possibly “NYC” in the unit in which the academic misconduct occurred. A further assessment will be required, and students will incur a re-sit fee.

You will find more information at <http://www.plagiarism.org/>

## Vocational Placement



Vocational Placement is a requirement of the Certificate III in Early Childhood Education and Care (CHC30113) and of the Diploma of Early Childhood Education and Care (CHC50113).

To ensure that on-the-job experience tasks can be completed as required in the National Training package, MEGT Institute will arrange student placements at an appropriate care and education service.

Students are required to attend the vocational placement given to them on the days specified. You **MUST** complete the required hours of vocational placement on the specified days to complete their qualification and progress through their learning program. Students are not paid for attending vocational placement, and they must cover their own costs in getting and from the vocational placement centre.

Placement times have been carefully timetabled to support students’ classroom learning. If you wish to change placement you must have written approval from the Institute Vocational Placement Coordinator or the Education Manager.

Vocational placement hours are specified in the course information provided to students before they enrol.

**Please note:** Should a student become pregnant while undertaking the course they will need to obtain a written approval from their doctor to continue vocational placement. Students **MUST** notify their host vocational placement centre and MEGT Institute immediately as soon as they are aware of their pregnancy. It may be that in the best interest of the student and their unborn child and the children at the Centre, the student is unable to continue with vocational placement. This is usually decided on a case-by-case basis taking into consideration the needs and views of all parties involved.

For additional information regarding placement please email queries to:

Melbourne Campus: [VocationalPlacement\\_MCC@megt.com.au](mailto:VocationalPlacement_MCC@megt.com.au)

Sydney Campus: [VocationalPlacement\\_SCC@megt.com.au](mailto:VocationalPlacement_SCC@megt.com.au)

## Working with Children Check (WWCC)

A Working with Children Check is a requirement for people who work or volunteer in child-related placement in Australia. It involves a national criminal history check and a review of findings of workplace misconduct.

It is compulsory for you to hold a WWC card to attend the vocational work placement. To learn more, Melbourne students refer to: <http://www.workingwithchildren.vic.gov.au>  
Sydney students refer to: <https://www.kidsguardian.nsw.gov.au>

## Section 4 INTERNATIONAL STUDENT'S POLICIES AND PROCEDURES

### International Student Visa Conditions

For a full list of mandatory and discretionary student visa conditions please visit the Australian government website for the Department of Home Affairs: <https://www.homeaffairs.gov.au/>



Mandatory conditions include:

- No. 8105 You cannot work more than 40 hours a fortnight when your course is in session
- No. 8202 You must remain enrolled in a full-time registered course in a full-time course of study
- No. 8501 You must maintain Overseas Student Health Cover (OSHC) for during your stay in Australia
- No. 8516 You must continue to have sufficient financial capacity to support your study and stay in Australia
- No. 8533 You must notify your education provider of your residential address in Australia within seven (7) days of arriving in Australia, notify change of address within seven (7) of the change.

### Current Address Details

MEGT Institute is required to capture your Australian Residential address and enter this information into PRISMS (Provider Registration and International Student Management System). At the commencement of your course of study, the Institute will require, in writing, your current contact details. If you have plans to change any contact details, you must inform the Institute in writing within seven (7) days of the change by completing a Student Personal Data Form available from your campus Student Services.

It is your responsibility to maintain current contact details with the Institute. Either go to your Student Services team to complete a 'Change of Address Notification Form' or send an email to your campus Student Services team:

For Melbourne contact: [Melbourne\\_student@meqt.com.au](mailto:Melbourne_student@meqt.com.au)

For Sydney contact: [studentservices@meqt.com.au](mailto:studentservices@meqt.com.au)

### Deferral, Suspension, Cancellation, Withdrawal and Transfer

**Deferral** is the postponing of the commencement of enrolment. Deferral is applicable prior to a student commencing their course. International students may only defer or suspend studies on the grounds of compassionate and compelling circumstances<sup>1</sup>. Otherwise the offer of enrolment and/or the CoE is cancelled until the student advises their intention to re-apply.

**Suspension** is the temporary suspension of enrolment, including a leave of absence. Suspension is applicable during the enrolment. Students who wish to temporarily suspend their enrolment may do so if they have good reason for doing so, based on compassionate or compelling circumstances. Approval must be granted by the Manager International Education before the suspension is accepted.

**Cancellation** is:

- the student choosing not to commence the course, or
- MEGT Institute cancelling a course or training. Reasons for MEGT cancelling may include:
  - class minimum numbers are not reached
  - inability to provide a trainer, facilities or venue due to emergency and/or unforeseen circumstances.

As far as possible, the Institute will endeavour to make alternative arrangements and advise students as soon as possible should it be necessary to cancel or postpone training.

In the case of MEGT cancelling a course, fees paid in advance will be refunded in accordance with the Fees, Charges and Refund Policy.

**Withdrawal** is the decision by a student to end their studies after commencement. Student should be aware of the withdrawal conditions, how this may impact their VISA, and any financial implications regarding fees they have paid.

**Transfer** is a student wishing to either enrol into an alternative course of study with MEGT Institute, transfer from another education provider to MEGT Institute, or to withdraw from their course of study with MEGT and transfer to another education provider.

The conditions of the National Code Standard 7 will be applied to overseas student transfers. MEGT Education will not knowingly enrol a student wanting to transfer from another provider prior to the student having completed six (6) months of their principal course of study unless:

7.1.1 the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered

7.1.2 the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider

7.1.3 the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS

7.1.4 any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

A Letter of Release is not required when an international student has completed six (6) months of their principal course of study.

For international students who wish to withdraw from studies at MEGT Education prior to completing six (6) months of their principal course and begin studies at another institution, they will require a Letter of Release. Students who wish to transfer to another registered provider must complete an Amendment of Enrolment Form (AoE) and provide a valid enrolment offer from another registered provider. Supporting documentation must accompany the application which will be assessed in accordance with the National Code Standard 7 and MEGT Institute's policy and process for assessing overseas student transfer requests.

For further information regarding deferral, suspension, cancellation, withdrawal or transfers go to the MEGT Institute's website: [https://megtinstitute.edu.au/About Us/Vocational Education and Training \(VET\) Policies and Procedures/Deferral, Suspension, Cancellation and Withdrawal Policy and Procedure](https://megtinstitute.edu.au/About_Us/Vocational_Education_and_Training_(VET)_Policies_and_Procedures/Deferral,_Suspension,_Cancellation_and_Withdrawal_Policy_and_Procedure)

To know more about obtaining a Letter of Release and other procedures for transferring between providers please go to the MEGT website: [https://megtinstitute.edu.au/About Us/Vocational Education and Training \(VET\) Policies and Procedures/Transfer Between Registered Providers Policy and Procedure](https://megtinstitute.edu.au/About_Us/Vocational_Education_and_Training_(VET)_Policies_and_Procedures/Transfer_Between_Registered_Providers_Policy_and_Procedure)

## Overseas student visa requirements

Students are required to maintain satisfactory academic progress as a condition of their visa. Details are specified in the National Code Standard 8.

The National Code supports the integrity of the Australian Government's laws by requiring students to complete their course within the course expected duration. This duration is to be based on the time specified in the student's Confirmation of Enrolment (CoE).

Under Standard 8, MEGT Institute must

- monitor the overseas student's course progress and attendance according to the requirements of their sector
- identify and offer support to those at risk of not meeting course progress or attendance requirements
- only extend the duration of an overseas student's enrolment in certain circumstances and advise them of potential impacts on their student visa
- only deliver online learning in accordance with the online learning requirements for their sector.

Program Coordinators and Managers are responsible for the implementation of course progress monitoring and assisting overseas students through an intervention strategy if they are not achieving satisfactory progress.

The Institute only allows students to extend the duration of their studies in limited circumstances. [https://megtinstitute.edu.au/About Us/Vocational Education and Training \(VET\) Policies and Procedures/Completion within the Expected Duration of Study Policy and Procedure](https://megtinstitute.edu.au/About_Us/Vocational_Education_and_Training_(VET)_Policies_and_Procedures/Completion_within_the_Expected_Duration_of_Study_Policy_and_Procedure)

To access the complete National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 please go the Federal Register of Legislation: <https://www.legislation.gov.au>

## Unique Student Identifier (USI)

All students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI). A USI, which is made up of ten numbers and letters, gives students access to their online USI account. Example of a USI number *3AW88YH9U5*. A USI account will contain all details of a student's Australian nationally recognised training records and results from 1 January 2015 onwards.

When applying for a job or enrolling in further study, students will often need to provide their training records and results. One of the main benefits of the USI is that students will have easy access to their training records and results throughout their life.

Students can access their USI account online from a computer, tablet or smart phone anywhere and anytime. For international, overseas or offshore students please visit: [usi.gov.au](https://usi.gov.au) for more information.

## Section 5 - STUDYING AT MEGT INSTITUTE



At MEGT Institute you will experience learning that provides career opportunities and the potential for further skills. As you complete your training, your existing skills will be refined and developed in a positive and supportive environment.

We achieve this through a team of highly skilled Trainers and support staff with modern and attractive facilities. Our team strives to ensure you maximise your potential for success by offering individual support and assistance to each student.

MEGT Institute is committed to providing the best possible study and learning experience. Our aim is to assist you in every way to achieve success, goals and a career ready pathway.

### Commencement and Orientation

All students are required to attend orientation. This is where each new MEGT Institute student is given an introduction to their place of study and staff, and an overview of their course.

During Orientation, there is a range of academic and social activities that will take place which will give you a taste of MEGT Institute life. You will get a chance to meet your classmates and take part in a campus tour, academic skills session and an introduction to campus staff and MEGT's policies and procedures.

You will also be able to find out information about finance, student services and academic and personal services provided by the Institute.

### About the Melbourne and Sydney Campuses

Our Melbourne and Sydney Campuses are centrally located in the heart of each Central Business District (CBD) with public transport, cafes, restaurants and shops all close by.

Both of our modern campuses have:

- Spacious student common rooms with free Wi-Fi
- Computer labs with plenty of computers available for students
- Purpose-built Play Session training centre
- Onsite kitchen and dining facilities.

Monthly social events organised by our Student Services teams give you the opportunity to meet other students, make friends, share your learning experiences and explore your new city.

### Student Services (SS)

For the Melbourne campus contact: [Melbourne\\_student@megt.com.au](mailto:Melbourne_student@megt.com.au)

For the Sydney campus contact: [studentservices@megt.com.au](mailto:studentservices@megt.com.au)

Being an International student is exciting, but it can also be challenging. MEGT Institute offers first class support for all students in all aspects of study, work and personal life at both of our campuses.

Student Services are available for all general enquiries. MEGT Institute ensures that appropriate student services, both academic and personal are provided to assist students to complete their studies and enhance their personal lives.

Course Coordinators and their Trainers are available to meet with students regarding all academic issues and course related problems.

MEGT Institute provides practical career advice and relevant pathway assistance to link students with industry. The skills development process includes basic employment guidance, resume/cover letter/Curriculum Vitae/portfolio creation, interview skills, workplace ombudsman information and long-term career planning.

Students are encouraged to speak to staff to discuss issues which can affect study or learning. A trainer is the staff member closest to the students; we encourage the communication between students and their trainers.

The Accounts Department will liaise with students on matters concerning payment.

## Wellness Team

For the Melbourne campus contact: [Wellbeing\\_melbourne@megt.com.au](mailto:Wellbeing_melbourne@megt.com.au)

For the Sydney campus contact: [Wellbeing\\_sydney@megt.com.au](mailto:Wellbeing_sydney@megt.com.au)

The Wellbeing team are made up of professional and experienced staff whose role is to assist and support students with non-academic challenges.

All students have access to confidential advice sessions. Students are encouraged to discuss their concerns and challenges which may be affecting their studies and personal lives.

A standard individual session with a Wellbeing Team member is a confidential and informal opportunity for you to raise or discuss anything that is concerning you. A session usually goes for 30- 50 minutes

If you consider the matter is urgent please advise us at the time of making the booking. If there is an urgency and you cannot contact one of our team, you should contact the Campus Manager or the Manager International Education.

## Sustainability

MEGT Institute is dedicated to improving the environment. You can assist by following a few simple guidelines. You may think of more ways to save the environment.

Generally, students are not required to print their assessments, but to upload them electronically through the online learning portal.

When you keep a copy, try to keep a digital copy (backed-up) rather than a printed copy.

When making copies or printing, use both sides of the paper.

Reuse unwanted paper for note

- Avoid colour printing unless you are requested to do so
- Print in draft or grey colour mode as much as possible
- Save as much as you can digitally rather than in print form
- Do not leave taps running and if you see a tap which is dripping report this to student services
- Turn off your computer when not in use and set your computer to have a sleep.

## Looking for the Right Staff?

### Student Services Officers

We assist students with advice and referrals for:

- General enquiries
- Change of contact details
- Change of enrolment
- Student ID / OSHC card
- Request for documents
- Make appointments with other staff members
- Printing and Photocopying (charge applicable)
- Student evaluations
- Interview skills Resume/cover letter/Curriculum Vitae/portfolio creation assistance
- Workplace rights.



### Trainer and Assessor

Students are encouraged to speak with their Trainer and discuss issues which affect study or learning. Your trainer is the staff member closest to you. The communication with your trainer is the first tool to help you in your life at MEGT.

- Course timetable and locations
- Assessments, timetable and locations
- Assessment outcomes and feedback.

### Accounts

Our Finance team has primary responsibility for

- Payment schedule
- Course material payment
- Course Refunds.

### Education Manager and Coordinators

The Education Manager and Coordinators are available to meet regarding all academic and course related matters, including, but not limited to:

- Course Progress Monitoring
- Intervention Strategies – Interim and mandatory
- Action Plans for successful completion
- Monitoring attendance
- Vocational Placement.

### Manager International Education

The Manager International Education has primary responsibility for

- Complaint and Appeals
- Approve/Not Approve Refunds
- Approve/Not Approve Deferrals/Suspensions
- Misbehaviour
- Academic results
- Approve/Not Approve Withdrawals
- Approve/Not Approve Transfers.

## Wellness Team

These professional and experienced team is able to assist and refer for:

- Health issues
- Personal affairs
- Learning difficulties
- Accommodation
- Complaints
- We organize and promote events that can improve wellbeing
- Any other aspects concerning students integrating into life in Australia



## Printing and Printers

In the case you need any printing services, please refer to the below:

### Sydney Campus

We are happy to help you in topping up your cards and printing your assignments. Students are encouraged NOT to top up their cards on Mondays to avoid delays from this busy period at Student Services.

Please follow these simple instructions:

- Copy files to a USB and name them carefully or email the files to [student@ability.edu.au](mailto:student@ability.edu.au)
- Bring the USB to Student Services for colour printing (only) or put money on your card during the following times:
  - Monday – 12.30pm to 2.00pm
  - Tuesday to Friday from 8.30am to 7.30pm
- Printing and scanning cost:
  - \$0.20 black and white A4
  - \$0.40 black and white A3
  - \$0.30 colour A4
  - \$0.50 colour A3
  - \$0.10 scanning per page

Monday: 12:15pm to 1:30pm - COLOUR COPIES ONLY

Tuesday to Friday: 12:15pm to 3:15pm – Colour and black and white copies

**Please note:** Sometimes USBs do not work. We suggest you do not leave your printing to the last minute before assessments are due. Mixed documents are okay, for example, black and white and colour, but any colour on a page will be charged at 30c.

### Melbourne Campus

Students please email your printing requests to Student services: [Melbourne\\_student@megt.com.au](mailto:Melbourne_student@megt.com.au)

- Printing and scanning cost:
  - \$0.20 black and white A4
  - \$0.40 black and white A3
  - \$0.30 colour A4
  - \$0.50 colour A3

\*Payment is made at the Student Services desk.

## Facebook



The MEGT Institute page on Facebook is updated regularly with the latest events, news and photos from our Campuses. Students can find valuable information about their life in Australia and enjoy snapshots of our busy MEGT life. What are you waiting for? Visit the page on Facebook and become a fan! Search for us on @megtinstituteau

## Course Dates

Please visit our website for the complete information on the duration and intake dates for undertaking study in Certificate III in Early Childhood Education CHC30113 and Care and the Diploma in Early Childhood Education and Care CHC50113.

<https://megtinstitute.edu.au/international-students>

## Timetable Changes

Please note that for Day Program students your two (2) days of classroom attendance may change throughout your course. We will endeavour to communicate any changes to your class days as soon as possible in advance of the change and can usually do so two (2) weeks ahead of the change.

## Section 6 - STUDY IN AUSTRALIA



Australia is one of the most multicultural countries in the world. It is a harmonious country which welcomes people from different ethnic, religious and language backgrounds.

People are friendly and hospitable. Australians value cultural diversity and we strive to look after the needs of international students and help them to adjust to the Australian way of life.

### Accommodation

Your place of residence is an important part of determining an enjoyable stay in Australia. The option you take up will depend on your budget and what type of lifestyle you want to have while you are staying in Australia.

There are different housing options for different prices:

- Student housing: Housing designed especially for students, with internet, desk and study area
- Backpackers: Housing designed especially for travelers – cheap, good locations, very social environment
- Lodges/Guest houses: Independent accommodation within a big house – your own room, some cooking facilities, like a home
- Homestay: provides an opportunity to stay with a local family for a fee.

MEGT Institute can assist you by recommending some places to stay, though we do not organise general accommodation bookings.

The Institute recommends “Global Experience” as its home stay provider. Visit [globalexperience.com.au](http://globalexperience.com.au) to know more.

Approximate cost of accommodation in Australia:

COST OF LIVING IN AUSTRALIA	
Per Month	AUD\$
Share housing	\$400-\$1000
Utilities for a small apartment (Electricity, heating, water)	\$175
Regular public transport pass	\$150
Internet (broadband, wifi)	\$70
Pre Paid Mobile	\$20-\$50
Groceries	\$500
Per Item	AUD\$
Cheap Meal	\$8-\$15
Coffee	\$3-\$4
Beer	\$5-\$8

## Employment

Students on a student visa are permitted by the Australian Government to work up to [40 hours per fortnight](#) during their course and full-time during holidays. Many students find part-time work in such fields as retail, office administration, cleaning, tourism and hospitality or in the field in which they are studying

You must obtain a Tax File Number (TFN) to be able to work in Australia. A TFN is your unique reference number to our tax system. When you start work your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at: [ato.gov.au](http://ato.gov.au), or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

Before applying, prepare a resume and cover letter. Revise your previous experience and if needed, to make small changes and updates. For more information about writing a resume visit [youthcentral.vic.gov.au](http://youthcentral.vic.gov.au)

You may search for part-time jobs by visiting job search websites such as [Seek](#), [CareerOne](#), [Gumtree](#) and [ApplyDirect](#). You may, as well talk to friends and colleagues or visit your local shopping strip.

Keep in mind the importance of knowing your rights in the workplace. The Fair Work Ombudsman ensures that these rights are protected and enforced fairly under Australia's workplace laws.

For more information about your basic workplace laws, please visit [Fair Work Ombudsman](http://Fair Work Ombudsman) [fairwork.gov.au](http://fairwork.gov.au)

## Opening a Bank Account

It is easy to open a bank account. You just need your Confirmation of Enrolment (CoE) issued by the Department of Home Affairs (DHA) and your passport. You may (depending on the bank) need a 'Proof of Study' letter which you can get from Student Services.

Take these documents to any bank and ask to open a bank or savings account which comes with a debit MasterCard/Visa. You will need to be 18 years or over to open one of these accounts. As a student the monthly access fee will not apply.

## Overseas Student Health Cover (OSHC)

As an International student in Australia you are required to have Overseas Student Health Cover (OSHC) for the entire duration of your study in Australia.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. MEGT Institute is using OSHC Allianz Insurance Worldcare.

You may choose to change your health fund at any time, but will need to abide by the conditions of change of the health fund provider you are leaving.

Further information on OSHC can be found at: [health.gov.au](http://health.gov.au)

## General Practitioners (GP)

In Australia, you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a GP – General Practitioner) in their private practice or medical centre, with part or the entire doctor's fee being covered by Medicare or OSHC. You must make an appointment to see a GP. It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

## Attending an Australian Hospital

Few private hospitals have emergency departments, so, in an emergency, most Australians rely on the public hospital system. If you attend an Emergency Department in a hospital you will be attended to by a triage nurse who gathers information about you, your health cover and your current health condition.

The triage nurse will determine the urgency of your condition in comparison to others in need in the emergency room and it is likely that you will remain at the emergency room for several hours depending upon the urgency level. Whether you are seen immediately by a Doctor or have to wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home or admitting you to hospital in more severe cases.

Make sure you are fully aware of your insurance coverage, policies and procedures.

## Safety

Wherever you are in Australia, if there's a life-threatening emergency or sexual assault call 000 (zero, zero, zero). It's a free call, even from your mobile.



An operator will answer and will ask which of the following services it is that you need:

- Police
- Fire
- Ambulance

## Personal Safety

The following strategies are provided as a guide only. You are encouraged to consider and implement strategies that most suit your needs and your lifestyle. In all situations, if you feel your safety is being threatened, call triple zero (000).

To preserve your safety out and about, consider the following options:

- Be aware of your surroundings, especially when using headphones or speaking on your mobile.
- It is advisable to walk or stay with friends when out and about at night.
- If some stranger approaches you, use your feelings of safety as a guide. Remove yourself from the situation if you feel unsafe. It is better to be rude than unsafe.
- Carry a mobile phone so if necessary you can call for help.
- Avoid areas where you don't feel safe, e.g. short-cuts through parks or vacant land or areas in darkness. Walk in the opposite direction to the traffic.
- Where possible, use busy, well-lit streets.

- If confronted by a 'flasher' try to avoid acting shocked or upset, instead take a description of the person and report the incident to police.
- If you think you are being followed or in danger of being confronted, cross the street or try to get the attention of people nearby - shout as loudly as you can or seek help at the nearest house, shop or busy public place.

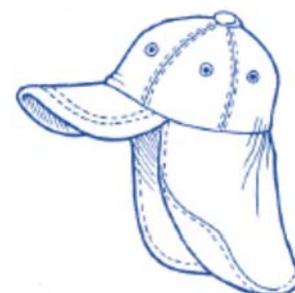
## Protecting your money and valuables

- Keep cash and valuables you carry to a minimum.
- Use a bag that can be secured, for example with a zip.
- Hold your wallet or handbag close to you.
- Carry your bag on the side closest to the buildings, away from the road.
- Avoid leaving your bag in a shopping trolley, on the back of a chair or under a table in public places or on the hook of a door in a public toilet.
- Use ATMs located in public view.
- Check the front of the ATM to ensure there are no signs of tampering
- Be discreet when entering your personal identification number (PIN). Cover the pin pad.
- Count and secure your money discreetly.

Source: Queensland Department of Police

## Sun Safety

Australia has the highest rate of skin cancer in the world. In fact, one (1) in every two (2) Australians will be diagnosed with skin cancer at some point during their lifetime. The good news is it can be prevented. By minimising your exposure to the sun's damaging ultraviolet radiation (UVR), you can protect your skin and prevent the development of skin cancer.



There are six (6) simple steps you can follow to reduce your risk of skin cancer and protect your skin:

- Minimise your time in the sun between the hours of 10am and 3pm
- Sit in the shade where possible
- Wear suitable clothing that provides good sun protection
- Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears
- Wear UV protective sunglasses
- Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.

### Categories

Low

Moderate

High

Very High

Extreme

### UV Index

UV Index of 1–2

UV Index of 3–5

UV Index of 6–7

UV Index of 8–10

UV Index of 11 and above

Please refer to the Cancer Council website for the best information about sun safety:

<https://www.sunsmart.com.au>

## Beach safety

Going to the beach is an iconic Australian pastime, but if not cared, it can be also a dangerous place.

According to the Royal Life Saving Australia, on average, one person drowns at an Australian beach every week and 10 people are rescued every day.

To make sure you are safe when swimming at the beach:

- Find the red and yellow flags and swim between them.
- Look at, understand and obey the safety signs.
- Ask a lifeguard or lifesaver for advice before you enter the water.
- Get a friend to swim with you.
- Stick your hand up, stay calm, and call for help if you get into trouble.

To know more about beach safety flags, signs, rips and others, please visit [healthdirect.gov.au](http://healthdirect.gov.au)

## Smoking laws across Australia

Every state and territory bans smoking in enclosed public places. Indoor environments such as public transport, office buildings, shopping malls, schools and cinemas are smoke free in Australia. There are, however, differences and exemptions from indoor and outdoor bans for each state. For more details on these variations please visit [tobaccoinaustralia.org.au](http://tobaccoinaustralia.org.au)

## Warning Associated with Lifts

All lifts have a maximum limit of weight and persons, for your own and others safety, please be attentive and respect the signs.

To avoid any incidents in our campuses, the maximum number of people in a lift, at any time, is '14 persons'.

## Public Transport

### Melbourne

Melbourne has an easy to use, extensive public transport system with trams, trains and buses throughout the city and suburbs, being the only city in Australia where the iconic trams still operate.

Most Melbourne tram routes go to or from the city and across the inner southern and inner eastern suburbs. There are seventeen train routes radiating to all corners of the suburbs.

You must make sure that you travel with a valid ticket on Victoria's public transport network.

In Victoria, **MYKI** that is a re-usable smart card used to pay public transport fares. You add \$s to your card and it can be used over and over again on all services. Myki is valid on trains, tram and bus networks and some [v/Line](#) services.

For further information follow the links:

- <http://ptv.vic.gov.au>
- <http://www.melbourneaustralia.org/getting-around-melbourne>.

## Sydney

Sydney's public transport system features a comprehensive network of train, bus and ferry services. Light rail lines, airport links, sightseeing buses and taxi services complement the network.

You must travel with a valid transport ticket on Sydney's public transport network.

Sydney uses the **Opal Card** that are smartcards that you keep, reload and reuse to pay for travel on public transport. Add \$s to your Opal card then tap on and tap off to pay your fares on trains, buses, ferries and light rail.

For further information, follow the links:

<http://www.cityofsydney.nsw.gov.au/explore/getting-around/public-transport>

<https://sydneyvisitorguide.com.au/getting-around-sydney>

<https://www.opal.com.au/en/about-opal>

## Section 7 - IMPORTANT CONTACT DETAILS

### Melbourne MEGT Reception

Phone: (03) 9639 0000

Address: Level 3, 55 Swanston Street, Melbourne 3000 VIC Australia

Email: [Melbourne\\_student@megt.com.au](mailto:Melbourne_student@megt.com.au)

Hours of operation Monday to Friday 8.30 am to 6.00 pm

Reception from 8.30am to 7.00pm



### Sydney MEGT Institute Reception

Phone: (02) 9358 8888

Address: 10 Quay Street, Sydney NSW 2000

Email: [Studentservices@megt.com.au](mailto:Studentservices@megt.com.au)

Hours of operation Monday to Thursday 8.30 am to 7 pm

Friday 8.30 am to 5.00 pm

Reception from 8.30 am till 7.30 pm

### Emergency

Phone: 000 for Police, Ambulance and Fire Brigade

### Translation Service

If you want a translator to talk to a government department, call **131 450**. You can explain the problem to someone who speaks your language and they will help you.

### Legal Services

#### Melbourne

If you need legal advice contact Victorian Legal Aid on (03) 9269 0120 or online:

<http://www.legalaid.vic.gov.au>

You can also contact Study Melbourne on 1800 056 449

<https://www.studymelbourne.vic.gov.au/help-and-support/the-law-and-my-rights/legal-advice>

#### Sydney

If you need legal advice contact Legal Aid NSW on 02 9219 5000 or online:

<https://www.legalaid.nsw.gov.au/contact-us>

Also try: <http://www.study.sydney>

You can also contact: LawAccess NSW a free legal helpline 1300 888 529

## Allianz Global Assistance (OSHC)

MEGT uses the services of Allianz to provide overseas student health insurance if requested by our students. For help with claims or booking a doctor's appointment please see your campus Student Services. To contact Allianz please call 13 6742.

Students are free to make their own choice of health insurance provider and below are the Australian health funds that are able to provide OSHC for overseas students:

- Australian Health Management
- Peoplecare Health Limited (Allianz Global Assistance offers OSHC products and policies under an arrangement with Peoplecare)
- BUPA Australia
- Medibank Private
- NIB Health Funds Limited

Please refer to the Australian government website for further information: [health.gov.au](http://health.gov.au)

*Please note that pregnancy is not covered by your health insurance.*

## Mental Health Services

If you have experienced any of the problems below (or other emotional difficulties) and would like help, Student Services can put you in contact with the Mental Health in Multicultural Australia: <http://www.mhima.org.au> or phone: 1300 136 289

Victoria: Mental Health Foundation of Australia (Victoria) [mentalhealthvic.org.au](http://mentalhealthvic.org.au)

New South Wales: The Way Ahead Directory [directory.wayahead.org.au](http://directory.wayahead.org.au)

If you think you may have a medical emergency, call your doctor or 000 immediately!

## Crisis and Counselling Help lines

### Melbourne

Grief Line: 03 9935-7400

OCD and Anxiety Help Line: 03 9886 9377 or 1300 269 438

Victorian Government Mental Health Advice Line: 1300 60 60 24

Nurse-On-Call: 1300 60 60 24 or [health.vic.gov.au](http://health.vic.gov.au)

Psychological problems: 1300 767 299

Alcohol / Substance abuse: 9096 5139

### Sydney

Grief Line: 1300 845 745

OCD and Anxiety Help Line: 1800 022 222

New South Wales Mental Health Advice Line: 1800 011 511

Healthdirect (free service): 1800 022 222 or [healthdirect.gov.au](http://healthdirect.gov.au)

- Psychological problems: 1300 767 299
- Alcohol / Substance abuse: 1800 022 222

## Specialist Counselling Services

### Sydney and Melbourne

- Salvation Army 1800 627 727
- Centre Against Sexual Assault 1800 806 292
- Beyond Blue 1300 224 636
- Lifeline 13 11 14
- Medicines Line 1300 888 764
- Mensline 1300 789 978
- Suicideline 1300 651 251
- Medicines Line 1300 888 764
- Gambling Addiction 1800 858 858
- Domestic Violence 1800RESPECT/1800 737 732

### Department of Home Affairs (DHA)

Keep updated on changes to Australian immigration law by liking DHA on Facebook and following the Instagram page: <https://www.instagram.com/ausimmigrationandcitizen>

For more information regarding studying and living in Australia: [studyinaustralia.gov.au](http://studyinaustralia.gov.au)



