

FAIR TREATMENT AND EQUAL OPPORTUNITIES POLICY

Policy Overview

MEGT Education Group (MEGT Institute, Hales Institute and Ability Education) providers apply access and equity principles and processes in the delivery of their services. In accordance with Anti Discrimination and Equal Opportunity Legislation in all States of Australia, our policy is to treat all enrolled students and persons seeking enrolment in an open, transparent, ethical and fair manner, and to provide a study environment that is free from all forms of discrimination and harassment. Fairness must be considered in the context of all of the relevant circumstances, including course pre-requisite requirements, age specific requirements, and the applicants capacity to take part in the program, and does not imply that all students are treated the same.

The MEGT Education Group Fair Treatment Policy aims to

- provide for enrolment based on merit
- help remove barriers to entry and to successful outcomes
- encourage all students to feel they belong
- create an environment which is safe and free from discrimination and harassment.
- ensure that procedures exist which allow complaints of harassment and/or bullying to be dealt with and resolved within the education provider without limiting any person's entitlement to pursue resolution of the issue with a relevant statutory body.

MEGT Education Group providers comply with relevant State Discrimination Acts, Equal Opportunity Acts, government regulations and industry requirements in relation to fair treatment and anti-discrimination.

Wherever possible, programs are designed to enhance flexibility of delivery in order to maximise the opportunity for access and participation by all applicants.

Application to enrol and course availability

Students who are considering or are about to enrol with MEGT Education Group providers are encouraged, firstly, to research the information provided on the education provider's website. It contains comprehensive details about the entry requirements, courses offered, fees schedule, campus locations, general description of facilities, resources, and other practical and academic information. Prospective students may find it helpful and are encouraged to discuss their course options and modules being offered with the education provider staff before applying for entry into a particular course. Staff are available to assist individuals in this process.

Students will be required to complete either an initial enrolment application or a course enrolment.

Some of the education providers' group-based courses or modules may only be offered if there is sufficient demand. The availability of specific elective modules will vary from time to time. The education provider reserves the right to cancel any group-based course or module for which there are insufficient enrolments.



Centrelink Allowances for Training

Centrelink can provide financial assistance to eligible students enrolling with MEGT Education Group providers. Application and enquiries should be made directly to Centrelink.

Equity and Merit Based Enrolment

The education provider conducts recruitment of students and clients at all times in an ethical and responsible manner. Wherever possible the education provider assists the student to achieve their aspirations. Applications for enrolment are considered on the basis of merit, providing MEGT Education Group providers the discretion to be satisfied that the applicant has reasonable prospect of successfully completing the course and achieving competence. Selection will be in accordance with stated/advertised enrolment requirements, including academic and age pre-requisites where applicable. Pre-requisite requirements will be made available in course advertising and upon enrolment to ensure flexibility and unbiased consideration of all applicants.

MEGT Education Group providers will not discriminate or treat any person unfairly in relation to acceptance of applications for enrolment, admission to a course, access to or limitations in relation to benefits, treatment based on a characteristic protected by law.

When making merit based decisions about the selection of students, MEGT Education Group providers will take into consideration any educational disadvantages that a student has experienced before making a decision. Applications for enrolment will be considered on a case by case basis.

The education provider ensures that suitably qualified staff and/or agents assess the educational background of intending students where applicable.

Restricted access arrangements

Some courses may have restricted access arrangements which MEGT Education Group providers are obliged to adhere to. For example, these restrictions may be imposed by Training Package pre-requisite requirements, employer or industry body requirements, a government funded program which imposes specific entry arrangements, or the specifications of the ESOS Legislation.

MEGT Education Group providers may also apply age restrictions, academic requirements and an expected level of English language skills to some courses. These requirements will be provided in advertised course information and upon enrolment. MEGT Education Group providers has documented procedures in place for assessing whether a student's qualifications, experience and English language proficiency are appropriate for the source for which enrolment is sought.



No Income Test

MEGT Education Group providers do not apply an income test when making decisions about which of its students are eligible for enrolment.

Applicant Interview

MEGT Education Group providers may request a personal interview with student applicants in order to:

1. ascertain the applicant's suitability to undertake the course
2. assess the applicant's English proficiency
3. conduct a literacy and/or numeracy pre-enrolment test
4. check that the applicant will have necessary support in their studies
5. clarify the applicant's academic history and sight original qualifications
6. assess eligibility for advanced standing
7. ascertain the applicant's computer literacy and ability to access and use internet facilities where applicable to the course
8. discuss any special needs the applicant may have.

It is the education provider's procedure to sight original documents (or certified copies) of testamurs and/or transcripts, related academic awards, and where relevant, character references, certification or licenses related to the course application.

Student grievance and review procedures – academic and non-academic

MEGT Education Group providers have procedures and processes in place to allow students to openly question, discuss and place a formal complaint in regard to non-academic issues or to seek a full review of course outcomes and assessment decision. (Refer to MEGT Education Group providers Non-Academic and Academic Grievance Procedures).

All students are made aware during their induction briefing of their rights and obligations, their right of appeal and the process for lodging complaints or feedback.

Attendance and performance

Students will be expected to meet designated and agreed attendance/participation and academic performance levels in order to progress and complete course outcomes. These expectations will be clearly identified in course outlines and/or training plans prior to or at course orientation or induction.

Students from overseas studying in Australia are required to meet course performance criteria in accordance with the Commonwealth's Education Services for Overseas Students (ESOS) Act 2000. MEGT Education Group providers are obligated to report attendance to the Department of Immigration and Citizenship, and failure to meet the relevant performance requirements could result in the student being withdrawn from the course and the student's Visa being cancelled. Additional details are provided in the Student Information Guide.



Some courses will have required attendance or participation requirements which if not adhered to may affect course results and outcomes.

Student Support

Students are encouraged to discuss their progress and any concerns they may have with their trainers or Program Coordinator. Student progress and well-being are monitored, including attendance, academic results, and satisfaction. Formal processes are in place through which trainers can communicate concerns about student progress and through which they can be informed about particular student needs. Students are counselled, where appropriate. Students are advised of various other support mechanisms available to assist them in their studies. International students are provided additional information and support regarding legal services, emergency and health services, accommodation, and welfare related services. The education provider's Student Support Services staff are the point of contact for international students requiring additional support services.

Students who have special educational needs will normally be identified for additional assistance early in their course. Further information is provided in the Student Handbook, during orientation and within the education provider's Policy and Procedure documentation.

Where personal problems are of concern to students, guidance and support will be provided by Student Support Services staff or Managers, although for problems unrelated to their studies, students may be advised to seek help through formal counselling or other professional services.

The MEGT Education Group critical incident policy and procedures cover action to be taken in the event of a critical incident.

Students with disabilities - Abilities, Disabilities and Support

All students have strengths and weaknesses, some of which may affect their studies. MEGT Education Group providers staff encourage and help all students to develop their gifts and abilities to the fullest possible extent. Students who have disabilities may seek special consideration.

Applicants or students who wish to have disabilities taken into account in relation to their studies are responsible for discussing this with their Program Coordinator or trainer at the earliest possible time, preferably at the initial enrolment meeting or as soon as possible thereafter. In some cases an official certificate must be supplied to provide evidence of the nature and significance of a disability.

Allowances

Having a disability will not exempt students from being required to meet certain standards in their work. The education provider is obliged to require a certain standard of work in all its accredited courses. All students must demonstrate the required knowledge, understanding and skills to be deemed competent in any module. Students are expected to seek advice, help or assistance before, rather than after, submitting their assignment work. The sorts of allowances that may be made for students with

disabilities include: additional time for assignments and examinations, and alternative forms of assessment, e.g. oral examinations or multiple-choice examinations.

Privacy and personal information

MEGT Education Group providers will at all times comply with the requirements of the Commonwealth Privacy Act 1988. Documented procedures ensure the education provider conducts its business and applies management processes that protect and respect individual information privacy rights. Personal information about student disabilities will be kept confidential, as far as possible. However, if a disability is to be taken into account in relation to assessments or learning exercises, the education provider will need to advise the trainers/assessors concerned. Cultural sensitivities are also considered to prevent offence to students or their representatives.

Fees and Fee Refund Policy

The MEGT Education Group has a Fees and Fee Refund Policy in place to ensure that students are fully aware of costs of courses and extras charges where these apply, prior to enrolment.

Students are eligible to receive a refund of fees for services not provided within prescribed guidelines. Students applying for a refund must familiarise themselves with the Fee Refund Policy and Procedures and complete the appropriate documentation.

For specific information about fees, refunds, re-crediting of fees and additional charges, refer to the Fees and Fee Refund Policy and Procedures, the MEGT Education Group providers' websites and current fees and charges schedule. Penalties may be incurred for late fee payment.

Students' Rights and Responsibilities

MEGT Education Group providers seek to provide the best possible learning environment and opportunities for each student. Students have certain rights and they also have responsibilities towards the education provider, its staff and their fellow students. Information on Students' rights and responsibilities is included in the Student Handbook.

Complaints and grievances

The education provider has detailed procedures in place for dealing with complaints and grievances made by students and clients. The education provider grievance processes are designed to be fair, inexpensive, and accessible to all students and clients. Academic and non-academic matters are governed by separate policies which are available on the education provider website.

The policies include information relating to, but not limited to:

- the process for lodging a formal complaint
- the procedure to be followed by the complainant to present their case
- the procedure to be followed by MEGT Education Group providers in dealing with complaints

- rights of students/applicants
- appeals process
- availability of external mediation.

Academic Appeals

MEGT Education Group providers have a detailed procedure in place for dealing with academic appeals. This procedure addresses disputes involving results awarded for modules or qualifications and the outcome of an application for Skills Recognition or Credit Transfer. Details of this procedure may be found in the Academic Grievance Policy and Procedure.

Non Academic Appeals

Grievances or complaints in relation to operational, administrative, discrimination or harassment, and general service issues can be lodged in accordance with the MEGT Education Group's Non-Academic Grievance Policy and Procedure.

Exclusion from studies

MEGT Education Group providers seek to encourage students in their personal development, and aims to provide the best possible opportunities for all students. Sometimes, however, students may prove unsuited to the academic demands of their courses. Students are provided with information about the grounds on which enrolment may be deferred, suspended or cancelled. The grounds for exclusion are clearly explained to students in the Student Handbook, enrolment information and on the education provider's website. Students may also request deferment or suspension of their studies. Several stages of discussion, support and warning will occur before the student is withdrawn from a course.

MEGT Education Group providers have documented procedures for approving and recording a deferment, suspension or cancellation of study.

Additional information

The Student Handbook provides information to guide and support students through their study program. Course outlines and individual training plans guide students through the phases and details of specific course requirements.

MEGT Education Group Policies and Procedures are available on the education provider website, or can be obtained in hard copy on request.

Policy Approval and Responsibilities

The MEGT Education Group Continuous Improvement Committee is responsible for ensuring compliance with State and Commonwealth Anti-Discrimination Legislation and for providing a safe and equitable environment for all students and staff.



This updated version of the MEGT Education Group Fair Treatment and Equal Opportunities Policy and Procedure has been approved by the Continuous Improvement Committee and updated in May 2010.

Responsibility	MEGT Education Group General Manager
Policy Endorsed By	Continuous Improvement Committee
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Policy Complies with	AQTF 2007 and National Code 2007
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