



INDUSTRY COMPLIANT TRAINING LTD

PO Box 1304 Mona Vale NSW 1660 P: 02 9998 2222 F: 02 9998 2299

E: info@industrycomplianttraining.com.au W: <http://www.industrycomplianttraining.com.au/>

ABN 61 161 841 274

RTO Code: 40825

INDUSTRY COMPLIANT TRAINING STUDENT HANDBOOK



TABLE OF CONTENTS

INTRODUCTION.....	4
USING THIS HANDBOOK.....	4
ABOUT INDUSTRY COMPLIANT TRAINING	4
BUSINESS ADDRESS	4
1. ENROLMENT	5
STUDENT SELECTION	5
ENROLMENT	5
CHANGE OF ADDRESS, NAME OR CONTACT DETAILS.....	6
COURSE CANCELLATION/WITHDRAWAL.....	6
COURSE TRANSFER.....	6
2. STUDENT CODE OF CONDUCT	7
3. PARTICIPATING IN LEARNING	8
INDUSTRY COMPLIANT TRAINING POLICY	8
Professionalism	8
Guidance	8
Interaction.....	8
Technological Aptitude	8
4. SUPPORT & ASSESSMENT	9
LANGUAGE, LITERACY AND NUMERACY (LLN)	9
SUPPORT SERVICES.....	9
FLEXIBLE LEARNING STRATEGIES & ASSESSMENT PROCEDURES.....	9
COMPETENCY BASED TRAINING AND ASSESSMENT	9
ASSESSMENT	9
TRAINERS AND ASSESSORS.....	10
5. RECOGNITION AND PRIOR LEARNING	11
NATIONAL RECOGNITION	11
RECOGNITION OF PRIOR LEARNING	11
CREDIT TRANSFER	11
6. DISCIPLINARY REGULATIONS AND EXPECTATIONS OF STUDENTS	12



PLAGIARISM.....	12
ETHICS AND GOOD CONDUCT	12
7. YOUR RIGHTS AND OBLIGATIONS	13
LEGISLATIVE REQUIREMENTS	13
USE OF YOUR PERSONAL INFORMATION.....	13
WELFARE & GUIDANCE SERVICES	13
WHAT YOU CAN AND CANNOT DO.....	14
8. FEE STRUCTURES	15
COMPULSORY FEES	15
REFUND POLICY	15
NON PAYMENT OF FEES	15
CHANGE TO CONDITIONS	15
OUR GUARANTEE TO CLIENTS	15
9. COMPLAINTS & APPEALS.....	16
COMPLAINTS PROCEDURE	16
APPEALS FOR REASSESSMENT.....	17
10. PRIVACY, CONFIDENTIALITY & RECORDS ACCESS.....	19
RECORD KEEPING.....	19
ACCESS TO RECORDS	19
DISCRIMINATION AND HARASSMENT	20
SAFETY.....	20
ATTENDANCE PROCEDURES	21
11. GRADUATION.....	22
INCOMPLETE QUALIFICATIONS	22
RE-ISSUING QUALIFICATIONS	22
1. APENDIX 1 – FEES AND CHARGES.....	23



INTRODUCTION

ABOUT INDUSTRY COMPLIANT TRAINING

Industry Compliant Training (ICT) is a Registered Training Organisation (RTO) working within the Standards for Registered Training Organisations 2015 which has brought about major changes in the vocational pathways we are able to offer to our clients. Industry Compliant Training takes pride in the quality of the courses and services we deliver and we extend a warm welcome to training participants seeking to receive Nationally Recognised Training through ICT.

Industry Compliant Training delivers specialised training and assessment and develops highly customised courses for its specific clients. Industry Compliant Training is registered by the Australian Skills Quality Authority to deliver the following units of competence to clients:

- RIIHAN301D Operate elevating work platform
- RIIHAN309E Conduct telescopic materials handler operations

The Management and Staff of ICT would like to extend a warm welcome and hope you enjoy your learning experience with us. If at any time you feel that ICT or any members of its staff is not meeting our obligations set out in this handbook please do not hesitate to bring it to the attention of management.

Industry Compliant Training wishes you every success in the completion of your training and your chosen career.

USING THIS HANDBOOK

This handbook is provided to all students looking to enrol with Industry Compliant Training (ICT) in order to develop their skills and knowledge in their area of interest. This student handbook has been designed to provide you with information about our policies and procedures towards the course you are enrolling into and lists legislated safety and other requirements. If students have any concerns regarding safety, discrimination or equity issues, then they should discuss these with the CEO.

BUSINESS ADDRESS

Industry Compliant Training Ltd.
PO Box 1304
Mona Vale NSW 1660

KEY CONTACTS

James Oxenham - CEO
P: 02 9998 2222 F: 02 9998 2299
E: info@industrycomplianttraining.com.au



1. ENROLMENT

STUDENT SELECTION

Although ICT delivers specialised courses for its clients, ICT is committed to ensuring that student selection processes are fair and equitable and consistent with workplace performance, competency level and the requirements of Training Packages and relevant curriculum requirements.

The CEO acts as the access and equity officer for Industry Compliant Training so if you are experiencing any harassment or discrimination, refer the matter to the CEO in writing.

Industry Compliant Training:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Delivers training services in a non-discriminatory, open and respectful manner.
- Ensures staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Provides facilities updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance to help clients meet personal training goals.
- Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
- Requires staff and students to comply with access and equity requirements at all times.

Industry Compliant Training provides equal opportunity in education. Our staff members have responsibility for access and equity issues for all students with whom they train and work. They are expected to act in accordance with our Code of Practice and all of our students are made aware of their rights and responsibilities through this Student Handbook.

Industry Compliant Training is not a CRICOS Provider and does not enrol International Students.

ENROLMENT

For our clients to enrol in our specialised courses you can email (info@industrycomplianttraining.com.au) or call us 02 9998 2222 and you will be given:

- This Student Handbook;
- Information on Recognition of Prior Learning and Credit Transfer;
- A Fee Schedule showing current tuition fees and other costs associated with our course;
- Refund information;



- Complaints and appeals information; and
- Course information and outcomes.

Students are required to complete an Enrolment form. When your enrolment is received, it is assessed and you will be advised of your acceptance or non-acceptance into the course.

The CEO will be making a decision about your enrolment based on the information you provide so it is important that you provide us with everything we require.

Applicants refused admission to the course are able to submit an appeal regarding that refusal. Applicants should contact ICT directly or refer to the grievance and appeals process located in this student handbook or on our website:

<http://www.industrycomplianttraining.com.au/>

CHANGE OF ADDRESS, NAME OR CONTACT DETAILS

It is a requirement that we have your correct name and contact details while you are enrolled with us. If you change address, name or contact details after enrolment please notify Industry Compliant Training within 7 days. Our contact details can be found on the first page of this handbook.

COURSE CANCELLATION/WITHDRAWAL

If you are having difficulty with your training and are considering withdrawing, speak to your trainer as they can assist you in putting a plan in place to assist and support you to complete your course. Every effort will be made to assist you to continue training where possible however should you wish to cancel or withdraw from your training, whether before or after commencement, you must advise Industry Compliant Training in writing. Information on refunds can be found in the Fees and Refunds Policy on the website or in the Fees and Refunds section of this Student Handbook.

COURSE TRANSFER

Transferring from one course to another will result in the initial course being cancelled and a new enrolment in the transfer course. All implications of transferring must be thoroughly explored before deciding to transfer to another course. These will be explained to you by your trainer. Transferring to another program incurs a transfer charge of \$50.

OBLIGATION TO RECOGNISE QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

It is our obligation to recognise qualifications and statements of attainment issued by other RTOs. Originals or original certified copies of qualifications and statements of attainment issued by another RTO are accepted under Credit Transfer arrangements where the qualification or competence is considered equivalent to the one for which transfer is being granted.

Please note however that ICT is not obligated to issue any certificate that would be entirely comprised of units or modules completed at another RTO or RTOs.



2. STUDENT CODE OF CONDUCT

It is expected that staff and students will work in a manner which displays respect for others and for property.

It is also expected that they will show diligence in their work, honesty in all dealings with each other and other parties, and respect for the privacy of others. Staff and students will conduct themselves in a manner which respects the laws of Australia, including the states and the regulations of statutory bodies.

It is expected that all students will:

- » Ensure arrival on time for any face-to-face teaching, to return by the stated times after breaks and not to leave early without prior notice and good reason.
- » Leave training rooms clean and tidy.
- » Ensure an understanding of the requirements for the assessment of the course or unit.
- » Check that holidays, business commitments etc. do not clash with examinations.
- » Notify ICT of any change in address or personal details.
- » Maintain a high standard of behaviour whilst undertaking educational activities and refraining from any activities that may result in damage to property or unduly interfering with the comfort or convenience of other participants.
- » Refrain from behaviour that may disrupt or interfere with the teaching or learning of others.
- » Observe at all times all safety, health and hygiene requirements, including appropriate dress, footwear and personal protective equipment.
- » Take responsibility to identify and tell staff about any individual learning needs
- » Keep trainers and coordinators informed of any difficulties that may be interfering with your learning or where you may need some extra assistance.
- » Check the assessment requirements for each subject including due dates and number of assignments.
- » Be aware of, and meet, the trainers' individual expectations in relation to submitting assignments, attendance, communication, negotiation and problem solving strategies.
- » Be aware of, and comply with, ICT's policies that may affect students.
- » Conduct themselves appropriately at all times whilst a student with ICT.

Breaches of the Code of Conduct shall be dealt with under ICT's disciplinary policy and procedure.



3. PARTICIPATING IN LEARNING

INDUSTRY COMPLIANT TRAINING POLICY

Industry Compliant Training's learning systems and course structure is designed specifically to account for the following four principles:

Professionalism

All Industry Compliant Training staff will maintain the utmost level of professionalism at all times in their dealings with students.

Guidance

It is a requirement of all Industry Compliant Training Trainers that they let their students know the approximate time that activities, readings and assessments are expected to take to complete. Similarly on the first day of a new topic Trainers are required to communicate the objectives of the lesson and any expectations they may have of how students might best apply themselves to the content presented.

Interaction

It is the responsibility of all Trainers to ensure that students do not feel a sense of isolation during their period of enrolment. Trainers will be constantly seeking to participate in student discussions engage students by providing extra-curricular information such as articles, videos or websites, provide high quality and meaningful feedback on assessments, and provide general announcements regarding course or industry news.

Technological Aptitude

All Industry Compliant Training staff members are required to master all technical capabilities provided by Industry Compliant Training's courses. Full advantage is to be taken of up-to-date technologies that provide an engaging learning experience for students, including live-chat sessions, webinars, and any tips or tricks to using the platform that will aid students learning in the online environment.



4. SUPPORT & ASSESSMENT

LANGUAGE, LITERACY AND NUMERACY (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of our students. Our enrolment form asks students to provide information regarding their literacy and numeracy requirements or any other special learning needs. In the event of LLN becoming an issue, the Trainer will contact you to discuss their requirements. In addition, students may be required to complete a language and literacy assessment prior to course commencement.

The CEO may ask that you organise for yourself to undergo formal testing and possible English remedial courses to improve your English speaking or writing ability, at your own expense. Numeracy problems will be accommodated through using other forms of assessment.

Where language, literacy and numeracy competency is essential for course students, we have made every effort to ensure that students are adequately supported to enable them to complete their training.

SUPPORT SERVICES

The teaching staff members of Industry Compliant Training are available to provide general advice and assistance with matters such as studying, homework, accommodation, English language problems and counselling. Students requiring special or intensive assistance will be referred to an appropriate external service. Any costs associated with the external service will be at your own expense.

FLEXIBLE LEARNING STRATEGIES & ASSESSMENT PROCEDURES

We customise our training/ assessments to meet our clients' specific needs. If you are having difficulty achieving competency in any unit of competence please discuss the matter with your Trainer and where possible alternative learning/assessment strategies will be provided to you. This may, for example, be on- or off-the-job assignments or projects.

COMPETENCY BASED TRAINING AND ASSESSMENT

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. This is listed in the course brochure and also the course details listed on <http://training.gov.au/>.

In competency based training you have to demonstrate the skills that you are learning. These are recorded to provide evidence of your skill should anyone ask in the future. You will be asked to perform within the group and you must be aware that at all times you are learning and being assessed even if it is a group activity.

ASSESSMENT

Assessment is carried out by the comparison of your skills and knowledge against the requirements of the Standards.

Assessments are not intended to be a stressful activity - they are conducted in a relaxed and friendly manner. Do not regard your assessment as an examination. Your Trainer simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used.

It is in your long term interests to ensure that all of the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way.



TRAINERS AND ASSESSORS

Your Trainer is to objectively assess and judge your performance either practically or written against a set of standards. Your Trainer has been selected based on a sound knowledge of your course and must be skilled in its application to the Australian Workplace. Qualified Trainers and Assessors will be responsible for assessing your competence and are required to:

- Be fair and reasonable during assessment
- Be proficient in the field of study, with relevant industry experience and to be up to date with assessment methods and procedures appropriate for the students and learning environment
- Negotiate reasonable adjustment to context with students regarding the type of assessment and evidence required, taking into account assessment delivery mode, EEO and anti-discrimination principles, and the particular needs and circumstances of students
- Advise students, with sufficient time, regarding up and coming assessment(s)
- Provide students with assessment criteria/context and purpose of the assessment
- Advise students of the Recognition for Prior Learning (RPL) processes
- Make proper assessment decisions based on explicit evidence of competency
- Expedite assessment to avoid unnecessary delays, allowing for the readiness of the student
- Consider the authenticity, validity, relevance to the learning outcomes, currency and variety of assessment evidence, whether evidence is provided by interview, performance or work place evidence.

Additional support services where Learners can seek immediate support from are:

- Telephone Interpreting Services 13 14 50
- Alcohol and Drug Information Service 1800 177 833
- Lifeline 24 hour counselling and information 131 114
- Literacy and Numeracy Support:
 - Reading Writing Hotline 1300 655 506 or visit <http://www.literacyline.edu.au/>
 - Australian Council of Adult Literacy phone 03 9469 2950 email acal@pacific.net.au
 - NSW Adult Literacy and Numeracy Council Phone 1300 655 506 Web: www.literacyline.edu.au



5. RECOGNITION AND PRIOR LEARNING

NATIONAL RECOGNITION

Industry Compliant Training recognises the qualifications that are presented by any student, provided that they are original (or verified) copies from any Australian Registered Training Organisation. Students must map those qualifications to the course currently being undertaken.

To apply for National Recognition, simply email certified copies of original qualifications or statement of attainment and complete the application for RPL through Head Office, contact details are provided on the cover page of this Student Handbook.

RECOGNITION OF PRIOR LEARNING

All students are offered the opportunity to apply for recognition of their existing skills and knowledge prior to the course commencement. To do this, applicants should request an RPL Kit relevant to the course in which they are enrolling. RPL kits are available from Head Office. The costs associated with Recognition of prior learning are summarised on the Fee Schedule in Appendix 1.

The RPL process allows students to apply for recognition for previous study, work, life and educational experience that match the learning outcomes of specific units of competence within their course.

All RPL applicants will be asked to provide evidence to support their claim and this should be attached to the application form. Examples of evidence might include; documentation such as certificates issued by other training organisations, support letters from employers, course outlines of previously studied courses. We also recognise the credentials issued by other registered training organisations operating under the Standards for Registered Training Organisations.

All assessments of RPL applications are reviewed by the Training Director who is qualified to conduct the assessment. From time to time or when deemed necessary, we will have an additional person or subject expert be part of the assessment process. The assessment of RPL by the Training Director is based upon their assessment of your ability to competently continue the development within the course. We have your interests at heart: we will allow recognition in an existing course provided it does not adversely affect your ability to complete the course satisfactorily

Participants may request a review of the RPL decision through our appeals procedure outlined in this student handbook.

No recognition will be given to theoretical training other than that covered examinations and Industry Compliant Training reserves the right to conduct an English language test.

CREDIT TRANSFER

When you have completed a unit of study at another Registered Training Organisation, that is identical to one in which you are currently enrolled you may be eligible for Credit Transfer. This means that you won't need to complete that unit of study again.

To apply for Credit Transfer, complete the Credit Transfer form which you can obtain from Head Office and attach certified copies of the evidence you have (e.g. Statement of Attainment or Certificate) before emailing it back to the CEO to show you have completed that unit. All certificates and statement of attainments emailed to ICT must be certified by a Justice of the Peace, pharmacist, police officer or any other persons authorised to certify documents.

Please note however that ICT is not obligated to issue any certificate that would be entirely comprised of units or modules completed at another RTO or RTOs.



6. DISCIPLINARY REGULATIONS AND EXPECTATIONS OF STUDENTS

If you are undertaking the qualification under the auspices of your employer, you remain subject to the disciplinary policies and procedures of your employer. In addition, we require you to comply with all lawful directions issued by your trainer/assessor.

You are required to observe the highest ethical standards in all aspects of academic work. Academic dishonesty and all forms of cheating will be penalised and may result in your enrolment being cancelled. Academic misconduct is defined as

- Copying or attempting to copy someone else's work, or knowingly allowing someone else to copy your work
- Using information prohibited from use in an assessment (copyright material, IP, business restricted material, etc, except where permitted for study purposes and the source of the information fully disclosed.)
- Submitting work of another student or person as your own work
- Plagiarism - using language or ideas from other people without acknowledging the source and claiming it as your own.

PLAGIARISM

While co-operative effort and the sharing of information are encouraged, you must ensure your assignments and assessments are representative of your own effort, knowledge and skills. You must not take the work of others and present it as your own. Plagiarism may result in the assignment/assessment being deemed to be "not yet competent" by the assessor. Students accused more than once of academic misconduct, including plagiarism, may be dismissed or cancelled from their course at the discretion of the Training Director.

Plagiarism can take several forms;

- Quoting from a book or an article without acknowledging the source.
- Handing in someone else's work as your own
- Stealing and passing off another person's words or ideas and claiming them as your own
- Giving incorrect information about the source of a quotation or idea
- Downloading information from the internet without acknowledging the source
- Copying a section of a book or article and submitting it as one's own work
- Presenting as a new and original idea or produce something which was derived from an existing source.

ETHICS AND GOOD CONDUCT

Industry Compliant Training provides an adult learning environment and all staff and students are expected to act responsibly, and to treat all staff and fellow students with courtesy and respect. It is important that students also act responsibly and understand acceptable social interaction and standards in all communications.

You are expected to:

- » Accept instruction and training given by your employer, workplace supervisor and trainer
- » Keep to your scheduled training plan and notify your trainer if you can't do this for some reason
- » Complete assignments and other assessment tasks set and within required timeframes
- » Notify us within seven days if there are changes to your personal details such as name, home address, postal address or if you have any concerns about completing your training.



7. YOUR RIGHTS AND OBLIGATIONS

LEGISLATIVE REQUIREMENTS

To ensure all students get the most out of their training, you are required to abide by the following legislation while you are a student of Industry Compliant Training:

- Work Health and Safety Act 2011 (Commonwealth)
- Work Health and Safety Regulation 2011 (Commonwealth)
- Occupational Health Safety Act 2004 (Victoria) and 2007 (Western Australia)
- Human Rights & Equal Opportunity Commissions Act 1986 (Commonwealth)
- Human Rights Legislation Amendment Act 1999 (Commonwealth)
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Disability Discrimination Amendment (Education Standards) Act 2005 (Commonwealth)
- Age Discrimination Act 2004 (Commonwealth)
- Standards for NVR Registered Training Organisations 2012
- Privacy Act 1988 (Commonwealth)
- Copyright Act 1968 (Commonwealth)
- National Vocational Education and Training Regulator Act 2011 (Commonwealth)

USE OF YOUR PERSONAL INFORMATION

Your personal details and student records may be made available to:

- any Commonwealth Government agency and/ or
- any State Government agencies.

WELFARE & GUIDANCE SERVICES

We endeavour to provide welfare and guidance to all students/clients. In the first instance, you should speak with a Trainer who may put you in contact with appropriate persons or organisation to resolve any matter that you may be worried about. This includes:

- Learning pathways and possible RPL opportunities;
- Provision for special learning needs;
- Provision for special cultural and religious needs;
- Provision for special dietary needs; and
- Any other issue.



WHAT YOU CAN AND CANNOT DO

To ensure you gain the maximum benefit from your time with us, we reserve the right to remove any person(s) who display(s) dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then you may be asked to leave the course. You must be of good behaviour and respect the rights of others.

Working with others within Industry Compliant Training is not a requirement by Law, but rather is seen by Industry Compliant Training as necessary to maintaining a free and amiable study environment for all students, and as such will be strictly enforced by Industry Compliant Training. Being involved in the Industry Compliant Training community may require maturity and, at times, understanding. If you have any concerns about how you should act, speak with your Trainer or the CEO.

UNACCEPTABLE BEHAVIOUR INCLUDES:

- Interruptions of the trainer whilst delivering course content during real-time demonstrations (e.g. webinars)
- Being disrespectful to other participants.
- Harassment by using offensive language.
- Sexual harassment.
- Acting in an unsafe manner that places you or others at risk.
- Refusing to participate when required in group activities.
- Continued absence at required times.
- Being under the influence of alcohol or illegal drugs.
- Other objectionable behaviour.

ONCE ENROLLED, YOU HAVE THE FOLLOWING RIGHTS:

- To be treated with respect by others, to be treated fairly and without discrimination.
- To be free from all forms of intimidation.
- To study in an ordered and cooperative environment.
- To have any disputes settled in a fair and rational manner.
- To work and learn in a supportive environment without interference.
- To express and share ideas and to ask questions.

IN THE EVENT OF NON-COMPLIANCE WITH OUR RULES, THE FOLLOWING APPLIES:

- A Trainer or the CEO will contact you to discuss the issue or behaviour and to determine how the issue might be rectified. This will be documented, signed by all parties and included on your personal file.
- If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with the CEO to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.
- Should the issue or behaviour continue, you will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included on your personal file.
- Should the issue or behaviour still continue, training services will be withdrawn and you will be notified in writing that your enrolment has been terminated.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.



8. FEE STRUCTURES

COMPULSORY FEES

The tuition fees for each course provided by Industry Compliant Training as well as fees for Recognition of Prior Learning are summarised in the Fee Schedule which you will receive from administration prior to enrolment. Contained in this Fee Schedule is detailed information regarding total fees, payment terms, the nature of guarantees, fees and charges for additional services, refund policy, and fees paid in advance.

Fee payment schedules may be negotiated on an individual basis with the CEO. Non-payment of fees may result in cancellation of registration and non-awarding of a qualification or statement.

REFUND POLICY

Students are provided with the refund policy and student enrolment form prior to enrolment. Refund information is always available from the CEO. Conditions of eligible refunds Fee refund applications are considered on a case-by-case basis

- To receive a full refund written notice to withdraw must be received by ICT Seven (7) or more business days prior to the commencement of the program.
- Notification to withdraw received within seven (7) business days of program commencement will attract a penalty of 20% of the course cost and the cost of any learning material not returned or rendered unusable. This will be deducted from any fees paid. The student is responsible for the cost of any shipment to the RTO.
- No refund will be made for withdrawal from a program once it has commenced unless under extenuating circumstances. (Extenuating circumstances include long-term illness, death in the family or unemployment and are at the discretion of ICT Management).
- Students who withdraw after course commencement owing to unforeseen or exceptional circumstance can apply for fee refund. If granted (by the CEO) fees will be refunded on a prorata basis (based on the number of days remaining in the course) less 20% of the total course cost.

All refunds are returned to source of payment with accompanying letter explaining how the refund was calculated. Refund Applications may take up to 5 working days to process. Refund payments will be finalised no later than 14 days after the date of receipt of the Refund Application Form. The Refund Application Form can be requested from Administration.

NON PAYMENT OF FEES

If a fee debt remains outstanding a final notice will be issued within 2 weeks of the debt due date. Late fee payment may incur a penalty. Failure to pay the course fees within 14 days of the final notice may result in any or all of the following, until the full amount is paid:

- Suspension from attending/participating in the course.
- Loss of access to enrolment record information and academic transcripts
- Inability to graduate and receive your Certificate or Statement of Attainment
- Cancellation of the enrolment

CHANGE TO CONDITIONS

Industry Compliant Training reserves the right to change fees, conditions, course times or course commencement dates at any time without notice.

OUR GUARANTEE TO CLIENTS

If for any reason Industry Compliant Training is unable to fulfil its service agreement with a student, ICT will issue a full refund for any services not provided. The basis for determining “services not provided” is to be based on the unit(s) of competency completed by the student and which can be issued in a statement of attainment at the time the service is terminated.



9. COMPLAINTS & APPEALS

Industry Compliant Training maintains a supportive and fair environment, which allows training participants, staff and stakeholders to lodge complaints. Complaints are ideally resolved as amicably as possible using this formal appeal process. We will adhere to the National Complaints Code to respond to complaints about vocational education and the organisation itself. This means that our complaints process is:

- well publicised and explained;
- accessible so you can lodge complaints and appeals by phone, electronically or in writing;
- fair and protect your rights;
- free so you can lodge a complaint without charge;
- handled in a manner that protects your privacy;
- transparent, equitable, objective and unbiased;
- comprehensive so that it effectively resolves a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud, misconduct etc.

COMPLAINTS PROCEDURE

Industry Complaint Training adheres to the National Complaints Code to respond to complaints about the organisation itself, staff or a learner of the RTO. We will commence the complaints process with 10 working days of a formal lodgement of the complaint and supporting information. All reasonable measures are taken to finalise the process as soon as practicable.

Students are encouraged to firstly discuss any matter or complaint with their trainer/assessor. Every attempt should be made to resolve the issue as quickly as possible with minimal fuss. If the student and/or trainer/assessor are not satisfied or if the nature of the complaint or appeal is serious it should be brought to the attention of the CEO immediately.

If the complaint is not resolved then the complaint is documented by the complainant onto the Complaints and Appeals Form. The student must provide details about themselves and the course, and the circumstances surrounding the concern or appeal, who was involved, any appropriate evidence and witnesses. This form is to be submitted to Head Office at info@industrycomplianttraining.com.au

Industry Compliant Training will notify the complainant within 48 hours, of receipt of formal complaint, to confirm receipt. The complainant will be contacted with the result within 10 business days of receipt of formal complaint. The complainant has 5 working days to respond to formal decision. Where more than 60 calendar days are required to process and finalise the complaint or appeal the complainant or appellant will be notified in writing including reasons why more than 60 calendar days are required. Regular updates will be provided to the complainant or appellant on the progress of the matter.

Each complaint and/or appeal is investigated objectively and without bias by the CEO and Trainer. Each complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present.

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.

The CEO will close out the matter to the satisfaction of both parties. A copy of all documentation, in particular the complaint and the outcome, is placed in the student's file, staff file or Continuous Improvement Register as appropriate. A copy of the documentation is forwarded to the complainant.

Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.



In the event that a complaint is substantiated, Industry Compliant Training will take prompt and appropriate action to resolve the circumstances.

Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, the RTO acknowledges the need for an appropriate external and independent agent to mediate between the parties. The RTO will contract such a person as and when required. Costs for an independent agent to review and make a decision on the Appeal will be little or no cost to the student

Industry Compliant Training shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.

Decisions or outcomes of the complaint or appeals process that find in the favour of the student shall be implemented immediately.

Complaints and appeals are to be handled in the strictest of confidence. No representative of Industry Compliant Training is to disclose information to any person without the permission of the CEO. A decision to release information to third parties can only be made after the complainant has given permission for this to occur. This permission should be given using the Information Release Form.

Students who are not satisfied with the complete complaint handling by Industry Compliant Training may refer their complaint to the Department of fair trading or the equivalent in the student's state or to the National VET Regulator Australian Skills Quality Authority on 1300 701 801. Students are to be advised that registering bodies will require the student to have exhausted all avenues through Industry Compliant Training before taking this option.

APPEALS FOR REASSESSMENT

Industry Compliant Training affords students the opportunity of 2 repeat attempts to complete a unit of competency to achieve competency. If however on the 3rd attempt the learner is still found Not Yet Competent in that unit of competency then that outcome will stand as the final outcome for that unit of competency.

If a learner has been advised after the 3rd attempt at achieving competency in a unit of competency that they are Not Yet Competent, but they believe that:

- They genuinely do have the required degree of competency; and
- That they have provided reasonable proof of this to The RTO

The student may query or appeal the result.

The process is quite simple, and is allowed by the RTO to ensure that all students are fully satisfied with the fairness and accuracy of our assessment processes.

An academic grievance refers to a grievance about assessment, course content, quality of course delivery, academic achievement, course transfers, cancellation of enrolment, student results, failure or quality in academic services or materials.

1. Industry Compliant Training will commence the appeals process with 10 working days of a formal lodgement of the appeal and supporting information. Students may appeal their assessments within one week of being notified of the decision or within 4 weeks of the assessment date, whichever is the longer. All reasonable measures are taken to finalise the process as soon as practicable.
2. Discuss the appeal with the Trainer. If this does not resolve the matter, then the Training Manager will appoint a mutually agreed assessor to reassess your assessment.
3. The Training Director will appoint a qualified and independent assessor to review the records of assessment of the student's competence against the training package requirements. Where insufficient records to determine competence are available, the student may provide additional evidence of competence. The independent assessor's determination is final.



-
4. If this does not resolve the matter, the student may refer the appeal to an independent mediator. The appellant may deliver their own version of the problem and request a support person be present.
 5. The submission and the final outcome of the assessment appeal is recorded and communicated to all parties in writing. The communication must contain the outcome of the assessment appeal and the reasons for the decisions made. A copy of the communication is placed in the student file.

No further appeal mechanism exists beyond this point in the process.

Please note the following:

- Where the resolution requires a documented change to policies and procedures, such changes will be made in accordance with the procedure for document change including the appropriate records made.
- At each step of the assessment appeals process Industry Compliant Training will allow students to make representation either orally or in writing prior to reaching a decision. We also allow students to employ an independent person or panel to hear the appeal.



10. PRIVACY, CONFIDENTIALITY & RECORDS ACCESS

Industry Compliant Training is committed to protecting the privacy of your personal information. ICT abides by the Australian Privacy Principles and takes reasonable measures to protect the privacy of individuals and staff in line with state and federal legislation. Under the Australian Privacy Principles the student or staff member can access his/her personal information and may correct inaccurate or outdated information about them.

These principles include:

- Non-disclosure of your personal details to any unauthorised person, and
- Non-disclosure of details of training and assessment conducted for any student to any unauthorised person.

ICT is required to provide Commonwealth and State Government Authorities with student and training activity data which may include information provided in your enrolment form. Information is required to be provided in accordance with the VET Quality Framework.

Government Authorities may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, data reporting and/or research activities. For these and other lawful purposes, Government Authorities may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

You have the right to see and review your personal and training file at any time provided you organise it with the Administration Manager with a minimum of 1 days' notice.

RECORD KEEPING

You have the right to see your training records retained by ICT. If you want other personnel, such as your employer, to see them, they can only do so with your written approval. We do not allow others to access your records without your approval.

We retain records of certificates issued for up to 30 years.

All records are however required to be made available to any authorised agent of a government agency. They will access your data to prove that we have conducted the required training; to prove your education status and also in any matter of law.

ACCESS TO RECORDS

Students will have access to all information held on them. Industry Compliant Training will store and use the information appropriately and limit access to only those who have a legal reason to have access to that information, or whom the student has given permission.

Students who request access to their information will be given full access to the details they want. No cost will be charged for them accessing their information whilst they are enrolled students. Request for records may be made to the Training Director.

For access to records, the student must provide identification (such as licence, passport) either in person or provide a certified copy and the completed form.

You have the right to access your current records of participation and progress and any personal information held about you. Dependant on the information being sought, we can provide:

» Training Records including re-issue versions of qualifications and achievement records



» Print-based records such as assessment results from completing a workbook or practical assessment

We aim to provide you an up-to date copy of your training record within 2-5 working days of receiving your request.

DISCRIMINATION AND HARASSMENT

It doesn't matter how old you are or whether you were born in Australia or overseas - the Equal Opportunity legislation and federal anti-discrimination laws protect your rights.

It is against the law for someone to treat you unfairly (discriminate) or harass you (hassle or pick on you) because of your actual or assumed:

- Age
- Carer status
- Disability/impairment
- Gender
- Lawful sexual activity
- Marital status
- Physical features
- Political belief of activity
- Pregnancy
- Race
- Religious belief of activity
- Sexual orientation

It is also against the law for someone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to harass or victimise you because you have done so. It is also against the law to authorise or assist another person to discriminate or harass someone.

Discrimination in education occurs if a personal characteristic is used when:

- Deciding who will be admitted as a student including refusing to accept a student's application;
- Denying or limiting access to benefits; or
- Any other unfair treatment based on a personal characteristic defined by law.

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law classifies this as sexual harassment. Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, e-mail, office intranets, videoconference or any other means of communication.

If any of these things happen to you, or you feel they might be happening to someone else, go speak to your Trainer immediately and tell them about it. If you don't want to speak with your Trainer, then you should go and see the CEO to get some assistance.

SAFETY

The Work Health and Safety Act is strongly enforced Australia-wide. It means that you cannot be placed at risk through anything that you may be asked to do by Industry Compliant Training. Your trainers and assessors have been specially trained in Industry Compliant Training's safety standards.

Should you be asked to do anything you feel is unsafe:

- Stop.
- Advise the trainer of your worries and do not proceed.
- Stop anyone else with you from doing anything unsafe.



It is the CEO's responsibility to keep you in a safe learning and working environment and he must not allow any work to be done that is unsafe.

We are an alcohol and drugs of abuse free centre: undertaking any part of your study intoxicated or affected by drugs of abuse may result in suspension or termination from the course. If you are caught selling or undertaking any other illegal activity, then you may be reported to the Police for appropriate action.

If you act unsafely, then you may be required to undergo additional training to demonstrate that you understand the safety requirements and are able to comply with them.

ATTENDANCE PROCEDURES

If you are sick or have a personal problem which cannot immediately be resolved, phone the CEO and let us know.

It is unacceptable to:

- Sign into another student's attendance record
- Have another student sign into your account for you
- Give out your password



11. GRADUATION

Once you have successfully completed all of the units of competency required by your course, you will receive your Certificate in the mail. The Certificate lists the qualification gained and all of the individual units that make up the subjects within the course.

This is an important document and should be stored carefully. You will have to present it if you are applying for courses at any other Registered Training Organisation. It may also be required by an employer or other person.

AQF Certification documentation will be issued to a student within 30 calendar days of being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the student owes to the RTO have been paid.

INCOMPLETE QUALIFICATIONS

If you leave the course without actually completing and being deemed competent in all of the assessments in full, then you are only entitled to be issued with a Statement of Attainment. This is simply a list of those units that you have been competent in during assessment.

RE-ISSUING QUALIFICATIONS

If the testamur or statement of attainment is misplaced or damaged, the student or prior student may contact the RTO to order a *replacement*.

The RTO will re-issue a testamur or statement of attainment with a statement on the qualification stating: 'reissue date.'

The cost for a certified copy of the original award document is \$30.00, which is to be paid when ordering. It may take up to two weeks for the copy award document to be completed.



1. APENDIX 1 – FEES AND CHARGES

Industry Compliant Training delivers specialised training to its clients. The fees and charges outlined below are based on the customised courses delivered to our clients.

Upon acceptance to the course students are required to complete an enrolment form. The client will be notified by Tax Invoice when subsequent fees are due and payable.

The following fees are applicable for tuition or course tuition fees, student resource fees (courseware, which includes manuals, textbooks, and uniforms if required), student resource replacement costs, and Recognition of Prior Learning, Qualification Certificate or Statement of Attainment replacement costs.

Course Fees		
Recognition of Prior Learning (non-refundable) assessment	• RIIHAN301D Operate elevating work platform	\$50
	• RIIHAN309E Conduct telescopic material handler operations	\$50

Payment Terms		
At Enrolment	• RIIHAN301D Operate elevating work platform	\$0
	• RIIHAN309E Conduct telescopic material handler operations	\$0
On Completion	• RIIHAN301D Operate elevating work platform	\$50
	• RIIHAN309E Conduct telescopic material handler operations	\$50
Late Fee		Accrues at a rate of 2% week

Other Fees	
Replacement or Additional Qualification Certificates or Statement of Attainment	\$30 per replacement
Credit Transfer	\$25
Access to copy of records	\$20
Withdrawal within 7 business days prior to program commencement	20% of course cost The cost of any learning material not returned or rendered unusable
Request to transfer to another program	\$50

All amounts shown are in Australian dollars. No currency other than Australian dollars is acceptable.

Note: at no time will you be in credit by more than \$1,500 against any part of the course that has yet to be delivered.

All accounts are 7 day payable accounts and first Course Fee payable 7 days prior to commencement of the Course



OUR GUARANTEE TO CLIENTS

If for any reason Industry Compliant Training is unable to fulfil its service agreement with a client, ICT will issue a full refund for any services not provided. The basis for determining “services not provided” is to be based on the units of competency completed by the student and which can be issued in a Statement of Attainment at the time the service is terminated.

PROTECTING FEES PAID IN ADVANCED

Industry Compliant Training acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities, ICT will accept payment of no more than \$1500 from each individual student prior to the commencement of the course.

PAYMENT OF GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for ‘professional or trade course’ is a GST-free education course.

REFUNDS

You can find our fees and refunds policy on our website: <http://www.industrycomplianttraining.com.au/> or by calling Industry Compliant Training Head Office on: 02 9998 2222 or by email: info@industrycomplianttraining.com.au

NOTE: Students will not be issued a Certificate or Statement of Attainment if fees or other payments are outstanding.