

# **Student Handbook**

**Into Training Australia**



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## **About Into Training Australia (ITA)**

ITA is a Registered Training Organisation (National Provider # 7022) accredited by the Australian Skills Quality Authority to deliver the Nationally Recognised training that you are enrolled in. For a complete listing of ITA accredited courses visit the website [www.training.gov.au](http://www.training.gov.au)

## **Contact Details**

### **Into Training Australia**

Phone: 1300 739 881

Email : [contact@intotraining.com.au](mailto:contact@intotraining.com.au)

Web: [www.intotraining.com.au](http://www.intotraining.com.au)

#### **Head Office:**

Unit 2, Main North Road

Medindie Gardens SA 5081

Postal Address: PO Box 505, Prospect East SA 5082

## **Code of Practice**

This Code of Practice provides the basis for best practice in the marketing, operation, financing and administration of education and training services by ITA.

For the purposes of this code “student” refers to any person participating in or has a contract for education or training delivered by ITA. A “client” is an organisation who may enter into a contract with ITA for the delivery of education and training services.

### ***Provision of Training and Assessment Services***

ITA ensures that:

- The student has the necessary language, literacy and numeracy skill level to undertake the course
- The student’s existing skills and knowledge are recognised
- Trainers delivering the course will have the relevant qualifications and industry experience
- Training delivery will occur in a safe and conducive learning environment
- Courses will be reviewed at least annually by industry
- Trainers and Assessors will have their performance reviewed and be provided with professional development opportunities
- Student’s progress will be monitored throughout the course
- Students learning difficulties will be addressed in a sensitive manner
- In circumstances where the training and assessment is delivered by a 3<sup>rd</sup> Party, ITA remains responsible for the quality of the training and assessment and issuance of a statement of attainment or qualification
- Feedback will be gathered on training courses, trainers, learning resources and assessment tools from both students and Trainers/Assessors, and will be analysed for continuous improvement purposes

### ***Issuance of Qualifications***

ITA issues statements of attainment and qualifications to students who meet the required outcomes of a unit/s of competency and/or

qualification, in accordance with Australian Skills Quality Authority (ASQA) standards. All statements of attainment and qualifications are nationally accredited and recognised.

### ***Marketing of Training and Assessment Services***

ITA markets and advertises its products and services in an ethical manner by:

- Accurately representing recognised training products and services to prospective clients
- Ensuring trainees are provided with full details of conditions in any contract arrangements with the organisation
- Gaining written permission from a student before using information about that individual or organisation in any marketing materials

### ***Financial Standards***

ITA ensures that:

- Contractual and financial relationship between the client and the organisation is documented
- Copies of the following documentation are made available to the student/client:
  - the rights and responsibilities of trainees/students
  - costs of training and assessment services
  - issuance of qualifications
  - payment arrangements
  - refund conditions and any other matters that place obligations on clients

If ITA is un-able to fulfil its obligations to you we have measures in place to ensure that you either receive the service from another RTO or a

### ***Student Support Services***

ITA understands that events may occur during the course of training that may limit a student's capacity to successfully complete the course.

As our success depends upon students becoming competent in the tasks that we are teaching, our trainers will provide support to assist you in achieving your goals.

## ***Work Health & Safety***

ITA is committed to the protection of its students, visitors and staff from injury and to the promotion of their health and wellbeing. In meeting this commitment ITA will:

- Ensure compliance with the requirements of the relevant Occupational/Work Health & Safety Act and Regulations
- Provide, as far as is reasonably practicable, a safe working environment and facilities to assist the health and wellbeing of students and others
- Ensure all trainer and assessors are inducted and provided with the relevant information, training, safe work procedures and equipment to enable them to carry out their duties safely
- Consult with designated client representatives, where necessary, unions and associations, to facilitate meeting the objectives of the clients work health and safety policy
- Hold client managers responsible for safety in their worksite

## ***Record Keeping***

Trainers and Assessors are required to keep accurate records of the attendance and student progress. ITA's Academic Record Keeping Procedure applies to hard copy and electronic information relating to students, clients, trainers/assessors and programs. The procedure outlines critical information for record keeping and states rules about third party access.

Accurate records must also be kept of any financial transactions that reflect course payments and charges.

ITA safeguards the integrity of all these records and archives them in accordance with statutory and registering body requirements.

## ***Quality Assurance***

ITA provides quality training and assessment across all of its operations in accordance with Australian Skills Quality Authority (ASQA) standards for RTO's 2015. ITA's policies and procedures are regularly reviewed to comply with any updates and for continuous improvement purposes.

ITA's management system is responsive to the needs of students, clients, staff and any other relevant stakeholder

ITA consults with relevant subject matter experts, associations and regulatory bodies to develop training and assessment strategies which

validate each course and set out for students, clients and delivery staff how ITA will approach and resource delivery.

### ***Access and Equity***

We are committed to principles of access and equity and will not unlawfully discriminate against clients. The obligations we place on our staff and students are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free of discrimination or harassment.

ITA will do this by:

- promoting access to training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age or race
- ensuring training services are delivered in a non-discriminatory, open and respectful manner
- providing reasonable access and equity regarding training and assessment and that you are treated fairly and receive all reasonable assistance to successfully complete your course once accepted for enrolment.
- dealing fairly and constructively with your concerns and complaints about our services.

## Code of Behaviour for Students

The purpose of the Code of Behaviour for students is to clearly define student rights and responsibilities, which relate to appropriate behaviour. The intent is to foster a learning environment in which all students and staff can participate safely and effectively.

### ***Work and Study***

You and the staff of ITA have a right to work and study in an environment free from harassment, discrimination or threatening behaviour.

This right is accompanied by everyone's responsibility to:

- Respect the rights of others
- Respect difference and diversity
- Respect people's rights to privacy and confidentiality

The right to have your say is balanced with the responsibility to listen to others.

### ***You can expect staff to:***

- Treat people in a fair and non-discriminatory way
- Be professional in performing their duties

### ***You have a responsibility to:***

- Observe any class rules or behaviour guidelines set by your trainers
- Behave in a manner that does not interfere with the learning of others

Violence, bullying, intimidation and harassment are not consistent with a safe and supportive learning environment and will not be tolerated.



## ***Examples of Unacceptable Behaviour***

- Disobeying any reasonable direction by an ITA representative
- Plagiarism, either intentional or unintentional
- Discrimination and harassment
- Bullying and intimidation
- Making racist or sexist comments
- Assaulting or attempting to assault anyone
- Behaving in a disruptive manner such as swearing, yelling or using offensive language
- Viewing or distributing offensive material via the internet, email or other means
- Illegal use of drugs or alcohol
- Vandalising or causing wilful damage to property
- Endangering the safety of yourself or others

## ***Consequence of Unacceptable Behaviour***

Where behaviour is disruptive or unacceptable, disciplinary action may be taken.

A trainer can ask a student to leave or refuse to continue training if behaviour is disruptive or dangerous.

A student may be withdrawn from a course for behaviour that threatens the safety of others, interferes with the duties of staff or other students' study, or damages or threatens property.

The police may be contacted in cases of possible criminal behaviour.

Where ITA establishes the incidents of plagiarism, cheating and collusion have occurred, these incidents will be investigated and may result in disciplinary action.

## ***Who to Contact for Further Information***

ITA trainers are responsible for setting the tone within a learning environment and upholding the principles of equal opportunity. They may not be aware that an individual's behaviour is making things difficult for others. ITA Training Managers are responsible for attempting to resolve complaints in the workplace and learning environment.

## Course Delivery

All courses will be delivered in accordance with the endorsed industry training package guidelines and accreditation requirements. These include the maintenance of student enrolment information, attendance sheets and assessment tools for training courses attended.

All students will be required to complete learner enrolment forms at the commencement of their course.

Student records will be maintained by ITA as a record of their progress. Students can request a copy of their personal records by contacting ITA Training Australia (Head Office).

Specific work health and safety procedures relating to course delivery are:

- Trainers will undertake a hazard observation and complete risk assessment of the training area before commencement of training
- Trainers will advise of the fire evacuation procedures at the training site as part of orientation
- Smoking is prohibited inside all training facilities
- Any person who has a disability or is using prescribed drugs or medication that may impair his/her senses should notify the trainer or appropriate staff of that disability
- Illegal drugs are not to be brought to or consumed during training
- Consumption of alcohol is prohibited during training
- Students' personal belongings must be stored well clear of any hazardous substances or work areas. They are not to be left in aisles, passageways or any place where they could constitute a hazard. There must be clear access around equipment, desks, tables and workbenches
- All accidents or incidents/near misses must be reported to the ITA trainer or the First Aid Officer/WHS representative at the site where training is taking place
- Under no circumstances is safety equipment to be tampered with. This includes guards, ventilation devices, signs and other safety equipment including fire extinguishers, heat sensors etc

# Student Record Keeping

## *Recording and Reporting*

The following ITA documents will be used for recording and reporting student training and assessment results in accordance with ITA's standard operating procedures:

- Enrolment details
- Training Plan
- Attendance Form
- Assessment Tools
- Contact Report
- Record Book and Record Sheets

## *Output from Records (Qualifications)*

Only qualifications from nationally endorsed training packages within ITA's scope of registration will be issued.

All graduates will receive the certification documentation to which they are entitled. This will be either a Qualification or Statement of Attainment.

Students who withdraw from a qualification but have completed one or more units of competency will be issued with a statement of attainment.

All AQF Statements of Attainment and Qualifications issued by ITA will:

- Meet the requirements of the Australian Qualification Framework (AQF) Framework
- List the Units of Competency achieved
- Identify ITA's National Provider Number
- Include the correct use of the Nationally Recognised Training (NRT) Logo

Parchments are processed by authorised staff in accordance with ITA's standard operating procedures (enter SOP ).

The Managing Director is the authorised personnel who sign parchments.

# How Students attain Qualifications

## ***Training Course Completion***

ITA will issue students the relevant AQF when all the units of competency for the qualification have been successfully completed.

## ***Training 'Unit' Completion***

A partial completion statement of attainment will be issued upon request to those students who successfully complete one or multiple Units of competency but don't complete a full qualification.

## ***Student Records***

Every student undertaking an ITA course requires a unique student identification number and a file will be established that will retain copies of documents associated with the student.

## ***Access to Student Records***

Information about a student is not to be disclosed to a third party without the written consent of the student. Only authorised staff will have access to student files that will be kept in secure storage.

Trainers will return student information to ITA immediately and must not disclose this information to a third party.

Students can request a copy of their records by contacting ITA Head Office. Incoming requests will be directed to the relevant ITA Training Manager who will approve requests and direct Records Department to issue a copy.

# Credit Transfer & Recognition of Prior Learning (RPL)

## *Credit Transfer*

The student must provide a copy of attainment for the unit(s) of competency relevant to the qualification.

If the student believes he/she is already competent in part or all of the course but cannot provide evidence for Credit Transfer, they can apply for RPL.

## *How can Competencies be recognised for RPL?*

Under the Vocational Education and Training (VET) quality framework, competencies may be attained in a number of ways. This includes a combination of formal or informal training and education, work experience or general life experience:

- Formal courses/training programs the person has undertaken in the past and may not have completed or gained a qualification
- Industry-based training programs
- Learning resulting from work or life experiences
- A qualification gained overseas

In order to grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in (AQF) accredited courses.

## *Types of Evidence*

Evidence may include:

- Copies of resumes, performance appraisals or other employment related documents
- Internal company training
- Diaries and business books
- Samples of completed work
- Statutory declaration outlining the types of work and experience the student has been involved in
- References from current and past employers, supervisors and colleagues
- Testimonials from persons holding relevant qualifications in the area being assessed

- Training Certificates that are not eligible for credit transfer, including RPL assessments
- Photographs of completed work certified by a referee or accompanied by a statutory declaration
- In the case of self-employed students, evidence that they have carried on business utilising the competencies being claimed

### ***RPL Process***

The option for RPL will be discussed with you at time of enrolment. If you wish to apply for RPL then a request for an RPL Pack will be submitted as part of your training plan requirements.

There are three key stages to the process:

#### ***Stage 1: Complete Application Form***

This includes a self-assessment, employer/third party declaration and a summary of evidence.

#### ***Stage 2: Interview and Assessment***

The RPL Application Form together with the evidence portfolio will be reviewed by an ITA Assessor. You will be required to participate in an assessment interview (face to face or by telephone) in which the evidence contained in your application can be discussed. Assessment will include answering questions designed to help verify your competence against the unit.

#### ***Stage 3: Recommendation***

The Assessor will decide, based on the evidence collected, to either recommend approval or that further evidence is required. If there is insufficient evidence of competency you may be asked to provide additional evidence such as a demonstration of your skills or completion of the course assessments.

### ***RPL Fees***

Fees will be charged and will be advised to you on application.

## Student Support

During a learning program it is normal to require some level of support, such as a demonstration, trainer advice, peer support, or technical manual, and this is part of the training plan. The type and degree of support changes as individuals develop skills and confidence in becoming more independent learners.

In some instances, adult learners may require additional support due to a lack of foundation skills (i.e. language, literacy, numeracy), and not all adult learners are familiar with the instructional or socio-cultural context of texts and tasks, and some may have little experience of formal learning.

If you have any LLN issues, please bring these to the attention of your trainer who will seek assistance from ITA's LLN Officer where required.

ITA Trainers are to provide clarification of the learning outcomes and assist with interpretation of course materials.

ITA Assessors are to advise candidates, prior to assessment, of the assessment method. If the candidate has concerns that the assessment cannot be completed due to a lack of foundation skills (i.e. language, literacy and numeracy) the assessor may adjust the method of the assessment in a way that assists the candidate to demonstrate competency. For example, where there is a reading difficulty, questions may be asked verbally.

However, these reasonable adjustments must not compromise the competency standard used for assessment. If the existing assessment tool is critical to demonstrate competency, then the matter must be referred to the ITA Training Manager who will investigate the issue and provide the candidate with options on how these foundation skills may be developed.

There are various funding support mechanisms available to assist with this skills development.

The trainer/assessor will then discuss the options for the candidate. If both parties agree the training plan is then amended to reflect this.

Similarly, if the candidate raises other personal problems that will affect his/her ability to train/be assessed, the matter is be referred to the ITA Training Manager.

# Student Fees

## ***Fee Payment***

To ensure a place on a course, student fees must be paid in full before the start of the course. Failure to do so will result in the offer of a place on a course/subject being withdrawn.

If the course fee is more than \$1,000, payment of \$1,000 is to be paid prior to the start of the course, and the amount outstanding will be invoiced upon commencement of the course. No more than \$1,500 can be invoiced at any given time in advance of tuition yet to be provided.

Payment can be made to ITA by cash (please do not send through ordinary post), cheque or money order (payable to Into Training Australia), electronic funds transfer or credit card.

When enrolling and requesting concession rates, the enrolment will not be processed until documentary proof of eligibility is received.

Receipts should be kept to assist with re-enrolling or refunds.

All invoices must be paid within 30 days.

The total of the course fee must be collected prior to issuance of Qualification or Statement of Attainment.

## ***Receipt of Fees***

Where fees are paid 30 days prior to the commencement of a course, these funds will be credited to a Trust Fund account held with a bank.

The funds will be transferred to the ITA general revenue account once the student's course has commenced.

## ***Withdrawal from a Course***

If a student intends to withdraw from a course, he/she must advise ITA immediately, giving the reason for withdrawal.

## ***Cancellations and Refunds***

Refunds of fees will be paid in the following manner:

- A full 100% refund will apply if ITA is notified of the cancellation within 14 days of course commencement
- A 50% refund will apply if ITA is notified of the cancellation less than 14 days of course commencement



- Students who notify ITA of cancellation within 14 days of commencement will be given an opportunity to re-schedule into the course without further charge.
- No refunds will be paid once the course has commenced.

### ***Training guarantee***

ITA reserves the right to cancel a course where;

- Student demand does not meet the minimum level set for the course (this varies between courses)
- Other unforeseen circumstances arise, such as the sudden unavailability of the trainer qualified to train/assess the course

Where a course has to be cancelled after students have been accepted into it, ITA will attempt to minimise the impact for those students by making alternative arrangements to ensure that the Student is not prevented from completed their qualification.

### ***Fee exemptions and concessions***

The relevant fee exemption/ concession form will be provided upon request. At the time of enrolment, a student will be informed of the circumstances which will entitle the student to obtain a fee exemption/concession form as part of Government Funded Training Program. If you require a fee exemption/concession form please contact ITA.

## **Complaint and Appeal Arrangements**

ITA ensures that all students, including those completing training through 3<sup>rd</sup> Party arrangements, have access to a fair and equitable process for dealing with grievances, and provides an avenue for students to appeal against decisions which affect the student's progress. Every effort is made by ITA to resolve grievances and the resolution process will focus on a rapid re-establishment of good educational working relationships and positive outcomes.

### ***Complaint Handling Process***

- A current student may make a complaint about an ITA decision by forwarding a signed, written complaint letter to ITA Head Office or an ITA Manager
- The relevant Manager will investigate the complaint and provide recommendations in a response letter to the Managing Director within 5 working days. The Manager will record the complaint in the Complaints Register
- Managing Director or delegate will address the complaint by recommending follow up action in writing to all parties within 2 weeks of the complaint being received. This will ensure all parties have an opportunity to formally present their case
- All correspondence to be filed in the Complaints Register for later referral if required

### ***Appeals Process***

- Following the resolution or completed investigation of a complaint, the complainant may appeal against any decision or finding made by the Managing Director
- If a student is not satisfied with the ITA response he/she may appeal in writing to the relevant regulating training body

### ***Further Assistance***

Where a grievance cannot be resolved internally, ITA advises students to contact their State Training Department or the National VET Complaints Hotline.

# **Anti-Discrimination, Bullying and Harassment Policy**

Discrimination on the basis of age, sex, sexuality, race, marital status, disability or pregnancy is illegal under state and federal equal opportunity and anti-discrimination legislation, and ITA has a responsibility to ensure the work and learning environment is non-discriminatory and free from harassment, victimisation or bullying.

## ***Objectives***

- Observe legislation which makes discrimination, bullying and harassment unlawful in the provision of education, employment, products and services
- Behave in a courteous, sensitive and non-discriminatory manner
- Treat differences with respect and understanding
- Address and report any concerns regarding discrimination, bullying or harassment in our workplace

## ***Strategies***

Through implementation of this policy, ITA will:

- Provide information concerning discrimination, bullying and harassment to staff to create awareness and prevent it happening in our workplace
- Provide avenues for people to take if they feel threatened, harassed or discriminated against
- Handle any complaints in accordance with the provisions made in ITA's Procedure: Complaint and Appeal Arrangements
- Take disciplinary action against any staff member found to have engaged in any form of harassment, victimisation or bullying against another staff member, client or student

# Privacy Policy

ITA is committed to protecting the privacy of individuals who disclose confidential information to ITA.

## ***Objectives***

- To comply with the Australian Privacy Principles in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth)
- To protect the privacy of students
- To ensure that confidential information will not be used for any other purpose other than what is agreed with the discloser

## ***Strategies***

- Whenever ITA Training collects personal information about an individual, we take reasonable steps to notify the individual why the information is being collected. Notification occurs at or before the time of collection
- If an individual does not want to identify themselves or wants to use a pseudonym ITA Training will consider their application against its regulating standards and contracts
- We will never collect confidential information about individuals without their consent
- Student information requested during enrolment will be used for processing student results, contacting the student about their course, and for DET research, statistical and internal management purposes only
- ITA will not disclose any personal information to overseas recipients
- Our aim is to hold information which is accurate and up to date. Employers and subcontractors can check the information that we hold about them by contacting the Managing Director or relevant ITA Training Manager. Students can contact their trainer who will direct the concern to their Training Manager. If there are any inaccuracies brought to our attention we will correct it promptly
- The confidential information which we hold will be held securely and protected from misuse, interference and loss, and from unauthorised access, modification or disclosure in accordance with our internal security procedures
- All confidential information will be de-identified before being securely disposed

- If a person has any concerns or comments about our privacy policy, they should contact the Managing Director

## Unique Student Identifier (USI)

From 1 January 2015, new and continuing students are required to have a USI to receive their statement of attainment or qualification.

The USI enables students to request from USI portal a full transcript of all accredited VET training they have undertaken from the start of January 2015.

### ***Applying for a USI***

A USI can be obtained from the Student Identifiers Registrar as follows:

- an individual can apply for a USI, which must be given to their training provider; or
- a training provider can apply for a USI with the student's permission

### ***Form of ID***

When a student (or a training provider on their behalf) applies for a USI they will be required to supply information from a form of Identification (ID) which includes:

- your name, as it appears on an identification document
- your date of birth
- your city or town of birth
- your country of birth;
- your gender
- your contact details

The Document Verification Service (DVS), managed by the Attorney-General's Department and used by the USI System, accepts any one of the following valid Australian forms of ID:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport)
- Birth Certificate (Australian)
- Certificate of Registration by Descent
- Citizenship Certificate

In instances, where a student does not have access to one of the above forms of ID or where information from that ID document is not accepted by the Document Verification Service, they are required to contact their training provider, who will then contact the Student Identifiers Registrar.

## ***Protection of Student USI Privacy***

Your USI lasts for your lifetime and the personal and educational data that it links to is paramount. Important safeguards will be in place to protect your privacy.

A key principle underpinning the initiative is that individuals will have control over their USI and can determine who can have access to the personal and educational records associated with it.

Under the USI initiative a student's USI must not be collected, used or disclosed by anyone other than the student for a purpose other than those set out in the legislation.

There is also a requirement that anyone that has a record of your USI is to protect that record from misuse or unauthorised access (Privacy Act).

Your privacy is further protected by the legislation (section 11 of the Student Identifiers Act 2014 Cth) requiring that any personal information collected by a training provider solely for the purpose of applying for the USI on your behalf is to be securely destroyed after the USI is obtained.

The USI will be stored by the Student Identifiers system, along with some personal information about you, such as your name, date of birth and a way of contacting you such as an email address.

The USI will also be held by the National Centre for Vocational Education Research (NCVER) in a separate database along with your training records. Your personal information and training record will be linked only when you request a transcript of your achievements using your USI, you authorise someone else to do so or otherwise in accordance with the legislation.

Your USI may be disclosed to relevant Commonwealth and State/ Territory government departments and agencies and statutory bodies and any other person or agency that may be authorised or required by law to access the information.

### ***USI Registrar Contact***

Information, including the Registrar's Privacy Policy, can be found on the USI website ([www.usi.gov.au](http://www.usi.gov.au)) and a student can contact the Student Identifiers Registrar via the 'Contact Us' page or by mail to Office of the USI Registrar, GPO Box 9839, Canberra ACT 2601 Australia.

### ***USI Privacy Complaints***

The Australian Information Commissioner will be the key regulator of the privacy and confidentiality aspects of the USI legislation and will have the capacity to investigate and impose a range of sanctions.

