



M E G A

A SMARTER PATHWAY



Student Handbook

(With International Student Guide)

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Key Contact Details

Campus address:

L9, 225 Clarence Street
Sydney NSW 2000 Australia

Phone: +61 2 9299 6788

Email: info@mega.edu.au

Website: www.mega.edu.au

Key Contacts:

Management Team			
Name	Position	Tel	Email
Mr. Henry Liu	Chief Executive Officer	+61 2 9299 6788	h.liu@mega.edu.au
Ms. Xizhu Wang	Chief Financial Officer	+61 2 9299 6788	xizhu.w@mega.edu.au
Mr. Chris Ang	Campus Director	+61 2 9299 6788	c.ang@mega.edu.au
Mr. Shahed Rahman	Academic Manager (VET)	+61 2 9299 6788	shahed@mega.edu.au
Ms. Athena Valassas	Academic Manager (ELICOS)	+61 2 9299 6788	a.valassas@mega.edu.au

Welcome

Welcome to MEGA.

Thank you for considering MEGA as your education and training destination in Sydney, Australia. This handbook provides useful information about student life in Sydney and MEGA courses to help you decide on your qualification and career choices.

In the last decade, we have witnessed a rapid and progressive advancement in technology, telecommunication and global trade, creating a major shift in market and consumer behaviour, business processes and business thinking. Moreover, changes in business and industry dynamics also require an equal transformation in education and training. It becomes pertinent that new graduates and skill workers are equipped with appropriate skill sets, competencies and knowledge in their respective fields to be able to face new challenges of modern workplaces. With these concepts in mind, MEGA has developed courses that are industry-specific, competency based and relevant to students who are looking to start a new career in their chosen field.

In Australia, the Vocational Education and Training (VET) structure is guided by the Australian Qualifications Framework (AQF), offering Nationally Recognised Qualifications in a wide range of industry sectors. The institutions delivering these qualifications to International students operate under a quality assured regime of ESOS (Essential Services to Overseas Students) and VQF (VET Quality Framework). Students acquiring nationally recognised qualifications can obtain credits for all the successfully completed competencies between different educational institutes and courses, creating flexible education and career pathways.

MEGA is committed to providing a positive and resourceful learning environment to all its students to enhance their learning experience. MEGA is further committed to student welfare with students as the prime focus of the operations. At MEGA, students have access to all levels of management to express their concerns, views and suggestions. MEGA believes in continuously improving its services in both academic and administrative areas that add value to student experience at MEGA.

MEGA would like to welcome you as a new student.

All the best wishes,

Henry Liu

Chief Executive Officer

MEGA

B Com, LLB (UNSW)

Legal Practitioner (Law Society Number: 45133)

Campus Location and Information

Campus Location:

L9, 225 Clarence Street
Sydney NSW 2000 Australia.

Phone: +61 2 9299 6788
Email: info@mega.edu.au

How to Reach There

By Train:

The nearest Train Station is the Town Hall Train Station.

Train Timetables

<https://transportnsw.info/routes/train>

By Bus:

STA Buses Timetables

<https://transportnsw.info/routes/bus>

Private Buses Timetables

<https://www.cdcbus.com.au/hillsbus-timetables-maps>

<https://forestcoachlines.com.au/time-tables/sydney/download-time-tables/>

Public Transport in Sydney

Timetables, maps and service information for all modes of transport are available at the following websites:

<http://www.131500.info/realtime/default.asp>

<http://www.cityofsydney.nsw.gov.au/AboutSydney/ParkingAndTransport/PublicTransport.asp>

Alternatively, students can call Transport Infoline on 131 500 to speak to an operator.

To travel around Sydney via public transport, you will need an Opal card.

What is an Opal card?

Opal cards are smartcard tickets that you keep, reload and reuse to pay for travel on public transport. Simply add value to your Opal card then tap on and tap off to pay your fares on trains, buses, ferries and light rail – anywhere within the Opal network.

For more information on Opal and Sydney's public transport system, please visit:

<https://www.opal.com.au/en/get-an-opal-card/>

About MEGA

MEGA is one of the leading educational institutes in Australia, delivering a range of skill courses to international students. Established in 2004, MEGA has achieved a market distinction within the vocational education sector within the last decade as a quality training provider through its innovative academic programmes, student focus, higher education partnerships and pathways, and principles of excellence in all areas of its operations. As part of its mission, MEGA is committed to providing quality education and learning to students from all over the world. Students at MEGA benefit from a highly qualified team of teaching professionals with real-world and best-practice experience in industry across the course areas in English Language, Accounting, Business, Marketing & Communication, Information Technology, Leadership & Management, Social Media Marketing and Travel & Tourism Management education.

MEGA's mission of providing quality education and training to all its students and its commitment to continuous improvement places it distinctively within the Vocational Education and Training sector with forward-looking strategy, robust governance structure, academic oversight, higher education pathways, and industry engagement. MEGA's values and quality processes are further enhanced by the presence of an Honorary Academic Board that comprises of eminent academics and industry professionals. MEGA is managed by a team of highly qualified and experienced executives and managers with years of professional experience in their respective fields. The top management team consists of senior managers with a dedicated focus and passion in education and training.

MEGA has prepared this quality manual as an integrated set of policies, procedures, guidelines, and forms that underpin MEGA's commitment to quality training, assessment and service in all areas of operations. MEGA's obligations and responsibilities as a Registered Training Organisation (RTO) and its compliance regime are contained within three specific frameworks – 1) Quality Framework, 2) Governance Framework, and 3) Compliance Framework, as essentials parts of this manual. Each framework contains policies, procedures, and measures to uphold MEGA's best practice and serves as a guide to ongoing compliance.

ISO defines quality as *"The totality of features and characteristics of a product or service that bears on its ability to meet a stated or implied need"*. At MEGA, satisfying the students' needs and expectations is the fundamental factor in the concept of quality. MEGA's commitment to quality is underpinned by its Quality Policy and Quality Assurance Policies that help describe MEGA's quality principles, and promote the application of MEGA's Policies, Procedures, Guidelines, Manuals and Forms in all areas of operation. Through this quality framework, MEGA aims to promote and maintain quality based processes that are consistent with regulatory and compliance standards.

As a measure of quality achievement, quality is achieved when:

- The Quality Objectives are met
- Process and practices are consistent in their delivery and are subject to continuous improvement practices
- Feedback from students, staff and stakeholders inform MEGA how well it is meeting their specific needs and how can it continue to improve its services and processes.

Each staff member of MEGA has the responsibility to follow the authorised policies, procedures and associated documents listed in this manual as well as MEGA's website. Each staff member is responsible for promoting and maintaining quality and achieving quality outcomes. The *Quality Policy* defines quality objectives and serves as a general framework for action.

Our Mission

MEGA is committed to providing quality training and educational programmes to its diverse international students through academic excellence, client focus, industry engagement, strategic alliances, and academic pathways.

Our Vision

We envision ourselves as one of the most reputed and quality-driven institutes in Australia offering innovative programmes and academic and professional pathway opportunities to a diverse clientele. We aim to achieve this vision within the next 3-5 years by:

- Establishing ourselves as one of the leading pathway providers, offering diverse VET to Higher Education pathways to international students
- Establishing new campuses in the major cities where our pathway universities are located
- Promoting regional centres, such as Hobart, as education destinations and forging strategic partnerships with local universities and business corporations
- Achieving quality benchmarks and maintaining academic excellence as a competitive advantage
- Providing and promoting an environment conducive to effective training, learning and intellectual enquiry
- Embedding quality principles in all our operations
- Setting benchmarks for quality education and training; and maintaining compliance in all areas of operations.

Our Values

- Honesty, integrity, openness and ethical behaviour in everything we do
- Scholarship, learning and academic excellence as part of a knowledge culture
- A spirit of innovation and continuous learning
- Equal opportunities and access in education and training
- Responsibility for our actions and accountability for our decisions
- Freedom of opinion and respect for cultural and social diversity.

Purpose and Ethics

MEGA has the primary purpose of providing quality training and education to our international students.

MEGA wishes to act with integrity and commitment, consciously informed by a framework of core values and quality principles that are embodied in our culture, beliefs, action and practices. MEGA and our members are accountable for their conduct. MEGA's purpose as a responsible and committed training organisation is based on the following principles:

- Foster an open, collaborative, supportive and collegial culture based on mutual trust and respect
- Promote a learning and training culture, characterised by ethics, values and academic integrity
- Encourage personal and professional development of its staff members
- Stand for fundamental human values, justice and equity, and for the dignity of all human beings
- Promote values of academic excellence and continuous improvement in its academic programmes
- Provide the full spectrum of quality learning and training experiences that create foundation for lifelong learning
- Provide graduates who are highly competent in their chosen fields, and ethical in their behaviour.

In implementing these principles, MEGA shall:

- Act with integrity and according to moral principles of the community and the society
- Encourage and promote ethical behaviour
- Provide an appropriate environment for all its students and staff members so that they may freely and equally pursue their personal and professional goals
- Care for the health, welfare and safety of all and the environment
- Treat all the human beings with respect and dignity
- Provide fair and open environment that enhances the well-being of all the individuals
- Encourage individuals to conduct themselves conscientiously
- Encourage students and staff members to defend the rights and dignity of others
- Respect the intellect and humanity of others
- Foster individual abilities and enterprise.

These principles provide the ethical foundation and ways by which MEGA and its members may co-exist, cooperate and collaborate to form a community in which everyone's rights are observed, respected and protected with due regard to humanity and human dignity.

Campus Facilities

Modern and fully equipped campus located in the heart of Sydney and boasts top student facilities.

Major features:

- Modern and conveniently located campus
- Fully networked campus with modern networking hardware
- High speed broadband and Wi-Fi connectivity
- Fully equipped computer labs
- Spacious and tastefully furnished training rooms
- Projector and audio-visual equipment in each training room
- Kitchenette for students
- Student break-out area
- Open air balcony with outdoor furniture and BBQ facility
- Student computers in common areas
- Printing and photocopying facilities
- A fully resourced library covering key subject areas
- There are public cafés offering hot and cold drinks, snacks and meals on the front doorstep of MEGA campus.

The campus is located on Clarence Street and easily accessed through buses and trains right at the doorstep. The campus is in the vicinity of parks, shopping areas and right in the heart of Sydney CBD.

Academic Profile

Academic Board Members

The MEGA Academic Board is responsible for overseeing its academic affairs, including the maintenance of high standards in training and research.

It also recommends new programs, regulations and advises improvements to the academic policy and procedures. All the positions are honorary and none of the academic board members are employed by MEGA.

Honorary Academic Board – Current Members

Name of Member	Current Organisation	Current Role/Occupation
Mr Henry Liu	MEGA	CEO and Chair
Mr Vivek Sharma	E-Skills	CEO
Ms Judith Bowler	RTO Advance	Director
Ms Susan Briggs	Susan Briggs Consulting	Director
Mr Alfred Hung	Econ Financial Services	Financial Advisor
Mr Austin Day	Auyeung Hencent & Day Lawyers	Solicitor
Ms Julia Li	La City Travel	Managing Director
Mr Eric Yip	Onward Business Consultant	Principal Accountant and Business Owner
Ms Isobel Kidd	Director	Eljaro Pty Ltd
Dr. Steven Rodwell	Higher Education Institute	Dean
Professor Elizabeth Deane	Independent Higher Education Consultant	Higher Education Advisory Board Member
Emeritus Professor Peter Flood	Independent Higher Education Consultant	Higher Education Advisory Board Member
Dr. Rhodora Abadia	Independent Higher Education Consultant	Higher Education Advisory Board Member
Dr. Andy West	Independent Higher Education Consultant	Higher Education Advisory Board Member
Dr. Jess Oliver	Independent Higher Education Consultant	Higher Education Advisory Board Member
Mr. Gerald Ng	Independent Higher Education Consultant	Higher Education Advisory Board Member
Mr. Saurabh Gupta	Business and tax lawyer	Higher Education Advisory Board Member

Role of the Academic Board

The Academic Board has responsibility for monitoring and reviewing academic policymaking, course development, academic administration and the educational process. This ensures that the Academic Board maintains independent influence over the administration of the curricula and courses to allow MEGA's quality academic objectives to be achieved.

The Academic Board is the principal academic authority within MEGA for maintaining the highest standards in training and assessment.

Core Principles

MEGA has as its primary purpose the provision of education and is committed to supporting free intellectual inquiry and nurturing a culture of scholarship throughout the organisation.

The objectives of MEGA are to foster and to direct the systematic study of its core academic programs by teaching in a manner and at a level comparable to the standards of Australian institutions and universities by:

- Establishing itself as a distinctive and responsible education provider within the vocational education and training sector in Australia; and
- Awarding vocational qualifications in Business, Marketing and Communication, Accounting, Leadership and Management, Travel and Tourism Management, Information Technology and Social Media Marketing disciplines equivalent to awards offered in Australian TAFE institutions and universities, and delivering the related courses in a variety of modes; and
- Engaging in student-centred teaching and learning, that advances skills, knowledge, encourages free and open inquiry, and enhances the pursuit of academic excellence; and
- Facilitating each faculty in realising of the full potential of its formational, educative and scholarly endeavour; and
- promoting the study of Business, Marketing and Communication, Accounting, Leadership and Management, Travel and Tourism Management, Information Technology and Social Media Marketing disciplines in the wider community; and
- Underpinning these objectives through governance, procedural rules, policies, financial arrangements and planning, and quality assurance processes which are sufficient to ensure the academic integrity of MEGA's learning and training activities, and business endeavours.

Programmes

Courses Currently on Scope of Registration:

COURSE	CRICOS CODE	DURATION
ELICOS		
English Language Programs	059823G	60 weeks
English for Academic Purposes (EAP)	059275G	36 weeks
IELTS Preparation	059273K	12 weeks
Cambridge English B2 First (FCE)	070189B	12 weeks
Cambridge English C1 Advanced (CAE)	092405F	12 weeks
High School Preparation (HSP)	059274J	25 weeks
Primary School Preparation (PSP)	Not a CRICOS course	2-60 weeks
ACCOUNTING		
Certificate IV in Accounting and Bookkeeping (FNS40222)	109970M	52 weeks
Diploma of Accounting (FNS50222)	111705K	52 weeks
Advanced Diploma of Accounting (FNS60222)	111706J	52 weeks
BUSINESS		
Certificate II in Workplace Skills (BSB20120)	105955J	52 weeks
Certificate III in Business (BSB30120)	105956H	52 weeks
Certificate IV in Business (BSB40120)	105957G	52 weeks
Diploma of Business (BSB50120)	105959E	52 weeks
Advanced Diploma of Business (BSB60120)	105961M	52 weeks
MARKETING AND COMMUNICATION		
Certificate IV in Marketing and Communication (BSB40820)	105958F	52 weeks
Diploma of Marketing and Communication (BSB50620)	105960A	52 weeks
Advanced Diploma of Marketing and Communication (BSB60520)	105963J	52 weeks
INFORMATION TECHNOLOGY		
Diploma of Information Technology (ICT50220)	106720J	52 weeks
TRAVEL AND TOURISM		
Certificate IV in Travel and Tourism (SIT40122)	111708G	52 weeks
Diploma of Travel and Tourism Management (SIT50122)	111709F	78 weeks
Advanced Diploma of Travel and Tourism Management (SIT60122)	109450B	78 weeks

LEADERSHIP AND MANAGEMENT		
Certificate IV in Leadership and Management (BSB40520)	103950H	52 weeks
Diploma of Leadership and Management (BSB50420)	104164D	52 weeks
Advanced Diploma of Leadership and Management (BSB60420)	105962K	52 weeks
SOCIAL MEDIA MARKETING		
Diploma of Social Media Marketing (10904NAT)	105628B	52 weeks

Articulation Arrangements:

MEGA has articulation arrangements with some of the leading universities and higher education providers to provide a learning pathway for our graduates. Details of our articulated program are on our website:

<https://www.mega.edu.au/pathways>.

Course commencement dates:

MEGA VOCATIONAL COURSES Intake Dates 2022 to 2028				
YEAR	JANUARY	APRIL	JULY	OCTOBER
2024	08/01/2024	08/04/2024	08/07/2024	7/10/2024
2025	13/01/2025	14/04/2025	14/07/2025	13/10/2025
2026	12/01/2026	13/04/2026	13/07/2026	12/10/2026
2027	11/01/2027	12/04/2027	12/07/2027	11/10/2027
2028	10/01/2028	10/04/2028	10/07/2028	09/10/2028

- All ELICOS courses will commence every Monday except when Monday is a public holiday, they will commence on Tuesday
- All MEGA courses will not run on Australian public holiday and MEGA Christmas and New Year holiday every year
- All students will be informed of the break by Trainers and Assessors and Teachers in class and notices will be put up on all notice boards.

Student Code of Conduct

1. Purpose

MEGA is committed to providing a safe, supportive, collaborative, and positive learning environment to all the students. This Code sets out MEGA expectations of students with respect to their academic and personal conduct and outlines MEGA's responsibilities to students.

2. Scope

This code applies to all the student of MEGA enrolled with MEGA in Australia or overseas campuses, or students representing MEGA in any event or activity in Australia or overseas. This code does not replace, but supports, legislation, relevant professional bodies' codes of conduct or awards and policies.

3. Definitions

RTO Members: Means all employees of MEGA regardless of the type or tenure of employment, contractors, visitors, guest speakers and persons on honorary appointment.

The Code: The Student Code of Conduct.

4. Legislative Context

- Anti-Discrimination Act 1977
- Copyright Act 1968
- Equal Opportunity for Women in the Workplace Act 1999
- Freedom of Information Act 1989
- Occupational Health and Safety Act 1983
- Privacy and Personal Information Protection Act 1998
- Protected Disclosures Act 1994
- Workplace Relations Act 1996.

5. The Code

5.1 Compliance with all MEGA policies, procedures and quality initiatives

All students are required to observe and comply with all MEGA policies, procedures, guidelines, directive, and quality initiatives at all times during their enrolment at MEGA.

5.2 Student Obligations

MEGA expects its student to:

- Inform themselves of MEGA's rules and policies affecting them and comply with this Code of Conduct at all times
- Treat all MEGA staff, other students, and visitors to MEGA with courtesy, tolerance and respect
- Ensure their contact details are up to date and that they regularly read all the communications and emails sent to their provided email and physical addresses
- Identify themselves when required to do so by a MEGA staff member and produce their student card on request to a MEGA staff member fulfilling the requirements of their duties

- Treat other students and staff with respect so as not to compromise their health, safety, privacy and welfare
- Abstain from bullying, harassing, and any other unlawful activity or Unacceptable Student Behaviour whilst on campus or when representing MEGA in an activity or an event, including the online environment
- Not engage in behaviour that is perceived to be threatening or intimidating or causes any person to fear for their personal safety or well-being
- Respect the rights of others to be treated equitably, free from all forms of unlawful discrimination and harassment, including sexual harassment
- Adhere to course requirements and classroom norms established in class
- Make timely payment of any fee, charge or penalty imposed by MEGA
- Ensure their actions or inactions as a student do not harm, or bring into disrepute, MEGA's reputation or good standing
- Abide by the conditions of the International Student Acceptance Agreement.

5.3 Unacceptable Student Behaviour

Unacceptable student behaviours may include but is not limited to:

- Endangering the safety of self or others
- Inappropriate physical contact and/or physical violence
- Bullying and intimidation of any other person
- Being affected by drugs and/or alcohol
- Consistently disrupting the work of learning in the classroom
- Inappropriate isolation of a group member from group activities
- Putting at risk the good reputation of any other person
- Making racist or sexist comments to any other person
- Demeaning another person in any way
- Constantly and inappropriately seeking attention
- Behaving in a disruptive manner such as swearing, yelling, using offensive language
- Inappropriate invasion of another's personal space
- Stealing
- Disobeying any reasonable direction by a staff member
- Viewing or distributing offensive material via the internet, e-mail or any other means
- Use of mobile phones in the classroom environment.

If your behaviour is disruptive or unacceptable, disciplinary action may be taken against you. A Trainer and Assessor can ask you to leave the classroom or refuse entry to a classroom if your behaviour is disruptive or dangerous. If your behaviour threatens the safety of others, interferes with the duties of staff or other students' study or damages or threatens MEGA's property, you may be suspended.

5.4 Integrity in Academic Works

Students are expected to:

- Not engage in plagiarism or other academic misconduct (Ref: Plagiarism and Academic Misconduct Policy)
- Actively participate in the learning process
- Attend scheduled course training activities and submit assessment tasks on time, unless unforeseen or exceptional circumstances arise
- Behave ethically, avoiding any action or behaviour that would unfairly disadvantage or advantage either themselves or another student

- Comply with the assessment conditions, Trainers and Assessors instructions, and ensure the proper use of copyright material
- Not behave in a way that disrupts or interferes with any training or academic activity of MEGA.

5.5 MEGA's Resources

Students have a general responsibility to safeguard, properly use and care for MEGA's resources. Fraud or theft by a student may result in dismissal or a legal action.

Students are expected to:

- Use and care for all MEGA resources, such as buildings, equipment, library, information and communication technology resources, in a lawful and ethical manner, mindful of the need for resources to be shared by all MEGA members
- Not engage in behaviour that is detrimental to MEGA's property, including MEGA library sources, and course materials
- Not misuse library, computing or communications facilities in a manner which is unlawful or which will be detrimental to the rights and properties of others.

Students must use MEGA's resources only for purposes related to their studies. MEGA's facilities and resources are necessarily provided in an accessible manner on trust to staff and students. MEGA information systems, including software and computer equipment, may be used only by staff or students.

6. MEGA's Responsibilities

MEGA has responsibilities to ensure that students:

- Study in an academic environment which fosters student participation in active and collaborative learning activities that contribute towards development to knowledge, skills and graduate attributes
- Are considered for selection into courses or programs on the basis of criteria that are valid, explicit, fair and reliable
- Enrol in courses and programs of study that are of high standard, satisfy relevant professional requirements, are up-to-date and based on training packages and industry expectations
- Have access to appropriately qualified academic staff and academic and learning support services
- Have access to materials, equipment and other resources to enable completion of academic courses
- Receive timely, complete, clear and accurate information in relation to the content, conditions, cost and assessment tasks of courses
- Receive timely and appropriate feedback on assessment tasks
- Receive timely and appropriate information in relation to administrative procedures that apply to them
- Have an opportunity to provide feedback on the training, learning and assessment environment
- Study and work in a safe, harmonious, tolerant and productive academic environment
- Are treated with courtesy, tolerance and respect as valued members of MEGA community
- Are treated fairly, impartially and consistently in all aspects of MEGA policy, procedures and practice

- Are treated equitably, free from all forms of unlawful discrimination and harassment, including sexual harassment.

7. Breach of the Code

A student may be suspended or have their enrolment terminated from a course for behaviour that contravenes this Code of Conduct.

Students have a responsibility to:

- Observe MEGA and classroom norms and this Code of Conduct
- Be courteous to staff and other students
- Behave in a manner which does not interfere with the learning of others
- Conduct themselves in a responsible manner while at MEGA or any other MEGA's activity, excursion, or function
- Abide by the policies, procedures and rules of MEGA
- Abide by the conditions of the International Student Acceptance Agreement.

ESOS Framework and Your Rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018. For your rights and responsibilities under the framework, please access:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at:

<https://cricos.education.gov.au/Course/CourseSearch.aspx>.

CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees modes of study and other information from your provider and your provider's agent
- Your right to sign an International Student Acceptance Agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written International Student Acceptance Agreement

- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course
- Your right to know:
 - How to use your provider's student support services
 - Who is the contact officer or officers for overseas students
 - If you can apply for course credit
 - When your enrolment can be deferred, suspended or cancelled
 - What your provider's requirements are for satisfactory progress in the courses you study
 - If attendance will be monitored for those courses
 - What will happen if you want to change providers; and
 - How to use your provider's complaints and appeals process.

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written International Student Acceptance Agreement with your provider
- Inform your provider if you change your address within 7 days from the effective date
- Maintain satisfactory course progress (MEGA monitor course progress of students); and
- To attend classes on a regular basis in order to participate in all required class activities and successfully complete the course.

Contact Information

Who	Why	How
MEGA	For policies and procedures that affect you	Contact MEGA administration through front desk
Department of Education and Training (DET)	For your ESOS rights and responsibilities	ESOS Helpline +61 2 6240 5069 Email esosmailbox@dest.gov.au
Department of Home Affairs (DHA)	For visa matters	www.homeaffairs.gov.au Phone 131 881 in Australia Contact the DHA office in your country.

Pre-Enrolment Information

International Student Pre-Arrival Guide

In addition to this handbook, MEGA has produced a separate *Pre-Arrival Guide* that contains useful information about Australia, Sydney, pre-arrival, settling-in, and culture and social adjustments.

This guide can be downloaded from MEGA website at:

<http://www.mega.edu.au/policies-forms/#1547618881824-8419599f-328a> or

Request a copy from MEGA Front Desk by email to: sso@mega.edu.au.

How do prospective students apply for admission in MEGA?

Students need to first complete and lodge MEGA's Application Form together with a Statement of Purpose.

Prospective students may apply directly or through an authorised Education Agent for an admission in their desired course(s). MEGA course(s) can also be packaged to offer an academic pathway for students looking for a specific educational outcome.

For a detailed procedure, please visit:

<http://www.mega.edu.au/policies-forms/#1546404167536-d85b7818-0cb3>.

How does MEGA formalise the enrolment?

Once an application is received with the relevant documents, which include a "Statement of Purpose (SOP)" to be written by potential student stating the reasons for choosing the course etc, the authorised agent will complete a Genuine Temporary Entry (GTE) assessment form, MEGA will assess and determines if the applicant meets the entry requirements in the intended courses.

Once all the enrolment conditions have been met, MEGA issues a Letter of Offer to applicant along with a copy of International Student Acceptance Agreement. This agreement aims to ensure the obligations and rights of both the registered provider and student are clearly set out, including the course money payable and services to be provided (The National Code 2018: Standard 2).

MEGA's enrolment process is guided by *700-PP-MEGA Student Admission and Enrolment Policy and Procedure*. This policy outlines the procedure for approving admission applications and enrolling students in the relevant courses or units of competency.

Once the offer has been accepted and the enrolment conditions have been met, MEGA issues an eCoE to the students (in case of international students) when all the require fees have been received. The eCoE issued can be used for applying for a student visa.

What other information is provided to prospective students as part of the enrolment process?

All intending students are provided with an information pack that includes a copy of MEGA's *Student Fee Policy, Fee Refund Policy and Procedure*, and *Student Code of Conduct*. The *Pre-arrival Guide* is available on MEGA's website:

<http://www.mega.edu.au/policies-forms/#1547618881824-8419599f-328a>, and provides essential information to students to plan and organise their trip.

Students who intend to bring their family, including their children over to Australia, must make an allowance for the additional expenses e.g. school fees for school age children. The tuition fees for international students are quite expensive. For more details of international students' fee, please visit the following website:

<https://www.deinternational.nsw.edu.au/study-options/fees>.

NOTE:

It is an offence to leave your children at home without any proper adult supervision. School age children must be enrolled into a school.

For under-age children that require childcare services, there are childcare centres located in all Sydney suburbs. However, due the high demand, there may be a waitlist that may be from as short as 1 month to as long 6 to 9 months depending on location and the quality of care. The cost of childcare is also very expensive. For more details, please visit:

<https://mychild.gov.au/>.

MEGA's website contains further pre-departure information and link to various resources for student's information.

What is the Tuition Fee?

Tuition fees are fees we receive, directly or indirectly, from an overseas student or intending overseas student, or another person who pays the fees on behalf of an overseas student or intending overseas student that are directly related to the provision of a course that MEGA is providing, or offering to provide, to the student.

Tuition fees are clearly shown against each course of study in MEGA's Offer Letter as well as International Student Acceptance Agreement.

What other types of fees may be charged along with the tuition fees?

Other types of fees may include:

Fees at the time of application and may be subjected to change			
Non-Refundable Fees	Price	Refundable Fees	Price
Application Fee	\$200	Airport pick-up – if required	\$200
Homestay Placement Fee – if required	\$350	Homestay (weekly) – if required	\$355*
		Homestay Inspection – if required	\$350*

* Weekly homestay fee is subject to student's preference for individual room or shared room and number of meals per day. The quoted fee will vary depending on preferences.

MEGA includes all the applicable fees for a student in the International Student Acceptance Agreement. Any fee type that is not included in the International Student Acceptance Agreement is not charged.

The following types of MEGA's Administration fees that are not charged along with tuition fees but may be incurred by students during the course of their enrolment and study with MEGA may include:

School General Administration Fees

MEGA GENERAL ADMINISTRATION FEES

Application Fee (non-refundable under any circumstances)	\$200.00 with visa rejection/GTE rejection/cancellation before course start date
Course Instalment Service Fee (if applicable)	\$50.00
Course Cancellation/withdrew Administration Fee	\$450.00
Late Fee Payment Charge	\$200.00/Instalment payment plan
Photocopying/Printing	\$0.20 per black and white page/ \$0.40 per colour page
Certificate Documentation Replacement	\$50.00 per Certificate
Transcript Re-Issue	\$50.00 per Transcript
Statement of Attainment Re-Issue	\$50.00 per Statement of Attainment
Administration Fee for Urgent Issuance of Certificate/ Transcript/ Statement of Attainment	\$50.00 per Certificate/Transcript/Statement of Attainment
Postage of Certificate Documentation	\$25.00 Domestic Express Post/ \$60.00 international Standard Post
Confirmation Letter, Holiday Letter (incl. soft copy)	\$20.00 per document
Confirmation of Enrolment (CoE) Administration Re-issuing	\$18.00 per eCoE
Late Enrolment Fee (after 1 st week of the term)	\$100.00
Change of Course/Timetable/Holiday Request after class allocation	\$100.00

MEGA VOCATIONAL ACADEMIC FEES

Recognition of Prior Learning (RPL) Application Fee	\$100.00
RPL for Certificate II, III, IV	\$250.00 per unit
RPL for Diploma, Advanced Diploma	\$550.00 per unit
Reassessment Fees - within 7 days after the current term ends	\$0 (Assessments must be from the current term subjects)
Reassessment Fees - after 7 days after the current term ends and thereafter	\$100 per unit/subject

MEGA ENGLISH FEES & WELFARE FEES FOR UNDER 18 (subject to change)

Airport Pick-up Fee*	\$200.00
Homestay Inspection/Placement Fee*	\$350.00
Homestay Fee (per week)*	\$355.00
Guardian Inspection/Placement Fee*	\$150.00
Guardianship Fee (per week)*	\$75.00
Activity Fee (per week) (applicable to Under 18 years old students only)	\$25.00
Welcome Pack (incl. Student Diary x1, Tote Bag x1, Cap x1, Polo Shirts x2 & Jumper x1) (applicable to Under 18 years old students only)	\$100.00

TEXTBOOK AND MATERIAL FEES		
Details of Textbook and Material for English (compulsory)		
For 18 years old or older	Minimum Charge (1-6 weeks minimum study at \$15.00 per week)	\$80.00
	Maximum Charge	\$330.00
For under 18 years old	HSP & PSP Textbook & Material Fee (1-8 weeks)	\$85.00
	HSP & PSP Textbook & Material Fee (9-17 weeks)	\$150.00
	HSP & PSP Textbook & Material Fee (18-30 weeks)	\$225.00
	HSP & PSP Textbook & Material Fee (31+ weeks)	\$300.00

*Airport pickup fee, homestay fee & guardianship fee are based on our external providers, (AHN, ISA & Study Vision). Price is subject to change. Please refers to <https://www.homestaynetwork.org/>; <http://www.studentguardians.com/> and <https://www.studyvision.com.au/> for more information.

NOTE:

1. Re-issuance administration fee for Certificate/Transcript/Statement of Attainment will require a 10 working days turn-around time
2. For urgent re-issuance, a \$50.00 administration fee for each Certificate/Transcript/Statement of Attainment is payable in addition to the re-issuance fee as per above schedule.

MEGA Vocational change of class form must be submitted within two weeks after commencement of each vocational term.

MEGA English change of class form must be submitted within week 6 and week 12 of the term.

Are the fees refundable?

The only refundable fees are the tuition fees. Fee refunds will be based on unexpended (unused) tuition fees. for details of refund, please access policy **104-PP-MEGA Fee Refund Policy Procedure** which is available from our website:

<http://www.mega.edu.au/policies-forms/#1546397407535-6b315b62-c6ef>.

How much fee does a student have to pay prior to commencement?

As per the recent changes to the Education Services for Overseas Students Act 2000, effective 1 July 2012, only up to 50% of total tuition fees may be collected prior to student commencement, unless the course is 24 weeks or less. See Study Period below.

If a student enrolls in packaged courses e.g. Certificate IV + Diploma + Advanced Diploma, only up to 50% of the tuition fee of the first course may be collected prior to student commencement.

What does MEGA do with the pre-paid fees?

MEGA keeps the initial prepaid tuition fees in a separate pre-paid fees trust account. This MEGA Trust Account can only be drawn down when the student commences the course.

MEGA has established a mechanism for keeping pre-paid tuition fees separate from day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in

full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.

What is Tuition Protection Service or TPS?

From 1 July 2012, the Tuition Protection Service or TPS has replaced the Tuition Assurance Scheme (TAS) arrangements and the ESOS Assurance Fund.

The TPS is now a placement and refund service for international students. All providers, both public and private, will contribute annually to the TPS.

How are rest of the fees collected after commencement?

After the student commences, the payment of fees for the next term of study will be collected as per fee schedule stipulated in the International Student Acceptance Agreement. However, if a student voluntarily pays tuition fees earlier than the schedule date, MEGA is not required to return the fees. MEGA invoices students on a term basis, i.e. as per schedule in the International Student Acceptance Agreement.

What if MEGA's agents collect any fees on behalf of MEGA?

Under the obligations and Standards placed to RTOs, SRTOs 2015: 5.3, 7.3 and The National Code 2018: Standard 2.1.7, 3.1, 3.3, 3.4, agents who collect prepaid tuition fees from international students do so on MEGA's behalf and in that case, from a legal aspect, the acts of an agent are the acts of MEGA. MEGA's agent's agreement specifies the responsibilities of the education agent and the registered provider and the need to comply with the requirements of The National Code 2018.

What if the students have any difficulty in paying their fees?

MEGA recognises that some students may face financial difficulties due to unforeseen circumstances in their personal or family situation.

MEGA has a fee arrange system in place by which students can choose to pay the fees in instalment, or a later date as mutually agreed. Students affected must apply for fee extension or fee instalments using appropriate forms available from the Accounts Department.

How the LLN skills development is supported by MEGA for learners with non-English background?

For all learners, LLN are key underpinning skills that will support their vocational learning, the development of their employability skills and their workplace communication skills whatever level of course or training they are doing (The Crux of the Matter, DET, 2011). Accordingly, MEGA has embed LLN principles within its delivery and learning and assessment tasks.

MEGA uses Australian Core Skills Framework (ACSF) as a reference to assess current LLN skill levels. The ACSF provides:

- A consistent national approach to the identification of the core skills requirements in diverse personal, community, work and training contexts
- A common reference point for describing and discussing performance in the five core skill areas.

Further information on ACSF and assessment resources can be viewed at:

- http://www.precisionconsultancy.com.au/acs_framework
- <https://www.dese.gov.au/skills-information-training-providers/australian-core-skills-framework>.

Pre-training LLN assessments will be conducted during student orientation program to identify specific LLN needs of the students. These needs will be addressed through classroom learning and assessment activities over the duration of the program.

What Recognition of Prior Learning (RPL) or Credit Transfer (CT) arrangement are in place to assess pre-training RPL or CT eligibility of the students?

MEGA provides Recognition of Prior Learning and Credit Transfer opportunities to all its prospective and existing students. MEGA has a comprehensive *Recognition of Prior Learning and Credit Transfer Policy* in place to support its commitment for Recognition of Prior Learning and Credit Transfer.

MEGA recognises all national qualifications achieved within the AQF framework and provides credits for equivalent competencies achieved into its courses.

RPL assessment is conducted in accordance with the principles of assessment and the rules of evidence.

MEGA follows AQF's "*National Principles and Operational Guidelines for Recognition of Prior Learning*".

Under the AQF, each qualification Guideline provides for an RPL pathway as an 'alternative' or 'non-institutional' access point or source of credit. This keeps the system of qualifications open to recognition of the value of learning achieved outside the formal system, as part of everyday living in a continuum of learning throughout one's life.

Is there a fee for RPL or Credit Transfer?

MEGA does not charge any fee for Credit Transfer applications.

RPL is an extensive process and the RPL fees are summarised on our MEGA School Administration Fees Schedule as mentioned on above pages 18 and 19.

Relevant Standards:

Course Credit SRTOs 2015: 1.12, 1.3 (b), 3.5; The National Code 2018: Standard 2.3, 2.4, 2.5

How does MEGA ensure access and equity in its programs?

Access refers to the ability to enter training regardless of racial, religious, cultural or language backgrounds or physical attributes.

Equity is about ensuring that all people have the supports that they need to access, participate and achieve to the same level.

MEGA has an *Access and Equity Policy* in place that ensures that people with differing needs and abilities have the same opportunities to successfully gain skills, knowledge and experience through education and training irrespective of their age, disability, colour, race, gender, religion, sexuality, family responsibilities,

or location. MEGA staff, Trainers and Assessors, adhere to the principles and practices of access and equity in the provision of education and training services.

On Arrival: Commencing Your Studies

Compulsory Student Orientation

Student Compulsory Orientation Programme is a welcome for all new students commencing their studies at MEGA. The program consists of presentation, campus tour, enrolment and information that helps new students settle into the new study environment.

All incoming students are required to attend MEGA's Compulsory Orientation Programme.

The orientation session provides all new students with information about the training, assessment and support services, their responsibilities as student, key policies that impact upon their course progress and completion, and their rights and obligations at MEGA.

Students who miss the scheduled compulsory orientation session will be provided with a copy of the orientation presentation and information handed out during the session and will be required to attend the next scheduled programme.

How do students start their student life at MEGA?

Following the Orientation session, students are provided with their Student ID and details of their MEGA network accounts.

The students are provided with their timetables and extended any further assistance they may need through MEGA's student support system including the Student Services and Support Officer.

MEGA is committed to providing a positive and a culturally vibrant learning experience to all its students, and ensuring students safety, welfare, and general well-being through a client-focussed approach and continuous engagement. Students are free to contact anyone from MEGA administration and management, if they need more information or discuss any specific issues.

What support services are provided to students, especially international students who just begin their studies?

All incoming students are required to attend a compulsory student Orientation session on arrival. MEGA's Student Orientation session is aimed at supporting students to adjust to study at MEGA and to life in Australia in general.

MEGA's Student Orientation Policy and Procedure outlines the organisational and operational program structures for Orientation.

MEGA collects pre-enrolment feedback from students during Orientation as part of continuous improvement.

Student Cards

You will receive a MEGA student card on commencement. Student card must be carried at all times when on campus and produced to verify identification when asked by MEGA staff members.

Library Services

All students have access to on campus MEGA Resource Centre located on Level 9. Students can borrow the books for study on-campus by seeking assistance from MEGA staff on the Front Desk.

For students who are keen to access additional resources, they may apply to join the NSW State library by visiting the website below.

<https://www.sl.nsw.gov.au/join-us>.

Students may also seek membership with their local library in the council area they live in. Public library membership is free of charge.

Workplace Health & Safety on Campus

MEGA will take every practicable step to provide and maintain a safe and healthy work environment for all employees and students. To this end MEGA abides by the responsibilities specified by the relevant New South Wales legislations, acts and subsequent state and federal amendments. If Students observe a safety hazard, they can report this to Student Services and Support Officer, Academic Manager, Campus Director or the CEO who would address it and take necessary steps to eliminate or reduce potential risk.

Timetables

Timetables are displayed on MEGA Students Notice Board in the student area. The timetable for the new term will be updated one week prior to the Term commencement. Students will also be given a copy of the timetable of the class that they are allocated for the term.

Student Services and Support Officers

MEGA understands that being in a new country, new environment and engaging in your studies can be quite challenging. We are ready to help you through the process of your adjustment to life in Australia and in fact through any of the issues you may face while studying at MEGA.

MEGA has designated a full-time, Student Services and Support Officers to provide student welfare related services including but not limited to, accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programmes promoting social interaction, religious and spiritual matters, and stress-management.

Students will need to make an appointment and urgent matters will be attended to promptly on advice of the Front Desk (initiated by the student) or MEGA staff members.

Current Address Details

One of your visa conditions requires you to inform your provider within 7 days of a change in your residential address.

If you have changed your address, you can either update your new details in your "Student Portal" or come to the Front Desk to advise about the change within 7 days of the change.

Academic Life

Attendance

Is MEGA attendance based?

No. MEGA has adopted and implemented the Department of Home Affairs (DHA) approved course progress policy and procedures for its courses.

However, it does not mean that students can simply skip the classes. Students' attendance in classroom learning and assessment session is strongly linked to academic performance. Furthermore, in a competency-based environment, students need to demonstrate certain skills as part of their course which is best achieved during in-class assessment sessions. There are some units that require students to perform the activity(s) in class to be assessed.

In view of the above, students are advised to have a satisfactory class attendance by attending class regularly to be able to complete the required in-class assessment tasks/activities in order to achieve competency.

Missing classes and remaining absent without MEGA's approval may impact on your course progress and course duration.

Does MEGA still record students' attendance?

Yes, attendance records are kept as evidence of students' participation and attendance during in-class assessment sessions. Students are expected to advise MEGA if they are unable to attend the class scheduled due to compassionate, compelling or extenuating circumstances so that Trainers and Assessors could re-schedule a different date to complete this required session. Absences due to work schedule or family holiday for example are not acceptable.

Students who are absent continuously for 2 consecutive weeks without any update or reason given to the Student Services may be reported as inactive withdrawal and may impact on his or her student visa.

Course Progress

What is Course Progress?

Course Progress is the measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill-based competencies

Relevant Standards applicable:

SRTOs 2015: 1.4, 1.7

The National Code 2018: 8.1, 8.2, 8.3, 8.4, 8.5, 8.9, 8.13, 8.14, 8.16, 8.17

How does MEGA monitor student progress?

MEGA has a *Course Progress Policy* in place that ensures that students studying at MEGA maintain satisfactory course progress throughout the duration of their studies. This policy and associated procedure also provide the framework for dealing with unsatisfactory progress and taking remedial actions.

MEGA has adopted a proactive approach in monitoring students' course progress and notifying and counselling students who are at risk of failing to meet the accepted course progress requirements. Students who persist in failing to meet course progress requirements - even after attempts by MEGA to notify and counsel them through the intervention strategy - shall be reported to DET and DHA in accordance with the ESOS Act 2000.

An unsatisfactory course progress will be noted when a student has failed, or is deemed Competency Not Achieved (CNA), in 50% or more of the units attempted in a study period.

Students with "At Risk" status may not be allowed to undertake new units of competency until the course progress matter is resolved or addressed through appropriate procedures.

If a student identified with "At Risk" status and monitored for course progress fails to commence the subsequently term or is absent for a prolonged period after commencing (two or more consecutive weeks) will be monitored according to course progress process initiated in the past term with following letters:

- Student who is absent for a prolonged period (two or more consecutive weeks) and failed to submit any assessment(s) on the due date after term commencement, will be notified and issued with the First (1st) Warning letter to meet the Academic Manager for intervention counselling
- If the student does not respond in person within seven (7) working days from the date of the First (1st) warning letter, a Second (2nd) and Final warning letter will be issued
- Failure to respond in person and comply with the Second (2nd) and Final warning within seven (7) working days will result in the student being issued with a letter of Intention to Report (ITR)
- Student issued with an ITR letter will be given 20 plus 3 working days to respond and comply in person. Failing to comply and respond to the ITR letter may result in student to be reported for cancellation.

What intervention strategies are in place to support the student's course progress issues?

In the first instance, the student will be informed of the course progress issue by the Trainer and Assessor in the classroom through assessment feedback during each academic term. Depending on the assessment outcomes, Trainer and Assessor may allow the student to resubmit the work or suggest a reassessment or a re-sit as per MEGA's *Course Progress Policy and Procedure*.

A range of intervention strategies are developed for different stages of intervention (See 315-PP-MEGA-*Course Progress Policy* for more detail. A copy of this policy is available from our MEGA website:

<http://www.mega.edu.au/policies-forms/#1544580233586-b9b458c6-7fb1>.

These strategies include, but are not limited to:

- The Trainer and Assessor providing information and support
- The student allowed to resubmit assessment tasks or allowed to undertake assessments missed within the current term of study
- The student allowed to undertake extra classes
- Undertaking reassessment in each of the failed units
- Repeating failed units during the next study period by:
 - Attending additional classes
 - Undertaking a self-paced blended learning programme assisted and supervised by Trainer and Assessor.

- Being required to undertake additional English language classes
- Producing evidence of competence gained in the workplace
- Being referred to Student Services and Support Officer if the progress is thought to be affected by personal issues and situation of the student
- Academic support in the areas such as developing research and paper/essay writing skills and general strategies for completing various types of assessments
- Change of course
- Course variation i.e. extension of course duration.

How are these strategies implemented?

Students at risk of course progress will be notified in writing and asked to attend a course progress meeting with the Academic Manager and designated officer. During the course progress meeting, reasons for unsatisfactory performance will be identified and a remedial action or measure discussed and agreed with the student.

Interview details will be kept on the student's file and strategies agreed with the student implemented within the agreed time frame.

If any variations to the enrolment are required, student's PRISM record will be updated.

What happens if students continuous to show unsatisfactory performance even after intervention strategies have been implemented?

If the student is unable to demonstrate competency in a majority of units half-way during the second consecutive study period and has not fulfilled the necessary actions which were agreed upon during the course progress intervention interview, MEGA will notify the student in writing of its intention to report the student to DHA-DET for unsatisfactory course progress.

A Letter of Intention to Report (ITR) for unsatisfactory course progress will be sent to students' MEGA email and personal email addresses. This written notice will inform the student that he or she is able to access MEGA's Complaints and Appeals process as per ESOS Standard 8 (Complaints and Appeals) and that the student has 20 working days plus 3 working days from the date of the letter in which to do so.

If the student chooses not to access the Complaints and Appeals processes within the 20 working days plus 3 working days from the date of the letter, withdraws from the process, or the process is completed and results in a decision supporting MEGA, MEGA will notify DHA-DET through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

Copies of all outcomes and notifications related to the appeal process are kept on the student's file in accordance with MEGA's Complaints and Appeals Policy and Procedure.

Teaching & Learning in Australia

One thing you may find is that the education system is much different in Australia than your home country. So are the teaching and learning methods. It is important for you to understand this difference which would help your adjustment to the student life in Australia. MEGA is a Vocational Education and Training provider and the system in this sector is much different to Higher Education (University or Tertiary) and secondary education sector.

You are expected to display adult learning capabilities that involve much of independent learning. You will be provided with the help and guidance by Trainers and Assessors. However, it is expected that you would manage your time and workload independently.

Active learning and cooperation among students are expected from you as adult learner. Active learning is defined as activities like the following:

- Finding and reading a reference referred to in a text or found when browsing the stacks
- Making an outline from class notes or readings
- Taking a test to measure your abilities, interests, or attitudes
- Working on a paper which integrates ideas from several sources
- Making presentations and doing tasks or activities.

Keys to Academic Success

- Consistent attendance
- Completion of work on time
- Establish time management
- Examine personal study habits
- Use study groups
- Participate in class discussions and activities
- Seek help from Trainers and Assessors outside class time
- Learn to think critically
- Use campus resources and study materials effectively
- Improve writing skills e.g. pre-write an outline, do a draft, re-read and prepare final submission.

Study Skills

- Become a flexible reader (study reading, skimming and scanning)
- Improving concentration
- Managing time e.g. weekly schedule, term calendar
- Having a good, prepared place to study
- Develop a strategy for reading textbooks i.e. S.Q.R.W: S-Surveying, Q-Questioning, R-Reading, W-Writing
- Setting Goals i.e. S.M.A.R.T: S-Specific, M-Measurable, A-Achievable, R-Realistic, T-Timely
- Motivation for studying e.g. reward yourself at given times, evaluate yourself, reflect on what you have learned, remind yourself your goals.

Plagiarism

In some cultures, using information from other sources is considered to be acceptable. In Australia, if the other sources are not cited this is considered to be a bad thing. This is why it is looked on in a bad way. This is called plagiarism. Plagiarism happens when you copy or reproduce someone else's work or ideas without acknowledging its original source. This includes, but is not limited to, obtaining information from books, the Internet and fellow students.

MEGA treats plagiarism as cheating. Cheating and plagiarism is a serious offence and will be treated seriously. MEGA imposes severe penalties on students who cheat and plagiarise.

To avoid plagiarising, it is very important to acknowledge all sources in all assignments submitted for marking. Acknowledgement may be in the form of footnotes, endnotes or any other textual references. A

reference list must be included at the end of an assignment if any acknowledgements have been made within the assignment, including sources that have been referred to but not cited within the assignment.

The words of another writer must be placed in quotation marks or inverted commas. These words must be followed by the author's name, the source e.g. book, web site etc and page number of the source. The author's complete details should also be included in the reference list at the end of the assignment. Please refer to specific links and resources provided in the classrooms for information about citing sources. You may also request your Trainer and Assessor for more information.

It is also a serious act to help another student to plagiarise written work. This includes lending another student work that you have completed so that it can be copied and submitted as the other student's own work. MEGA treats these instances as seriously as plagiarism and will impose severe penalties on students found to be assisting other students to cheat and plagiarise.

Penalties for plagiarism are severe. A student who is identified as cheating or plagiarising will be graded as "Competency Not Achieved " (CNA), pending resubmission of that assessment. They will be given a second chance to resubmit that assessment within a deadline set by the Trainer and Assessor. Failure to resubmit by this due date will deem your assessment to be "Competency Not Achieved ". You may appeal if you feel you've been accused incorrectly.

Resources

The resources for units of all courses will be available with the Academic Manager. However, your Trainer and Assessor will explain to you how to access all resources at the start of each unit. Trainer and Assessor will also explain the assessments tasks for each unit. Please make maximum use of these resources as they are specially designed to assist you in completing all assessment tasks and to meet the course requirements and criteria for competence.

Assessments & Reports

Students are provided with a Learner Guide for each unit of competence when they attend class or session. The Learner Guide specifies the Assessment, submission guidelines, timeline and Assessment criteria for each individual assessment.

MEGA's Assessment and Reassessment Policies specify the following requirements which students must be aware of. These are available on the MEGA website:

- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- Students must not use another person's concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work and not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment
- Students must not ask another person to produce an assessable item for them.

MEGA will ensure that all assessments are:

- Valid, fair, flexible, reliable, feasible and incorporate clearly defined assessment criteria and evidence requirements

- Designed to measure students' achievements against explicit learning objectives, to promote learning, and improve students' performance
- Based on a range of assessment practices or modes designed to accommodate the diversity of learners and allows them to demonstrate their achievement as learners
- Promote integrity in assessment to ensure, as far as possible, that students receive proper credit for assessable work which is their own
- Incorporate feedback that supports students learning and is prompt, informative and where appropriate provided throughout, not just at the end of, the learning process
- Be moderated or validated to ensure appropriateness to the unit or module and level of difficulty.

Conditions of Assessment

- On commencement, the students should review and understand all the course related information including course structure, prerequisites and competency requirements for each unit of competency
- All assessment works for a unit of competency must be completed within the prescribed duration. Due dates for the assessments will be set by respective Trainers and Assessors on commencement of the unit and must be adhered to by all the students
- Students have the responsibility to attend and participate in all the in-class activities and assessments and project tasks to be able to develop the required skills and knowledge
- Students must keep record of their activities, assessments and research and take an active interest in exploring new concepts and ideas
- There are only two assessment outcomes, "C" (Competent) and "CNA" (Competency Not Achieved)
- To successfully complete each unit of competency, the student must complete and obtain "C" results in ALL the assessment tasks and activities for each unit
- Each assessment can only be attempted a maximum number of times. If marked "CNA" in any unit of competency after all the allowed reassessment attempts have been exhausted, the student will need to re-enrol in the unit according to MEGA's Course Progress Policy
- Student completing partial course will be awarded a "Statement of Attainment" showing respective competencies achieved
- Other assessment conditions such as assessment due dates and conditions for group assessments may be separately set by Trainers and Assessors under advice to the Academic Manager
- To maintain fairness in assessment, all the students will be provided with similar and equitable assessment conditions i.e. place, time, opportunity and supervision, as applicable
- In-class assessment tasks must be completed during designated sessions in presence of a Trainer and Assessor.

Special Needs and Reasonable Adjustment

This assessment strategy is applied in a flexible manner to ensure the resulting assessment is fair as well as valid and reliable. In particular, this requires the making of reasonable adjustments where special needs exist in regard to assessments. Examples of reasonable adjustment in assessment include:

- Substitution of an oral assessment task for a written one
- Provision of extra time
- Use of adaptive technology
- The existence or absence of special needs must be established, and an appropriate record kept of the efforts made to establish special need and the outcomes of those efforts.

Where special needs regarding assessment exist, then reasonable adjustments should be made in accordance with relevant policies and procedures of MEGA. Consequently, an appropriate method should be chosen to implement the same. The assessment should then be modified further, if appropriate and in line with the policy, to accommodate the identified special need.

Reasonable adjustments should not decrease the rigor of the assessment but should accommodate the special need as much as is practical.

Reassessment

What types of assessments does a unit contain?

Depending on the course, a unit may contain written and practical tasks, case study, projects, presentations, tests, and exams. Some in-class activities may also contribute towards assessment in form of a portfolio.

Do I need to successfully complete all the assessments to pass a unit?

Yes. To pass a unit, you need to successfully complete all the given assessments and obtain a Competent “C” grade in each of the assessment tasks.

When are the assessments conducted?

The assessments are conducted at designated sessions during the academic term. Some assessments need to be completed in the class during in-class assessment sessions.

How will I know about assessment schedule and sessions?

Your Trainer and Assessor will provide you with an assessment schedule, conditions, and requirements at the beginning of the term and also prior to the start of each new unit to be delivered. This information will be announced in class and also via email to their MEGA students’ email account.

Do I need to attend in-class assessment sessions?

You MUST attend all the designated assessment sessions in order to meet the assessment requirements.

What happens if I do not attend in-class assessment sessions and do not submit my assessments?

You will be deemed Competency Not Achieved (CNA) in a unit if you fail to complete or submit any of the assessment tasks.

What happens after I get an “CNA” in a unit?

You will be subjected to MEGA’s Course Progress Policy. The following conditions apply:

- a. If you have attended all the designated assessment sessions but have either failed to submit a task or have been deemed “CNA” in a task:**
You will be given opportunities to correct and/or submit your work before the end of the term.

b. If you have NOT attended the entire designated assessment sessions:

You will be provided an opportunity to attend supplementary assessment sessions organised before end of the term.

You will then have opportunities to correct and/or submit your work before the end of the term at no extra cost if you are deemed “CNA” in any of the assessment tasks.

You may also be subjected to MEGA’s Course Progress policy if you do not pass in more than 50% of units enrolled in an academic term.

c. If you have NOT attended the entire designated assessment sessions and the academic term has ended:

You will be deemed Competency Not Achieved (CNA) and will need to repeat the unit in subsequent term when the unit concern is offered. This will incur an additional term of fee to be paid in order to complete this unit.

If you are eligible and approved to do re-assessment under MEGA’s Re-assessment Policy and Procedure, an additional fee of AUD\$100.00 per unit may be payable.

What is the impact of repeating a unit or more on my course and course duration?

- If you continuously fail to complete the units and are deemed at risk of not meeting course progress, you will need to attend a course progress interview to discuss your options with the Academic Manager
- If all reassessment options have been exhausted and you have been deemed Competency Not Achieved (CNA) in one or more units, you will be asked to repeat the unit when unit is next offer.

PLEASE NOTE:

Due to Course Progress Intervention, if you need to repeat a number of units, this may result in an extension of your COE for one more term, in which case you will need to pay the full tuition fee for the extended term.

If you think that you have not completed or are not able to complete any units during an academic term, you should make an appointment with the Academic Manager to discuss your situation and options.

How can I ensure that I keep receiving all the important information and notifications from MEGA?

You have the responsibility to access your MEGA email that will be created for you when you commence your study with MEGA. This will be covered during the compulsory orientation program that you must attend prior to commencement of your study with MEGA.

You must also update MEGA of your latest contact details whenever there are any changes. If you think that you have not been receiving correspondences from MEGA, please contact MEGA reception and update your details.

Our advice for students is to attend your classes to best understand the requirements, submit your assessments on time to avoid re-assessment fees and possible visa issues and to ask us for help if you need it.

Student Administration

International Student Transfer

Does MEGA have a policy in place to deal with international student transfers to and from other providers?

The ESOS Act 2000 and National Code 2018 impose obligations on registered providers of Education Services for Overseas Students studying in Australia on a student visa (for international students only). Under Standard 7 of the National Code 2018, registered providers are restricted from enrolling a student on to a course of study, where that student is transferring from another provider and has not yet studied six months of their principal course of study.

MEGA has a comprehensive International Students Transfer Policy and Procedure (706-PP-MEGA International Student Transfer Policy and Procedure in place to ensure that all transfers are compliant with the standard. For details of related policies, please refer to MEGA Website:

<http://www.mega.edu.au/policies-forms/#1544497157843-1d255439-ba6f>.

What is a Principal Course of Study?

Principal Course of Study is defined in the National Code 2018 as the “main course of study” that is or is due to be undertaken by an international student. This is generally the final programme or highest qualification in a package of courses.

Under what circumstances can the students be transferred from or to MEGA without meeting the six-month of principal course requirement?

Six months of principal course of study is exempted where:

- MEGA or the original registered provider, has ceased to be registered or the course in which the student is enrolled has ceased to be registered, or
- MEGA or the original registered provider has approved release, or
- MEGA or the original registered provider has had a sanction imposed on its registration by the Australian government or state or territory government that prevents the student from continuing his or her principal course, or
- Any government sponsor of the student considers the change to be in the student’s best interest and has provided written support for that change.

Under what circumstance will MEGA provide a student with a confirmation of release to transfer to another provider?

MEGA will grant a release only where:

- The student has provided a letter from another registered provider confirming that a valid enrolment offer has been made; and
- There are no outstanding fees, complaint, appeal or any other disciplinary issues outstanding against the student; and
- The transfer is deemed to be in the best interest of the student.

Do the students have to pay for a confirmation of release?

No. When granted, release is provided free of charge along with all due student results and/or testamurs and Statement of Attainments.

What happens if MEGA declines the request for a release?

Where MEGA does not grant a release, the student will be provided with written reasons for refusing the request and informed of his or her right to appeal the decision in accordance with MEGA's *Complaints and Appeals Policy*; and as per MEGA's obligations under SRTOs 2015: 6.1, 6.2, 6.3, 6.4, 6.5, 6.6 and The National Code 2018: 3.3.7, 6.1.6, 7.5.2, 10.1, 10.2, 10.3, 10.4.

The student will continue to be enrolled at MEGA and if needed, provided counselling through the Student Services and Support Officer.

Under what circumstances will MEGA accept a student from another provider?

MEGA will not actively recruit or enrol a student wishing to transfer from another registered provider's course prior to the student completing six (6) months of their principal course of study, except in limited circumstances where:

- The original registered provider has provided a written confirmation of release, or
- The course in which the student is enrolled has ceased to be registered by another registered provider on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), or
- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing their principal course.

Will MEGA acknowledge existing credits or prior learning of transferred students?

MEGA provides RPL and Credit Transfer opportunities to all its prospective and existing students. MEGA has a comprehensive RPL and Credit Transfer Policy and Procedure in place to support its commitment for recognition of prior learning.

MEGA recognises all National qualifications achieved within the AQF framework and provides credits for equivalent competencies achieved into its courses. All National qualifications submitted will be verified via student's USI when processing Credit Transfer.

Students who have completed a VET qualification/award in Australia after 1 January 2015 will be required to provide MEGA their USI as part of their application for admissions to MEGA to verify the documents submitted. Students will be required to complete MEGA Consent Form at the time of application for MEGA to verify the qualification/award.

All transferred students will be offered RPL and Credit Transfer opportunities and on successful completion granted appropriate credits in the MEGA courses.

Course Duration: Deferment, Suspension and Cancellation of Enrolment

How does MEGA ensure that its students complete their courses in the intended timeframe?

MEGA has implemented the *MEGA Course Progress policy* to ensure that students complete their studies within the expected duration of the course and MEGA only extends the duration in the circumstances outlined in SRTO 2015: 1.7, 5.4; The National Code 2018: 8.2, 8.3, 8.16, for providers to international students.

This policy is further complimented by MEGA's Deferment, Suspension and Cancellation of Enrolment Policy, and Course Progress Policy.

Students are required to complete their studies within the timeframe indicated on their CoE and student visa. MEGA shall endeavour to ensure all students are given the opportunity to complete their studies within this timeframe. A copy of student's CoE(s) including any variation(s) to enrolment will be kept in student's file.

Under what circumstance a variation to student course duration can be made?

MEGA will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:

- Compassionate or compelling circumstances for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit; or
- MEGA implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- An approved deferment or suspension of study has been granted under SRTOs 2015: 1.7, 5.2 and The National Code 2018: Standard 2.1.8 and 9.

What is a deferment?

Deferment is postponement of the commencement of a course of study. It must occur prior to start of a new academic term or a study period. Deferment is usually of the course start date and granted for a complete term; allowing a student to commence or re-commence their studies in subsequent academic terms.

What is a suspension of studies?

Suspension of studies is a temporary postponement of an undertaken course of study. It may occur at any time during an academic term or a study period.

Under what circumstance are deferment or suspension of studies granted?

Under the provisions of The National Code 2018 Standards 2 and 9, MEGA can only defer or temporarily suspend the enrolment of the student on the grounds of:

- Compassionate or compelling circumstances for example, illness where a medical certificate states that the student is unable to attend classes; or

- Misbehaviour by the student.

If a student's deferment or suspension application is rejected, the student will have an option to appeal the decision within 20 working days plus 3 working days from the date of the notification.

What are compassionate or compelling circumstances?

These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes; or
- Bereavement of close family members such as parents or grandparents, where possible a death certificate should be provided; or
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- A traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident; or
 - Witnessing or being the victim of a serious crime, and this has impacted on the student. These cases should be supported by police or psychologists' reports.
- Where MEGA was unable to offer a pre-requisite unit; or
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

Can international students remain in Australia after being granted a deferment or a suspension of studies?

If a leave of absence, deferment, or suspension of studies is approved for 28 days or longer, DHA requires the students to leave Australia unless there are exceptional circumstances. As an international student, they must:

- Remain offshore for the duration of their leave; if it is longer than 28 days; and
- Return no more than one month prior to the commencement of their next term of study.

A suspension of studies is a temporary postponement of an undertaken course of study and the student will need to apply for a deferment if the absence is likely to prolong beyond one academic term.

Can a student apply for a Suspension of Study while in Australia?

Yes. A Suspension of Study can be granted on compassionate grounds as per policy *MEGA Deferment Suspension or Cancellation of Enrolment Policy*.

Can MEGA suspend or cancel a student's enrolment?

MEGA may suspend or cancel a student's enrolment on certain grounds including:

- Breach of International Student Acceptance Agreement conditions
- Breach of Student Code of Conduct or due to any disciplinary reasons where the student's offence is clearly established, and the appeal process has been exhausted
- Non-payment of tuition fees

- Non-commencement of studies while on-shore and absence for a period of 14 consecutive days or longer without prior approval from MEGA
- Unsatisfactory course progress
- Student misbehaviour.

How is the deferment, suspension, or leave of absence requests processed?

Students need to apply for deferment and suspension of studies through *MEGA Deferment, Suspension and Cancellation of Enrolment by completing form 705-FM-MEGA Deferment, Suspension of Studies Form and submitting this to the Student Services and Support Officer with all the required documentation for assessment.*

The form is available from the Front Desk or from our website:

<http://www.mega.edu.au/policies-forms/#1544497044677-85e99c3b-9913>.

If an international student's arrival is delayed, MEGA will:

- Notify DHA-DET through PRISMS of the student's delayed arrival where the student's course end date remains the same; or
- Notify DHA-DET through PRISMS of the student's course deferment, issue a new CoE with the revised end date and inform the student to contact DHA as soon as practical.

For deferment **after the** course start date, MEGA will:

- Issue a letter to the student to inform them that any application to seek a deferment of his or her enrolment will be treated as a suspension of studies and may affect his or her student visa
- Notify DHA-DET via PRISMS of the suspension and/or issue a new CoE when the student can only account for the variation(s) by extending his or her expected duration of study.

Is there a maximum duration of deferment?

Yes. Deferment beyond the maximum period of one academic year will not be approved. Offers to students who do not take up a place after a deferral of one academic year will lapse. Students must re-apply for a later intake if/when they are ready to commence study and normal course fees will apply.

Is there a maximum duration of suspension of studies?

Suspension of studies is a temporary postponement of an undertaken course of study. A suspension of studies is only granted up to the end of an academic term, after which, the student will need to apply for a deferment if the absence is likely to prolong.

Deferring or Suspending a Course of Study: Initiated by Student

- Students wishing to defer or temporarily suspend their enrolment may only do so when there are compelling or compassionate circumstances. Compelling or compassionate circumstances may include, but are not limited to:
 - Serious illness
 - Serious illness or death of a family member necessitating a return to the student's home country
 - Serious injury

- Stressful family or personal situation or a traumatic experience
 - Major political upheaval or natural disaster in the home country requiring emergency travel.
- Students will need to substantiate their claims with appropriate supporting documentation
 - Deferral or suspension of studies cannot be used for personal travelling, undertaking hobbies, working or taking holidays/breaks, and will not be approved on such grounds
 - Students who would like to defer the commencement of their studies or suspend their current course of study must speak to the Admissions Officer for counselling
 - Prior to applying to suspend their studies, students must ensure that they have paid any outstanding course fees
 - Original or certified true copy of all required documents must be submitted to the Admissions Officer for assessment
 - Student must complete *MEGA Deferment, Suspension and Cancellation of Enrolment form* and submit to the Admissions Officer for assessment and final outcome
 - The form can be obtained from MEGA reception or from MEGA website. The form must be submitted at least fourteen 14 days prior to the requested deferral or suspension date
 - In the event that an application for deferment and suspension being approved or denied, the outcome will be notified to the applicant in writing and, if denied, reasons for the refusal will be given
 - In the event of an application for deferment or suspension of studies being approved, MEGA's Admissions Officer will notify **DHA-DET via PRISMS within 14 days of the change to the student's enrolment status.**

Deferment, Suspension, or Cancellation initiated by MEGA

- Students may also have their enrolment deferred, suspended or cancelled by MEGA in the event of:
 - Misbehaviour as outlined in the *Student Code of Conduct Policy*
 - Breach of the *International Student Acceptance Agreement* e.g., non-payment of fees
 - Discovery of evidence of fraudulent documentation to gain admission to MEGA
 - If the student behaves in a way which could potentially bring MEGA into disrepute
 - MEGA implementing its intervention strategy for students at risk of not meeting satisfactory course progress including where the student is clearly having difficulty in completing the course within the expected duration, as specified on the student's CoE.
- Students have the right to appeal a decision by MEGA to defer, suspend or cancel their studies and MEGA will not notify DHA-DET via PRISMS of a change to the enrolment status until all the internal complaints and appeals process have been completed
- In cases where deferment, suspension or cancellation of a student's enrolment is initiated by MEGA, the student will be notified in writing and given twenty (20) working days plus three (3) working days from the date of letter to access MEGA's internal complaints and appeals process
- After all due processes – both internal and external appeals have been completed, and MEGA decides to defer, suspend or cancel a student's enrolment, Admissions Officer must notify DHA-DET via PRISMS within 14 days of the change to the student's enrolment status. In the event, however, of MEGA cancelling a student's enrolment due to a breach of a condition of a student visa, MEGA Admissions Officer must give the Secretary particulars of this breach via PRISMS as soon as practicable after the breach occurs.

Withdrawing from a course of study

Students intending to have their enrolment cancelled through course withdrawal must first speak to the Admissions Officer. Reasons given by the student for course withdrawal should be discussed and appropriate advice obtained.

After these measures have been taken, and the student still wishes to withdraw from their studies, *MEGA Deferment and Suspension of Studies Application Form* must be completed by the student and submitted to the Admissions Officer.

Prior to applying to withdraw from their program, students must ensure that they have paid any outstanding course fees and have returned all MEGA's properties. *MEGA Deferment and Suspension of Studies Application Form* can be obtained from MEGA Reception or from MEGA's website:

<http://www.mega.edu.au/policies-forms/#1544497044677-85e99c3b-9913>.

Restricted Period: If a student is intending to withdraw prior to the completion of six months of his/her principal course of study, they should be directed to and given access to *706-PP-MEGA International Student Transfer Policy and Procedure*. MEGA will only release a student under limited circumstances. Please see page 32 for details of these circumstances.

When a student applies to withdraw from a course during this restricted period, the student must complete and submit a *Deferment and Suspension of Studies Application Form* which must be accompanied by:

- a valid letter of offer from another provider; and
- a detailed letter explaining clearly the reasons for seeking withdraw addressed to the Admissions Officer; and
- any other relevant supporting documents.

In the event that a student's application for withdrawal from an enrolled course(s) is approved, the Admissions Officer must notify **DHA-DET via PRISMS within 14 days of the change to the student's enrolment status.**

For more detail with regards to completion within expected duration (Standard 8 of National Code 2018) and Deferment, suspension or cancellation of study during enrolment (Standard 9 of National Code 2018) please visit the following website link:

Standard 8:

<https://internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%208.pdf>.

Standard 9:

<https://internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%209.pdf>.

Change of Course

Students may choose to change a course of study if they think that the current course does not lead to their intended career or professional outcomes.

As the course may have long-term implications on a student's career and academic aspirations, MEGA will discuss and ascertain the reason(s) for a change of course with the student prior to making a decision on the application. MEGA will ensure that the change of course is not being sought merely as a convenience by the student and may decline such request if the stated reasons fail to clearly demonstrate the need for a change of course.

Entry requirements for new courses, including any prerequisites, must be met and procedures for enrolment in the new course must be consistent with relevant requirements under *MEGA Student Admissions and Enrolment Policy and Procedure*. Please visit our website for details:

<http://www.mega.edu.au/policies-forms/#1546404167536-d85b7818-0cb3>.

Students, who wish to change their current course of study, and transfer to an alternative course within MEGA, should obtain a *MEGA Change of Course form* from MEGA Reception or from our website:

<http://www.mega.edu.au/policies-forms/#1547621681380-daec9261-e52b>.

They should fill this form out according to the instructions in the form paying special attention to the reasons for which they wish to change their course of study.

The completed and signed form should, then, be submitted to the Admissions Officer for initial assessment. Once approved, the Admissions Officer will effect the change and notify the student.

Student Complaints and Appeals

In the event that a student has a complaint concerning any matter in relation to MEGA, there is a process in place to ensure that the complaint can be resolved amicably. Students have access to a complaints procedure if they feel they have been unjustly treated, undermined, vilified or harassed in any circumstances. All the complaints will be treated in full confidence.

A complaint can be lodged in writing by letter or by email or in person. A student can lodge their complaint with any member of staff but should preferably lodge their initial complaint with the Student Services and Support Officer. The student must lodge their complaint with only one member of staff at MEGA. If the complaint needs to be escalated, the staff member will follow MEGA's Complaints and Appeals Policy. A written record of the complaint will be kept on the student file.

MEGA treats all complaints in confidence and will seek the permission of the student before discussing the complaint with any party mentioned or named in the complaint. The student will be given a written statement of the outcome, including details of the reasons for the outcome.

MEGA is committed to providing fair, safe and productive study environment to all its students. It recognises that in some instances student may not agree with certain decisions, including assessments decision, made in relation to various academic or administrative matters. Students have the right to appeal the decisions.

Consideration of appeals will be dealt with fairly, consistently, promptly, with sensitivity to all parties and in accordance with MEGA's policies and quality principles. MEGA will acknowledge receipt of the complaint or appeal within 10 days of receipt of the complaint or appeal and will advise students of the next steps and what they can expect.

MEGA will appoint a Complaints and Appeals Committee comprising of at least three of the following senior staff members:

- Chief Executive Officer (CEO)
- Campus Director
- Academic Manager – MEGA VET
- Academic Manager – MEGA English
- Student Services and Support Officer
- Admissions Officer.

All the appeals will be heard by the committee on a designated date. Minutes of the meeting will be taken and filed. Students will be notified of the outcome within seven working days of the outcome being reached.

For details of MEGA's Complaints and Appeals Policy please visit our website:

<http://www.mega.edu.au/policies-forms/#1547619022365-e9e00a5d-e087>.

If the complaint or appeal is against MEGA's decision to report the student for:

If the process results in a decision that supports the student, MEGA will immediately implement the decision or preventive actions required and advise the student of the outcome.

Students who are not satisfied with the outcome of their complaint may appeal the decision according to MEGA's Internal Appeal Process or choose to lodge an External Appeal with an appropriate agency if they wish to do so. If the student chooses to access MEGA's internal complaints and appeals processes, their enrolment will be maintained while the process is ongoing.

MEGA will maintain the student's enrolment until the external complaints and appeals process is completed and has supported MEGA's decision to report. MEGA will wait for the outcome of the external process with consideration for student welfare as reporting a student for breaches may have serious consequences for the student's visa and it may result in cancellation.

If any internal or external complaint or appeal process results in a decision or recommendation in favour of the student, MEGA shall immediately implement such decision or recommendation, and undertake a quality review process to correct/improve the processes and prevent future occurrences.

All the outcomes of a complaint or an appeal process will be notified to student within seven (7) working days, and copies of correspondences kept on student file for record.

If the complaint and appeal is against MEGA's decision to:

- Defer or suspend a student's enrolment due to misbehaviour, or
- To cancel the student's enrolment.

MEGA will wait for the outcome of the internal complaints and appeals process. If the outcome is in favour of MEGA's decision, MEGA will advise student of the external appeal process before notifying DHA-DET through PRISMS of the change to the student's enrolment.

Once DHA-DET has been notified of a deferment, suspension or cancellation of a student's enrolment, the student has 28 days in which to:

- Leave Australia, or
- Show the Department of Home Affairs (DHA) a new Confirmation of Enrolment (CoE), or
- Provide DHA with evidence that he or she has accessed an external appeals process.

There is an external complaint and appeal process available to students if they have exhausted the above procedures and still feel unsatisfied. This service is offered by the following bodies:

- The New South Wales Ombudsman
Overseas Student Ombudsman
GPO Box 442, Canberra ACT 2601
Tel: 1300 362 072
- The Privacy Commissioner
- The New South Wales Equal Opportunity and Human Rights Commissions
- Department of Education and Training.

If students are required to attend any panel interviews or arbitration hearings resulting from the complaint, the student may bring a support person with them.

Students may also seek legal redress through the court processes if they feel unsatisfied. They may also approach other agencies relevant to their specific situation. If the outcome of external appeal is in favour of MEGA, MEGA will proceed to report student to DET-DHA via PRISM.

Completing Your Studies

What is a Testamur?

A testamur is defined by the AQF as “an official certification document that confirms that a qualification has been awarded to an individual”.

What guidelines does MEGA use in the format and content of its testamurs and statement of attainments?

MEGA complies with Australian Qualifications Framework (AQF) *Qualifications Issuance Policy* and follows the templates suggested by AQF.

MEGA ensure that all testamurs and statements of attainment meet the (AQF) requirements.

Each testamur also contains the words, “The qualification is recognised within the Australian Qualifications Framework”.

What fundamental principles are followed in issuing testamurs and Statement of Attainments?

A learner who has successfully completed all of the required units of competency or modules as specified in the Training Package qualification or accredited course, is entitled to receive the following certification documentation on award of the qualification:

- A testamur, and
- A Statement of Results.

MEGA ensures that:

- Graduates receive the certification documentation to which they are entitled
- AQF qualifications are correctly identified in certification documentation
- Nationally Recognised Training (NRT) logo is used according to NRT logo specification to promote and certify national vocational education and training leading to Australian Qualifications Framework (AQF) qualifications or Statements of Attainment
- The NRT logo is not used on the record of results.

What is a Statement of Attainment?

A Statement of Attainment is issued by MEGA when an individual has completed one or more units of competency from nationally recognised qualification(s)/course(s).

When is a Statement of Attainment Issued?

A statement of attainment is only issued if a learner successfully completes one or more units of competency or modules or an accredited short course but does not meet the requirements for a qualification as specified in the Training Package. The statement of attainment will list all of the units of competency or modules achieved.

The only logo required on statements of attainment is the Nationally Recognised Training (NRT) logo. A Statement of attainment does not include the Australian Qualifications Framework (AQF) words or logo.

Procedure for Issuance of Interim Transcript/Results

An Interim Transcript/Results contains listing of a student's results in their enrolled unit(s) of competency:

- All student academic records are verified and updated by Academic Manager and Campus Director from the official results submitted by Trainers and Assessors to the Academic Manager at the end of each academic term.
- Interim Statement of Results are checked and signed approved by Academic Manager.
- Copies are made for the student file.
- For students who have finished their course, Statements of Results are provided to students together with their Awards.
- Students may also request their Statement of Result at other times using *332-FM-MEGA Certificate Receipt Acknowledgement & Reissuance Form V6*.
- For all students, ensure the USI is provided and verified by MEGA prior to issuance.

Procedure for Issuance of Statement of Attainment

Where an AQF qualification is partially completed through the achievement of one or more endorsed units of competency, MEGA will issue a Statement of Attainment upon student's request or when the student terminates the enrolment with MEGA:

- Students complete and submit a *332-FM-MEGA Certificate Receipt Acknowledgement & Reissuance Form V6* to the Student Services and Support Officer.
- Student Services and Support Officer verifies student results from the Student Management System (aXcelerate) and send form to Accounts Department to sign and approved if no money is owed by student.

- The approved form from Accounts Department will be send over to Academic Manager for verification and approval before issuance.
- Student Services and Support Officer will prepare and generate soft copy of Statement of Attainment via Student Management System (aXcelerate).
- Campus Director or in his or her absence, an authorised senior management staff will carry out a final check and sign approval the Statement of Attainment before releasing it to the student.
- Soft copy for the approved Statement of Attainment is also available on student's contact page on Student Management System (aXcelerate) located under student's "Qualifications".
- Notification email to student will be generated in aXcelerate by Student Services and Support Officer using the email template to inform student to come and collect the Statement of Attainment.
- Student Services and Support Officer will print the approved Statement of Attainment on approved security and copy proof paper upon student's arrival for collection.
- Student to sign and acknowledge collection of Statement of Attainment when collecting Statement of Attainment and Student Services and Support Officer will update and record the date collection in Student Management System.

MEGA will issue Award/Testamur and Statement of Results and Statement of Attainment within 30 days from date of course completion.

Procedure for Issuance of Award/Testamur and Statement of Results

- Students who have successfully completed and deemed Competent in all the units in the enrolled course, the student will be eligible for the Award or Testamur.
- The Award or Testamur and the statement of results will be issued to the student within 30 days of course completion subject to approval by Finance Department and free of any encumbrances.
- The Admissions Manager will generate a completion report and identify those students who have successfully completed all the required units students of the enrolled course for related departments to check and verify.
- The Accounts Department will check to ensure students' do not have any outstanding fees.
- The Academic Department will verify and confirmed students' final academic results and grant approval for issuance.
- Student Services and Support Officer will prepare and generate soft copy of Award or Testamur and Statement of Results via Student Management System.
- The prepared soft copy of Award or Testamur and Statement of Results will be reviewed by Campus Director for final check and approval.
- Notification email to student will be generated in aXcelerate by Student Services and Support Officer using the email template to inform student to come and collect the Award or Testamur and Statement of Results.
- The soft copy of the issued Award or Testamur and Statement of Results is available on student's contact page in Student Management System (aXcelerate) located under student's "Qualifications".
- Student Services and Support Officer will print the approved Award or Testamur on approved security and copy proof paper upon student's arrival for collection.
- Student to sign and acknowledge when collecting the Award or Testamur and Statement of Results.
- Student Services and Support Officer will record the collection date in the Student Management System.

All Award/Testamur and Statement of Results will be issued within 30 days of course completion date.

What are Learning Pathways?

Learning Pathways are formally approved links to enable students to enter and move between courses and programs in different sectors or within the same sector. Pathways may link courses and programs in the same or different areas of study. Students may also develop their own informal learning pathways.

How does MEGA promote Learning Pathways?

MEGA is committed to providing learning pathways, within and across sectors, to facilitate the movement of students between chosen courses and qualifications. Such pathways may include access to qualifications within MEGA, articulation arrangements and/or credit granted within qualifications.

For more information on MEGA's pathway, please visit MEGA's website:

<http://www.mega.edu.au/pathways/>.

Through an ongoing pursuit of VET and higher education articulations, MEGA will endeavour to maximise the development of pathways. Pathways will generally be developed between qualifications involving the same, similar or complementary fields of study. Where appropriate, pathways may be between general and specialised qualifications.

The level of RPL and credit transfers awarded within a specific learning pathway is guided by MEGA's RPL and Credit Transfer Policy and Procedures and the requirements of the ESOS Act 2000, the National Code of Practice 2018 and AQF guidelines.

Learning pathways based on credit and articulation arrangements, when applied, will not unfairly advantage or disadvantage either the students entering the courses and programs with credit transfer or articulation or those students who enter directly.

MEGA will issue a VET qualification or VET statement of attainment, as appropriate, to persons whom it has assessed as competent in accordance with the requirements of the Training Package or VET accredited course either through completion of MEGA courses or Recognition of Prior Learning (RPL). RPL assessment will be conducted in accordance with MEGA's RPL and Credit Transfer Policy and Procedure and inherent competency evidence requirements.

Some Useful Information:

Visa condition:

- Allowable work rights and other requirements.

Know your rights as a worker:

- i. Indicative payrates
- ii. Work safety and rights of employees irrespective of whether the work is casual, part-time, temporary or full-time
- iii. All workers are protected under law against any discrimination and bullying.

Some Useful Websites:

MEGA wants you to be safe and protected, while you study and enjoy the student life. The following are useful websites for your information:

- The Fair-work Ombudsman - <https://www.fairwork.gov.au/>
- International student support information - <https://www.service.nsw.gov.au/support-international-students>
- Anti-Discrimination Board - <http://www.antidiscrimination.justice.nsw.gov.au/>
- Free Legal Service – Redfern Legal Centre - <https://rlc.org.au/our-services/international-students>.

Miscellaneous Information

Students' Property

Please do not leave any valuables on Campus unattended. *MEGA is not responsible for the security of personal belongings.*

Lost Property

Lost property should be handed into the Reception. If you have lost anything, please ask at the Reception.

Right of Search

To *safeguard you* and to ensure that there is *no abuse* with regard to the *removal of MEGA property or equipment*, MEGA reserves the right to search any employee, student or the contents of parcels, bags or luggage entering or leaving the premises. The search will be conducted in the *presence of a third person* and you will have the right to ensure that *another independent witness* is present if so required.

Unauthorised Notices

Students are *not* permitted to display notices, student information or 'other' *without the express approval of the Student Services and Support Officer*. When approval is given, the notice, student information or 'other' must include the name and contact details of the person responsible for providing such information.

Privacy

MEGA upholds the **Commonwealth Privacy Act**. You can be certain that all your personal details will remain confidential unless you specify otherwise. Equally, please respect the right to privacy and confidentiality of all other Staff, and of the students. This includes, but is not limited to:

- Not revealing contact details of any student or staff without their written permission. This includes e-mail addresses
- Only discussing a student's results with appropriate staff members, such as the Student Services and Support Officer or your Academic Manager
- Only discussing a student's fees with appropriate staff members, such as the Accounts Receivable Officer or Accountant
- Alerting the CEO or Academic Manager if there is any breach of privacy, so that the issue can be resolved quickly.

Access & Equity

In New South Wales, it is ***against the law*** to ***discriminate*** against ***anyone*** because of:

- Age, race or gender
- Disability
- Industrial activity
- Lawful sexual activity or sexual orientation
- Marital, parental or carer status
- Physical features other than accessories such as dreadlocks, piercing or tattoos
- Political or Religious beliefs or activities
- Pregnancy.

These principles are upheld by MEGA staff in the following ways:

- All Staff receives details of MEGA's commitment to equal access & equity at the time of their *Induction*
- Management may, if required, develop with each staff member, *specific strategies* for upholding access & equity in their position
- Wherever applicable, the staffs are trained to provide for a *diverse range* of students
- Wherever applicable, *literature* and *facilities* are provided for a diverse range of students
- As specific access & equity cases are identified by Staff, strategies are *formulated, implemented* and *documented* with management to overcome these difficulties
- *All reasonable support*, both internally, and externally, is provided to students and Staff where they face difficulties with their access & equity
- Specific groups may be asked occasionally to provide *feedback* on their access and equity, to ensure that fairness and equality is upheld.

Every student at MEGA has fair and equal access and equity, appropriate to their respective study programs.

All Contacts, enquiries and feedback to:

Henry Liu
Chief Executive Officer
Macquarie Education Group Australia Pty Ltd
trading as MEGA Education
Email: h.liu@mega.edu.au

Document History

Version	Date	Changes/Updates	Approved by
1	05 April 2017	First Draft.	CEO
2	25 July 2017	Amended PP for issuance of awards and PP.	CEO
3	Dec 2017	First Review and alignment of PP to new National Code 2018 and SRTOs 2015.	CEO
4	Jan 2018	New PP approved.	CEO
5	Jan 2019	Review of Student Handbook.	CEO
6	Feb 2019	Update Handbook for ASQA audit.	CEO
7	June 2019	Update Handbook in-line with ASQA Audit Report, remove CIII Tourism, Remove English Language Programmes.	CEO
8	Jan 2020	Review of Handbook	CEO
9	March 2021	Review of Handbook and COVID-19 process	CEO
10	June 2021	Review of Handbook and update new BSB and DSMM courses due to training package upgrade	CEO
11	July 2021	Update new Diploma of Information Technology course ICT50220	CEO
12	July 2022	Update new staff, COVID-19 process, and review of Student Handbook	CEO
13	Dec 2022	Review and update the new transition courses for Accounting and Travel and Tourism	CEO
14	Mar 2023	Review and update of Student Handbook and administration and homestay fees	CEO
15	November 2023	Review and update of Student Handbook and administration and homestay fees	CEO
16	December 2023	Review of Student Handbook	CEO

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Macquarie Education Group Australia Pty Ltd trading as MEGA Education
Sydney | Australia

Contact: info@mega.edu.au

Website: www.mega.edu.au