

MADARIZ GLOBAL ACADEMY (MGA)

POLICY DOCUMENT

1. Introduction

Madariz Global Academy (MGA) operates under the Madariz Group of Institutions with the objective of delivering academically sound, ethically responsible, and globally aligned educational programs. This document defines the institutional framework, rules, and policies governing the administration, academic delivery, and learner conduct within the Academy. All enrolled students, faculty, and staff are bound by these policies upon registration or employment.

2. Vision and Mission

Vision:

To be a centre of excellence that nurtures intellectual growth, creative thinking, and professional competence through globally recognized learning pathways.

Mission:

- To provide equitable access to quality education and lifelong learning opportunities.
- To maintain academic integrity, inclusivity, and transparency in all operations.
- To cultivate a culture of respect, accountability, and innovation within the institution.

3. Admission Policy

- MGA admits learners without discrimination on the basis of age, gender, nationality, religion, or disability.
- Admission is subject to the eligibility criteria prescribed for each program.
- Applicants must submit required identification, academic qualifications, and other relevant documents as requested.
- Admission is deemed complete only after submission of the application form, verification of credentials, and payment of the prescribed registration fee.
- The Academy reserves the right to defer or cancel a program if the minimum viable number of enrollments is not met.

4. Fee Policy

- All fees are payable as per the fee structure approved by the Management and communicated in the admission form or official notification.
- Fees may be paid via cash, bank transfer, or approved online methods.
- Registration fees are **non-refundable** and **non-transferable**.
- The Academy reserves the right to revise its fee structure with due notice to students.
- Late or non-payment of fees may lead to suspension from classes or withholding of results and certificates.

5. Refund Policy

1. Written Request:

A student seeking to withdraw or claim a refund must submit a written request to the Administration Office or Program Coordinator.



2. Refund Schedule (excluding registration fees):

- 2 weeks before commencement – **75% refund**
- On the program start date (prior to first session) – **50% refund**
- After one class session – **25% refund**
- After two or more class sessions – **No refund**

3. Registration Fees:

Non-refundable unless the Academy cancels the course. A delay of up to two (2) weeks to reach the required batch size shall not constitute grounds for refund.

4. Medical Grounds:

A refund of **10% or the remaining balance (whichever is lesser)** may be granted for valid medical reasons certified by a government hospital. Certificates from private clinics will not be accepted.

5. Processing Time:

Refunds shall be processed within **fifteen (15) working days** following approval. Any sessions attended prior to the date of written withdrawal are considered completed.

6. Relocation Clause:

No refund shall be due if the Academy relocates its premises or training venue within the same city.

6. Attendance and Participation Policy

- A minimum attendance of **80%** is required to be eligible for course completion and, where applicable, issuance of certificates.
- Students must notify the Administration in advance of any absences and provide valid justification.
- Repeated or unexcused absences may result in academic penalties or termination of enrollment.

7. Code of Conduct

Students, staff, and faculty members are expected to conduct themselves with dignity, respect, and professionalism at all times.

The following acts constitute misconduct:

- Use of abusive or disrespectful language or behavior.
- Disruption of classes or institutional activities.
- Harassment, discrimination, or intimidation in any form.
- Unauthorized sharing or reproduction of instructional materials.
- Cheating, plagiarism, or dishonest academic behavior.

Violations may lead to disciplinary actions including written warnings, suspension, or expulsion, as determined by the Disciplinary Committee.



8. Academic Integrity and Certification Policy

- All learners must uphold integrity in assessments, assignments, and projects.
- Plagiarism, impersonation, or falsification of academic work will result in disciplinary measures, including cancellation of course results or dismissal.
- Certificates of completion will be issued **only for those programs in which certification is applicable and upon fulfillment of all academic, attendance, and financial obligations.**
- The decision of the Academic Board regarding evaluation and certification shall be final and binding.

9. Privacy and Data Protection Policy

- MGA collects and stores personal data strictly for academic and administrative purposes.
- All student records are treated as confidential and shared only with regulatory bodies, accreditation partners, or awarding institutions when necessary.
- Students may request corrections to their records through a formal written application.

10. Health, Safety, and Welfare Policy

- The Academy is committed to maintaining a safe and respectful learning environment.
- Students are required to comply with all safety procedures and cooperate during emergency drills.
- Learners with medical or psychological conditions are encouraged to inform the Administration for necessary support.
- **Reasonable accommodation shall be provided to learners with special needs, where feasible and within the operational and infrastructural capacity of the Academy, in compliance with applicable local regulations.**

11. Communication Policy

- Official communication will be made through email, WhatsApp, or the learning management system.
- Students are responsible for checking official announcements regularly.

12. Intellectual Property Policy

- All instructional materials, course designs, and digital content remain the intellectual property of Madariz Global Academy.
- No part of the material may be copied, distributed, or published without prior written consent of the Academy.

13. Grievance and Appeal Policy

- Any student or staff member may file a written grievance regarding academic, administrative, or conduct-related matters.



- The Administration shall acknowledge and address the complaint within **ten (10) working days**.
- Appeals against disciplinary or academic decisions must be submitted in writing to the **Center Head**, whose decision shall be final after consultation with the General Manager and Chairman where required.

14. Equal Opportunity Policy

- MGA upholds an equal opportunity environment, ensuring that no individual is disadvantaged on the basis of gender, ethnicity, or background.
- The Academy is committed to providing a learning environment that promotes fairness, respect, and inclusivity for all members of its community.

15. Termination of Enrollment

Enrollment may be terminated under the following circumstances:

- Failure to meet academic or attendance requirements.
- Violation of Code of Conduct or institutional policies.
- Non-payment of fees beyond the permissible grace period.
- Program discontinuation by the Academy (a proportional refund will apply).

16. Policy Review and Updates

This document shall be reviewed periodically by the Academic Council and updated as deemed necessary.

The most recent version will be made available on the official website www.madariz.org and in the Administration Office.

17. Acknowledgment

All enrolled students and staff acknowledge that they have read, understood, and agreed to abide by the policies contained herein as a condition of their participation in Madariz Global Academy programs.

