



**MEGT Institute**  
A division of MEGT (Australia) Ltd

## **STUDENT HANDBOOK**

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

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### 1 Introduction and Welcome

Welcome to MEGT Institute where our aim is to transform businesses, your career and your life. Our management team, trainers and administration staff are here to provide a range of services to ensure your training is successful and you achieve your vocational education goals. We thank you for choosing MEGT Institute as your training provider. Please familiarise yourself with the contents of this student handbook and additional information relevant to your study as well as information for students located on our website. [www.megtinstitute.edu.au](http://www.megtinstitute.edu.au)

MEGT Institute is committed to providing a quality service in all aspects of vocational training and we value your feedback at any time. We are continuously improving our products and resources and working towards the standards of best practice. We provide a wide range of training services, including on-the-job training, traineeship training, apprenticeship training, tailored workshops, pre-vocational and full time study programs.

#### **Welcome from the Chief Executive Officer**

On behalf of MEGT Institute (The Institute) it is my pleasure to welcome you.

You have joined the student body of one of Australia's leading training organisations where more than 2000 students choose to undertake their training each year. Australian accredited qualifications will open doors to new opportunities and offer you the chance to take your career anywhere you wish in the world. The Institute provides a learning environment which allows you to develop the knowledge and skills which employers and businesses are seeking.

You may have enrolled with the Institute as a pathway to university or you may have enrolled in order to gain new skills or to train for a change in your career. We understand that our long-term success is due to student and employer satisfaction with the training and service received from us, with many of our 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 MEGT Institute is the start of an exciting future.

#### **David Windridge**

CEO/Executive Director  
MEGT (Australia) Ltd

### 3 Terminology

Throughout this handbook we use the term “Student” as a reference to all those accessing training through MEGT Institute, including trainees, apprentices, full-time and part-time participants.

Abbreviations or words that may be used in this handbook or which you may encounter during your studies with MEGT Institute may include:

AAC	Australian Apprenticeships Centre contracted by the Australian Government to promote Australian Apprenticeships, provide information and advice to employers and Australian Apprentices, conduct sign up of the Training Contract for Trainees and Apprentices, administer financial incentives to employers.
AQF	Australian Qualifications Framework which outlines the different levels of Qualifications issued by Registered Training Organisations in Australia.
Competency	A formal description about the skills, knowledge and attitudes a person needs for effective participation in an industry, industry sector or enterprise.
Competence/ Competent	Capable, adequate, sufficient, properly or sufficiently qualified. Being found competent in a defined task as required by a defined standard or specified performance criteria.
Credit Transfer	Direct credit awarded where a student has previously completed an equivalent qualification or unit to those required in the current qualification.
Industry sector	An area of vocational employment, for example, Hospitality, Retail, Business, Children’s Services, Construction.
Learning materials	These may include print based learner guides, text books, videos, CDs, DVD, internet links, handouts, and other materials used to guide and assist your learning.
LLN	Language, Literacy and Numeracy.
Not Yet Competent	Has not yet provided sufficient evidence to demonstrate ‘competence’.
NVR Standards	Standards for National VET Regulator Registered Training Organisations
Resources	The learning materials, text books, workbooks, workplace logs, hardware, software and other tools and equipment which you may need to undertake training and assessment.
RCC	Recognition of Current Competence
RPL	Recognition of Prior Learning – a formal process of gaining assessment recognition for previous learning and existing skills and knowledge.
RTO	Registered Training Organisation authorised to deliver training, conduct assessments and issue qualifications under the Australian Qualifications Framework
Skills Recognition	A process for recognising competencies gained from previous work and life experiences, and recognising learning and skills acquired from previous Qualifications (includes RPL, RCC and Credit Transfer)
Traineeship	A negotiated agreement combining paid work with structured training on-the-job and/or off-the-job training
VET	Vocational Education and Training refers to industry sector aligned training which delivers skills and knowledge people require for entering the workforce, training or re-training for a new job, upgrading their workplace skills, or moving into further study in higher education (university).
VET Quality Framework	The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

### 4 Ethics and principles

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

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

The Institute complies with

- the Standards for NVR Registered Training Organisations;
- State-based and contractual guidelines relevant to the State of operation.

### 5 Student Code of Behaviour

MEGT Institute provides an adult learning environment. All staff and students of the Institute are expected to act responsibly and take regard for the health and safety of themselves and others and to treat all staff and fellow students with courtesy and respect. You are expected to act responsibly and maintain acceptable social interaction and standards.

MEGT Institute's policies and practices are designed to:

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

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

When using computers and internet access in your learning environment you should not deliberately look for inappropriate websites, put offensive material onto computers, or use online tools to bully or harass others. An individual's property is to be respected, and nobody has the right to interfere with another's ability to learn.

Should the need arise, a student who breaches the code of behaviour will be counselled and an appropriate warning given to the student. A breach against the code of behaviour may result in suspension or cancellation of enrolment.

MEGT Institute recognises its responsibility under:

- The Racial Discrimination Act, 1975;
- The Sex Discrimination Act, 1984;
- Disability Discrimination Act, 1992;
- The Equal Opportunity Act, 2010.

## 6 Fair treatment and equal opportunity

MEGT Institute is committed to providing equity in all aspects of our services and ensuring our policies and processes support the principles of equity for our staff and students. MEGT Institute will not discriminate unlawfully against any person applying to undertake training with us. We understand that some students have different needs and will come from a wide range of cultures. MEGT Institute and the workplaces where our students may undertake part or all of their training will have their own distinctive cultures. MEGT Institute will endeavour to cater for the diverse needs of our students and ask that you make your trainers aware of any special needs or concerns that you may have.

Enrolment is conducted in a non-discriminatory way, with pre-requisite qualification requirements being guided by the relevant Industry Training Package and government guidelines. Pre-enrolment information is made clear: enrolment and induction processes, qualification information including pre-requisite requirements, RPL and Credit Transfer arrangements, provision for LLN support, welfare and guidance services, complaints, appeals and disciplinary procedures, fees and charges including refund policy and exemptions (where applicable).

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

[http://www.megt.com.au/PDFs/Group/Policy\\_and\\_procedure/Fair\\_Treatment\\_Policy.pdf](http://www.megt.com.au/PDFs/Group/Policy_and_procedure/Fair_Treatment_Policy.pdf)

## 7 Privacy and Personal Information

MEGT Education is committed to privacy protection and compliance with applicable privacy laws and standards, and will manage personal information in an open and transparent way.

MEGT will fulfil its obligations under the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth) by complying with the Australian Privacy Principles (APPs). These 13 principles detail how organisations such as MEGT should collect, update, use, keep secure or where necessary disclose and give access to personal information, as well as how complaints should be handled and how, in some circumstances, anonymity can be maintained. MEGT Education will at all times ensure that information is collected about an individual from the individual themselves and with that individual's explicit written consent authorising collection and storage of their personal information. MEGT Institute will take all reasonable steps to ensure that information we hold in regard to our students is correct and current.

We do not disclose, sell or pass on your personal details other than to authorised government authorities and as required by law. Students have the right to access information we may hold.

If access is required you should contact your local State Institute office and make the request in writing. If you wish to authorise a third party to access your records, this authorisation must be provided in writing and approved by MEGT Institute. In some cases a fee may be charged where it is necessary to access archived documentation or to make copies of information. MEGT Institute may need to source information about students from a third party. Wherever possible this will be done with the student's authorisation, and MEGT Institute will inform the student when such information is collected and stored on our records. Further information is provided in MEGT Institute's Privacy Policy on the MEGT Institute website under Policies and Procedures <http://megtinstitute.edu.au/privacy-policy/>

## 8 Evaluations and Surveys

Each year MEGT Institute reports to the registering body (ASQA) against 3 quality indicators: learner engagement; employer satisfaction and competency completion. Students and employers of MEGT Institute students are requested to complete a survey in person, via mail or through email using address information supplied to MEGT Institute by the student and employer. This feedback assists MEGT Institute to continually improve services and products.

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

### 9 Active participation in learning and assessment

**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 an assignment or project; the extent of research conducted; the willingness to engage in discussions with colleagues and supervisors.

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

**Attendance** means being present in a face-to-face class or tutorial for the duration of time from start to finish (as required), attendance at self-directed learning activities, online classrooms and other situations which require a physical presence by the student.

MEGT Institute considers that regular participation in learning and assessment activities will have a positive impact on a student's academic performance. For this reason, participation, contact records and attendance records are maintained by MEGT Institute. Students attending class-room based training will record their arrival and departure times on the attendance sheet. Punctuality is important. Late arrival or early departure from class may impact on your learning and qualification progress. **Please advise your trainer, if you are going to be late.**

It is mandatory for all students to attend and actively participate in all assessment activities for their qualification. **If you are unable to attend an assessment please contact your trainer in advance of the assessment to re-schedule.**

### 10 Deferment of Studies

Once you have enrolled and commenced in a qualification with MEGT Institute, you cannot defer study. Trainees and apprentices may be able to apply for an extension or temporary suspension with the consent of their employer in some circumstances. The appropriate application form must be submitted to the State Training Authority for approval. Your trainer or Australian Apprenticeships Centre (AAC) can advise you of the process.

### 11 Qualification transfer

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

### 12 Qualification Enrolment/Orientation/Induction

All students are required to enrol and be inducted into the training program. Information contained in this handbook, together with policies and procedures will be explained. Enrolment paperwork, terms and conditions of enrolment, disclaimers, code of practice, training plan, qualification outline, resources, participation/attendance and assessment procedures, facilities and support services will be outlined at this session.

### 13 Language, Literacy and Numeracy (LLN) requirements

LLN are essential requirements for workplace performance. Students will undertake a LLN exercise to identify any LLN needs that may need to be addressed. Should you have any concerns regarding your LLN needs, please discuss this with your trainer who will guide and support you to find additional LLN coaching if required.

### **14 Change of address**

It is important that you notify MEGT Institute if you change your address. Contact MEGT Institute or your trainer directly via email or phone.

### **15 Facilities and equipment**

MEGT Institute will endeavour to use appropriate technology in the delivery of qualifications.

### **16 Student materials and resources**

Text books, journals, manuals, workbooks are either provided by MEGT Institute or will be available for purchase through MEGT Institute or a recommended preferred supplier. Students and employers are advised of training material and resource costs prior to the student enrolling.

### **17 Misuse of MEGT Institute resources**

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

### **18 Fees, charges and refunds**

Students and employers are informed before enrolment of all fees and refund arrangements. The Fees, Charges and Refund Policy is available on the MEGT Institute website as well as the Student administration fees, charges and refund conditions table which describes the situations where refunds will be given. Full details are available on the MEGT Institute website under Policies and Procedures <http://megtinstitute.edu.au/enrolment-information/policies-procedures/>

### **Non-payment of fees**

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

- a) suspension from training
- b) loss of access to MEGT Institute's resources and/or facilities
- c) loss of access to enrolment record information and academic transcripts
- d) inability to graduate
- e) termination of enrolment
- f) report of breach of training contract (Trainees and Apprentices)

### **19 Government funded training**

Students (or their employers) engaged in training which is funded by the State or Commonwealth Government will be made aware of the funding that is provided by the Government accordingly.

### **20 Health, Safety and Critical Incidents**

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

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

Students must take care of their own health and safety and that of their fellow workers/students to the extent of their capability. This means you must follow all safety rules, procedures and instructions of trainers, workplace supervisors and other persons involved during training activities. Students should not wilfully or recklessly interfere with or misuse anything in the interests of safety, health and welfare. If you have any concerns about your safety and health, or that of your fellow colleagues, you should immediately report the situation to your trainer or supervisor.

### **First Aid**

First Aid Kits and fire extinguishers are available at study or work sites. Familiarise yourself with the location of first aid kits and use of local fire extinguishers and the reporting requirements for your place of learning. Simple practices on the administering of First Aid, based on the principles of infection control should be implemented to prevent the transmission of blood-borne infections.

### **Evacuation Procedures**

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

### **Accidents and Critical Incidents**

In the event you have an accident or injury whilst undertaking your training, report it to your trainer 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.

MEGT Institute Critical Incident policy and guidelines, available on the MEGT Institute website, are designed to ensure appropriate action is taken in the case of a traumatic event or the threat of such, which causes extreme stress, fear or injury. Critical incidents are not limited to, but could include: severe verbal or psychological aggression; death, serious injury or any threat of these; natural disaster; issues such as domestic violence, sexual assault, drug or alcohol abuse; non-life threatening events which are considered to be of a critical nature due to the affect it may have on a person or persons. Some qualifications and locations may also require a Risk Assessment Analysis to be undertaken prior to engagement in training and/or assessment activities.

### **21 Smoking, eating and drinking, mobile phones and electronic devices**

Generally eating or drinking is not permitted in classrooms or workshop areas. Only bottled water in a spill-proof container can be taken into class. Smoking is not permitted inside MEGT Institute buildings.

Out of courtesy for your trainer and those around you mobile phone and electronic devices must be turned OFF at all times while in class and not being used for class purposes or undertaking workplace training and not required for work. If there is any reason why you must have your phone on, please discuss this with your trainer.

### **22 Drug and alcohol awareness**

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

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

### **23 Security of personal property**

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

### **24 Time Management**

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

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

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

## 25 Academic misconduct including plagiarism

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

Academic misconduct is defined as

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

You will find further information and guidelines regarding plagiarism at '**plagiarism.ORG**' website <http://plagiarism.org>

If you are unsure about whether something is plagiarism ask your trainer about it and how you should reference the original source. Ask your trainer for a copy of MEGT Institute's Style and Reference Guide if you would like further guidance on how to appropriately reference information and content you obtain from external sources.

Students involved in academic misconduct will be counselled by their trainer and will be marked as NYC in the unit in which academic misconduct occurred. An additional assessment will be required and the student will be charged an additional assessment fee. Students accused more than once of academic misconduct may have their enrolment cancelled.

## 26 Student Responsibilities

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

As a student of MEGT Institute it is your responsibility to:

- Liaise with your trainer, especially regarding site visits and assessments
- Manage your time effectively
- Give reasonable notice of inability to attend workshops or appointments
- Inform your trainer if you become aware of anything that will impact on your training progress
- Develop your skills through the completion of additional self study as required

- Demonstrate commitment, motivation and enthusiasm
- Work cooperatively with other students
- Keep appointments with your trainer
- Seek regular feedback from your trainer

### **27 Monitoring Progress and Intervention Strategies**

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

- Language, Literacy and Numeracy support
- Progress and assessment feedback
- Performance counselling
- Access to resources
- Access to equipment
- Employment guidance and assistance
- Appeals and complaints handling
- Future training options and pathways
- Personal counselling and referral as appropriate (Interstate Students)

To access any of the above support services talk to your trainer.

### **28 Articulation**

Should you be contemplating using the qualification you gain through MEGT Institute as an articulation pathway to higher education, speak to your trainer and they will assist you with further information.

### **29 Academic and Non-academic grievance, complaints and appeals**

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

Full details of MEGT Institute's grievance policy and procedure are available on the MEGT Institute website under policies and procedures. If a complaint remains unresolved, students can access external organisations/parties through which they can appeal.

### **30 MEGT Institute Website**

The MEGT Institute website can be found at [www.megtinstitute.edu.au](http://www.megtinstitute.edu.au). Here you will find more information regarding the qualifications MEGT delivers and policies and procedures. If you require further information regarding MEGT's services, please do not hesitate to contact your trainer.

### **31 Competency Based Training**

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

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

### **32 Skills Recognition**

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

When you have looked at the competency criteria for each unit of competency, and if you believe you already have the required skills, knowledge and ability, talk to your trainer who will discuss the process and the requirements and provide you with a Skills Recognition Application Form. It is up to the student to provide the supporting competency evidence and formal documentation. The trainer will conduct an interview with the student to confirm documented evidence.

Outcomes of a successful Skills Recognition application can include:

- Exemption from completing the training in a part or whole unit of competence
- Exemption from completing some or all of the assessments for one or more units of competence

### **33 Exemptions and Credit Transfer – Mutual Recognition**

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

*NOTE: Skills Recognition and Credit Transfer of previous qualifications may result in reduced training hours and/or reduced Programs duration. This may result in an early completion of a traineeship or apprenticeship when both the student and employer agree and submit an application for early completion.*

### **34 Flexible delivery**

MEGT Institute recognises that students have different needs and that one style of training delivery or one method of assessment does not suit all. MEGT Institute attempts to provide a range of learning strategies, technologies, timetable options and a variable range of assessment methods suited to the individual student. Some of the training delivery strategies include: one on one coaching, teleconferencing, work-based training, group workshops, computer aided, web-based/online, research, personal learning journals and simulation.

MEGT Institute's focus is on "learning" rather than "teaching". This means giving the student greater control over when and how learning takes place, and the resources used in the learning process. We customise training to meet the needs of both students and employers.

### **35 Assessment – General Information**

Assessment is the method by which you will be judged to have, or not have, demonstrated competency against the performance criteria of each unit of competence. Assessments are conducted by MEGT Institute trainers in accordance with the National Assessment Principles. This means that the assessment process shall be valid, reliable, flexible and fair. Effective assessment will typically include a mix of assessment types and methods which might include observations and

demonstrations, projects, role plays, simulation, written tests, essays, oral questions, products, presentations.

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

Summative or final assessments will generally be quite comprehensive and holistic in the knowledge and skills they aim to assess. This form of final assessment may be a project or an observation of workplace performance. A final assessment may be the only assessment counted towards the final grade, or may contribute to the overall grade or competency outcome.

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

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

You are advised that when doing any written assessments such as assignments, case studies, logbooks, worksheets, etc. that it is important you either keep an electronic or scanned copy of your work or you make photocopies before submission. This is important in the unlikely event that your work is misplaced. This is especially important when mailing assessment tasks to your trainer as, from time to time, mail has gone missing in transition.

### **36 Marking of assessments – Competent, Not Yet Competent**

All MEGT Institute students are graded as “C” Competent (having sufficient skill, knowledge, ability, and demonstrating capable performance) or “NYC” Not Yet Competent (there is insufficient evidence to demonstrate sufficient skill, knowledge, ability and capable performance). A “C” grading on all units of competency is required for a Certificate, Diploma or Advanced Diploma qualification to be issued.

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 you are unsure why you are marked as NYC, ask your trainer.

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

### **37 Assessment outcome notification**

Students assessed through observation and oral assessments will generally be informed at the end of the process as to the assessment outcome. MEGT Institute attempts to provide notification in regard to written assessments or assessments requiring marking or review of third party documentation within 14 days of the assessment being submitted unless advised otherwise.

MEGT Institute monitors student progress. Students may not be able to commence additional units until they have achieved competence in current units.

### **38 Assessment Resit Policy**

As per MEGT Institute's Assessment, Grades and Re-sit Policy and Procedure, ([http://www.megt.com.au/PDFs/megt/Policies\\_and\\_procedures/Assessment\\_Grades\\_Resit\\_Policy.pdf](http://www.megt.com.au/PDFs/megt/Policies_and_procedures/Assessment_Grades_Resit_Policy.pdf)) when a student is graded as Not Yet Competent (NYC) in any assessment, the student is provided (free of charge) the opportunity for one re-assessment or the opportunity to show evidence of competence. The student is given a due date for the re-assessment, and must comply with this or be marked NYC.

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

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

Students wishing to undertake further assessment after the third assessment attempt will be required to repeat the unit of competence at the student's expense, or apply for Skills Recognition at a later time.

### **39 Your trainers/assessors**

MEGT Institute employs a team of highly qualified and experienced trainers with extensive relevant industry experience. Students will be assigned a trainer who will take responsibility for their training. The trainer will have regular contact including regular phone calls, emails and contact visits for training and assessment.

### **40 Issue of progress reports, training and academic transcripts**

Regular progress reports will be provided to the student and the employer, as applicable. If you have a query or concern regarding your progress or recorded competency outcomes, speak with your trainer. If the query is not satisfactorily answered or the query relates to your final assessment result, put your query in writing as per the Academic grievance policy and submit this to the Education Manager within 7 days of receiving your result.

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

### **41 Training Cancellation**

MEGT Institute reserves the right to cancel or postpone training where student minimum numbers are not reached, or where we are unable to provide a trainer due to illness or unforeseen circumstances. MEGT Institute will endeavour to make alternative arrangements, and advise students as soon as possible should it be necessary to cancel or postpone training. Fees paid in advance will be refunded in accordance with the Fees, Charges and Refund Policy. [http://www.megt.com.au/PDFs/megt/Policies\\_and\\_procedures/Fees\\_and\\_Refund\\_Policy\\_NonVET.pdf](http://www.megt.com.au/PDFs/megt/Policies_and_procedures/Fees_and_Refund_Policy_NonVET.pdf)

### **42 Marketing and Talent Release**

MEGT Institute markets training products with integrity and accuracy, providing students and clients with up-to-date and factual information in relation to the qualifications offered.

## STUDENT HANDBOOK

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

### **43 Graduation and Awards Ceremonies**

Graduation ceremonies are held each year (depending on the state) with students invited to a function to formally receive their certificate. Where graduations are not held or if students are unable to attend, certificates are posted to the student's current mailing address.

### **44 Appendices to this Handbook**

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