INTERNATIONAL INSTITUTE OF TECHNOLOGY

STUDENT RESOURCE

Student Information Guide

Your guide to studying, assessment, support, policies and procedures at International Institute of Technology.

STUDENT SUPPORT
Help, wellbeing and study support

ASSESSMENT
Assessment, RPL and credit transfer

YOUR STUDY
Online learning and student expectations

POLICIES & PROCEDURES
Important information and responsibilities

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Introduction

This student handbook is designed to provide you with information about the services provided by the International Institute of Technology and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a course offered by International Institute of Technology. This information is contained in the Course Brochure which is supplied separately.

About International Institute of Technology

International Institute of Technology is a Registered Training Organisation (Code: 21421) providing high-quality training to students in Australia. International Institute of Technology has modern, up to date facilities, and boasts a team of qualified and dedicated Trainers. You can find out more about International Institute of Technology at the following websites:

www.iit.edu.au

www.training.gov.au

International Institute of Technology is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF certificate that may result based on your achievement of the course requirements.

Contact Information

Address: Level 1, 1 Queens Road Melbourne 3004

Phone: 1300 88 33 46

Email: education@iit.edu.au

The Student Support Officer is contactable from 9am-5pm, Monday to Friday via phone and email only.

Trainers and assessors are contactable by email through dised@iit.edu.au or by calling 1300883346 between 9am and 5pm AEST to organise a time to speak with an assessor or to organise a Zoom or Skype call if necessary.

Our mission and objectives

International Institute of Technology mission is to deliver quality training assessment that meets the needs of students and industry.

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and ethics**. We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high-quality services and apply quality systems which support training and assessment excellence.
- **Student Focused.** We thrive on providing training and assessment that is student focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Our Services

International Institute of Technology provides training and assessment services in support of the following nationally endorsed training products:

- FNS40821 Certificate IV in Finance and Mortgage Broking
- FNS50322 Diploma of Finance and Mortgage Broking Management
- FNS60920 Advanced Diploma of Paraplanning
- FNS40222 Certificate IV in Accounting and Bookkeeping
- FNSACC603 Australian Taxation Law - Advanced Unit (includes TASA) *Prerequisite unit must be met before you can enrol into this unit. [FNSACC522 or equivalent]
- FNSTPB503, FNSTPB504, FNSTPB505 – Commercial Law (3 units)
- FNSTPB411 and FNSTPB412 – BAS Skill Set (Part of the Cert IV in Accounting qualification)

Delivery mode:

Online/Distance Education only

Your Role as a Student

As a student enrolled in nationally recognised training, you play an active and important role in your own learning journey. While your trainer is here to guide, support, and assess you, it's your responsibility to participate fully, show commitment, and take ownership of your progress.

Vocational training is designed to help you build the skills and knowledge you need to succeed in the workplace. To get the most out of your training, you're expected to come prepared, stay engaged, and be respectful of others around you. Training works best when everyone works together—this means asking questions, trying your best, listening to feedback, and taking pride in your learning.

Your actions also help create a safe, inclusive, and professional training environment for everyone. How you behave, interact with others, and approach challenges all contribute to your success and to the positive experience of the group.

As a student at International Institute of Technology, you are expected to:

- Login to your online portal at your earliest convenience once you are enrolled, so that your timeframe doesn't lapse
- Follow your trainer's instructions and get involved in all learning and assessment activities
- Take responsibility for your progress and ask for help if you are unsure about something
- Treat others with respect, including your trainer, classmates, and staff
- Keep going when things get hard, effort and persistence are key to learning
- Stay curious, ask questions, try new things, and be open to feedback
- Look after the training resources, tools, and equipment you use
- Submit your work on time and make sure it's your own
- Respond positively to feedback and be open to improving your skills
- Reflect on what you have learned and how you can keep growing
- Behave in a way that reflects the standards expected in your future workplace

By doing these things, you are not just completing a course, you are building habits and attitudes that will help you succeed in your career.

Your safety (IIT is currently an online organisation only)

Computer use within the Online learning system:

- Extended periods of work with computers can result in general fatigue and eye strain. Repetitive tasks and incorrect posture will result in consistent aches and pains.
- Current work health and safety guidelines indicate that people working for long periods at computers should organise their work to allow a five-to-ten-minute rest every hour. This rest should include a change of position and stretching exercises as appropriate.
- Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximately 90-degree angle.
- The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

Language, literacy, numeracy and digital proficiency

International Institute of Technology will assess all student's language, literacy, numeracy and digital (LLND) proficiency as part of their enrolment to identify where the student's current skills are aligned with the intended course or where the student may need support. The results of the LLND assessment will be reviewed to determine if you need training support. Evidence of the student's language, literacy, numeracy and digital proficiency assessment is to be retained on the student's record.

There may be valid situations where language, literacy, numeracy and digital proficiency assessment is not required where the student has completed a certain level of education or has demonstrated their ability to study with prior education and training. The following outlines the approach that International Institute of Technology will apply to determine if a student requires language, literacy, numeracy and digital proficiency assessment:

Full Qualification

The following guidelines are provided in determining which students applying for enrolment in a full qualification must complete a mandatory LLND assessment:

- If the student has completed their Higher School Certificate (Y12 / HSC), LLND assessment is not required, unless a risk is identified in the initial core skills assessment completed by the student as part of the Enrolment Form.
- If the student has completed a nationally recognised training product in Australia at least to the AQF level, or one AQF level below the qualification being enrolled in, LLN Assessment is not required, unless a risk is identified in the initial core skills assessment completed by the student as part of the Enrolment Form.
- All students that do not satisfy the above criteria, must complete the LLN assessment as part of their enrolment in addition to the initial core skills assessment completed by the student as part of the Enrolment Form.

Short Course

All students are required to complete an initial core skills assessment which is included in the Enrolment Form. The initial core skills assessment will be used to identify students who do not have the required core skills and competencies for the short course they are enrolling in, or who require additional supports.

Student support services

During your enrolment, International Institute of Technology will engage with you on a number of occasions to identify if you require any support. We do this through requesting you to complete enrolment documentation which includes an initial core skills assessment, discussions over the phone, enrolment interview and email correspondence with our student enrolment team.

One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your “individual needs”. This is simply the term we use to define what your needs are, and this enables us to organise the appropriate support services or to refer

you to specialist support services. Make sure you take the most of this opportunity and let us know if you need support.

What support is available?

International Institute of Technology will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- administrative support (admin team),
- language, literacy and numeracy support (Trainer),
- studying and learning support (Trainer),
- English as second language support (external referral),
- alternative payment plan (admin team),
- counselling support (external referral),
- disability access support, where feasible (Training Manager), and
- employment services referral (external referral).

Where specialist support services are recommended by International Institute of Technology (such as Counselling Support for example), students are advised that these services may incur additional cost by the service provider that is separate from the services provided by International Institute of Technology. Students should verify the cost of these services with the provider before proceeding with these specialist support services. Students are also welcome and encouraged to use a services provider of your choosing. Services recommended by International Institute of Technology are recommended only for your convenience and this recommendation by no means that we give any warranty of these services. You should make your own enquiries and satisfy yourself that the service is suitable for your needs.

If you need support during your course, please contact our dised@iit.edu.au team to inform them and you will be connected with the best person who can assist you. If the matter is sensitive and you do not feel comfortable discussing it with our admin team, simply inform them that you would like to discuss this with the International Institute of Technology

Manager. It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course. International Institute of Technology is committed to our student's welfare both during and after hours of study. Your designated student support officer is contacted by the below options:

Dised@iit.edu.au

Distance Education Manager

1300 883346

Your wellbeing

We are committed to fostering a supportive and safe environment that promotes the mental, physical, social, and emotional wellbeing of all students. If you need assistance or support at any time during your studies, you can seek help from your trainer or the Student Support Officer. Requests for help will be kept confidential.

Depending on the nature of the issue/s, adjustments may be made to your training plan, assessment due dates, additional training support may be provided to you, or you may be referred to external support services (e.g. counselling services that provide vocational, emotional and psychological support, or services to assist in accessing financial support).

Diversity and equity

International Institute of Technology is committed to providing a supportive learning environment for all our students. This includes ensuring that our training and assessment environment is inclusive, respectful and free from discrimination and harassment. International Institute of Technology staff members are there to ensure every student, regardless of their background or identity, has equitable access to learning opportunities, feels valued, and can contribute to the classroom community. If at any time you feel that the training environment is not safe, you should contact the Student Support Officer as soon as possible.

Disability Inclusion

If you think you'll need additional support with your online course or changes made in the some of the resources or extra learning support, you should contact the Student Support

Officer as soon as possible. You can do this when you apply to enrol and before you start studying. You can also ask for help at any time during your studies.

Disclosure of disability or ongoing ill health, including mental ill health, is your choice and is not a requirement for participation in our courses. However, we encourage you to share information about the impact of your disability with us when you enrol so we can put reasonable adjustments in place in a timely way to support you in your learning and assessment.

Children and Young Students

International Institute of Technology is committed to providing a positive, inclusive, and supportive environment that caters to the unique needs of students under the age of 18. International Institute of Technology can provide additional resources, guidance, and adjustments to ensure that young students have equal opportunities and feel safe, respected, and encouraged. The Student Support Officer will work with young students and their family or carer (if desired) during the enrolment process to develop a learning support plan, if required.

Harassment and Discrimination

International Institute of Technology is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All International Institute of Technology staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. If discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from International Institute of Technology staff members, and we apply complaint handling procedures advocated by the Australian Human Rights Commission.

Equally, students are also responsible for their own behaviour and are not to demonstrate or carry out any behaviour which can be perceived as harassment or discrimination on behalf of the other person. Students witnessing such behaviour should contact the Student Support Officer as soon as possible.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of International Institute of Technology that they feel they can trust. This will initiate the complaint handling procedure which will be fair and transparent and will protect your rights as a complainant.

To find out more about how to manage a complaint, including contact details refer to the Australian Human Rights Commission:

- Making a complaint
- Disability rights in Australia

Your privacy

International Institute of Technology takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12th March 2014).

Here's what you need to know:

- International Institute of Technology will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.

- Your personal information is retained within our student management system called Wisenet. Your information is collected via the online enrolment form and through your completion of administrative related forms and based on your training outcomes. Electronic data retained on our computer systems is secured via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.

- International Institute of Technology is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

- In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases International Institute of Technology will seek the written permission of the student for such disclosure. International Institute of Technology will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.

- You have the right to access information that International Institute of Technology is retaining that relates to you. Further instructions are provided on how to access records within the section titled “Access to your records”.

- If you have concerns about how International Institute of Technology is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: http://www.oaic.gov.au/privacy/privacy-complaints.

Attendance Expectations [NOT APPLICABLE CURRENTLY FOR IIT STUDENTS. ONLY ONLINE DELIVERED]

To get the most out of your training and stay on track with your learning, it's important that you progress regularly with your online course. You will be marked present if you attend the full session as scheduled.

- You will be marked late if you arrive more than 10 minutes after the session has started.

- You will be marked absent if you do not attend the session at all, or if you leave before completing most of the scheduled time (unless prior arrangements have been made with your trainer).

- If you are absent, you should provide a reason to your trainer either verbally or in writing (such as by email or SMS). Where needed, you may be asked to provide further evidence, such as a medical certificate, or to complete a make-up session.

- If you attend a session but leave early, your trainer will note this and assess whether this affects your learning or progress. Ongoing lateness or absences without explanation may lead to further follow-up to ensure that you receive the support you need and remain actively engaged in your training.

National VET Data Policy

As part of your enrolment, you will be asked to declare your acceptance of the terms of the service contract and the refund conditions and confirm that you have been fully advised of the fees, refund conditions and conditions of enrolment and agree to be a student at International Institute of Technology.

You agree that it is your responsibility to retain a copy of this written agreement as supplied by International Institute of Technology and receipts of any payments of tuition fees or non-tuition fees.

You agree that under the Data Provision Requirements 2012, International Institute of Technology is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be used or disclosed by International Institute of Technology for statistical, regulatory and research purposes. International Institute of Technology may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may also receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Unique Student Identifier

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. Fact sheets –available to download Student Information for the USI

It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.

Students are advised that there are a number of unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of students in Australia. The USI Exemption Table is available from the USI website which explains these circumstances Click Here. Students who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar. Further details about the implications of being exempt can be obtained from the USI website: Click Here.

Accessing your records

You are entitled to have access to your records. These records include your:

- student portal with assessments and results

- learning record
- administrative records
- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by International Institute of Technology, you are welcome to have access anytime just ask your trainer and it will be organised if you do not have a copy of these on your own computer.

In the case of accessing a reissuance of a previously issued Statement of Attainment or Qualification certificate, if you have lost or misplaced your AQF certificate you may obtain a reissued certificate from International Institute of Technology. To obtain this you must complete the Student Records Request Form and return this to the Office Manager. The cost of $50 will apply for each issued AQF certificate in hard copy. These monies must be paid in advance. Reissued AQF certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued. AQF certificates may only be posted via registered post.

Fees and Charges

International Institute of Technology only charge additional fees for services provided to students for extension of course, hard copy of credentials to be posted, roleplay with assessor over the phone instead of a person the student chooses. An extension form or Video roleplay form, or Hard Copy order form is sent to the student, and they can pay via Credit card on the form or over the phone, or PayPal or Bank transfer. The fees are described in the specific email regarding the items above prior to the service being provided.

- For enrolment into any of our courses. Students will need to complete an enrolment form and payment methods via; PayPal, Credit card or bank transfer are accepted. The student will be required to make a payment for their full course fees or if paying in instalments, the initial payment/instalment in order for the student to be enrolled and commence the course. The payment requirements for all courses are specified within the current International Institute of Technology *Schedule of Fees and Charges*. The Schedule will identify the amount and when the initial payment must be made and

any subsequent payments that are due as the course progresses. This information is provided as part of the pre-enrolment with this *Student Handbook*. If for whatever reason you have not received a copy of the *Schedule of Fees and Charges*, please contact International Institute of Technology and we will send this to you immediately. You can also find a copy of the *Schedule of Fees and Charges* on our website.

International Institute of Technology may discontinue training if fees are not paid in accordance with the agreed *Schedule of Fees and Charges*. If a payment is required prior to a service being delivered, the student is not permitted to undertake the service unless prior approval has been given by the CEO.

Where a student is required to pay an application fee as specified in the current *Schedule of Fees and Charges*, the application fee is non-refundable. This is to be clearly explained to the student within the *Schedule of Fees and Charges*.

Payment methods

International Institute of Technology accepts payment for fees using the following payment methods:

- Credit Card either over the phone or via our electronic invoice
- Electronic Funds Transfer (account details provided on the invoice)
- PayPal

Payment in cash is not available. Please refer to our invoice for payment options.

Fees Paid in Advance

International Institute of Technology does not require prospective or current students to prepay fees in excess of the threshold for prepaid fee amount which is in excess of a total of $1,500. This is an important consumer protection measure to limit the amount of fees that a student can be charged in advance of the services being delivered to the student.

If the cost of the course is less than $1,500, generally the full amount will be requested for payment prior to the course commencing.

Refund policy –

Students, who give notice to cancel their enrolment within **10 business days of being enrolled** will be entitled to a full refund (less 10% for administration fees) of fees paid.

Students who give notice to cancel their enrolment **more than 10 business days and under 30 days** after enrolled will be entitled to a 75% refund of fees paid. The amount retained (25%) by International Institute of Technology is required to cover the costs of staff and resources which will have already been committed based on the students' initial intention to undertake the training.

Students who cancel their enrolment part way through a course must notify International Institute of Technology in writing via email or letter at the soonest opportunity. Students who cancel their enrolment after they have commenced submitting assessments and or after 30 days from enrolment date will not be entitled to any refund of fees.

Discretion may be exercised by the Chief Executive Officer in all situations, if the student can demonstrate that extenuating or significant personal circumstances led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled course in-lieu of a refund. Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require this.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

All requests for refund of fees must be made in writing using the Refund Request Form which may be obtained from International Institute of Technology reception or from the website. The form must be signed by the student.

The following outlines the International Institute of Technology refund policy is various circumstances and situations which may arise:

- Refunds of enrolment fees - Where an enrolment fee applies, enrolment fees are non-refundable in all circumstances after 30 days of being enrolled in a course or after students have commenced submitting assessments to be marked.

- Non-transferable - International Institute of Technology refunds are not transferable to another person.

- Behaviour Misconduct - Students who demonstrate behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund (ref to *PP2.7-Behaviour Misconduct*).

Students have the right to access International Institute of Technology complaints and appeals processes and to also take further action under Australia's consumer protection laws.

Consumer Protection and Guarantee

If International Institute of Technology cancels or ceases to provide planned training, International Institute of Technology must issue a full refund for any services not yet provided. The basis for determining "services not yet 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 ceased. As an example: A student enrolled in a course of 2 units of competency and paid $600.00 up front as the total course fee. The course was cancelled due to the trainer falling ill and the student at that time had completed 1 of the 2 units. The student's enrolment would be finalised, and the student would receive a Statement of Attainment for the 1 completed unit. The student would also receive a refund of $300.00 which represents that value of the training not delivered.

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: Australian Consumer Law.

Students who are unhappy with International Institute of Technology arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with International Institute of Technology complaints policy and procedure.

Statutory cooling off period

A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. International Institute of Technology do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled into a course. For refund option in other circumstances, students must refer to the above refund policy.

Changes to terms and conditions

International Institute of Technology reserves the right to amend the terms and conditions of the student's enrolment at any time. Changes may include changes to course delivery arrangements, changes to ownership or third party arrangements, changes caused by training product transition[1], or changes to our policies and procedures. If changes are made that affect the student's enrolment, the student will be informed 28 days prior to changes taking effect. Students are provided this advance notice of 28 days to enable them to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

Requesting to substitute a course

Course substitutions are not permitted after the course has commenced under any circumstances. Requests for course substitutions are to be made in writing using the form *Application for Course Substitution* and can be made at any time up to 5 working days before the course commencement date.

[1] Training product transition is where the qualification or unit of competency you are enrolled in is superseded by a replacement qualification or unit of competency and International Institute of Technology will need to review the best option for your training and will communicate with you about any changes.

Requesting to transfer between courses

Requests for transfers to an alternate course can be made at any time. Requests for course transfer are to be made in writing using the form *Application for Course Transfer*. Request for course transfer are subject to the availability of an alternate course, the crossover of units of competency already completed and where a credit transfer would align with the new course. In some circumstances where there is no available course and there is no viable pathway for credit transfer of completed units of competency into the new course, course transfer will not be approved. Students accessing a training subsidy may also have restrictions preventing course transfer. These restrictions will be considered taking into account the student's individual circumstances.

Requesting to defer a course

Deferral from a course after the course has commenced is not permitted. In this circumstance, the student has the option to withdraw from the course.

Withdrawing from a course

There are circumstances where a student may finalise their enrolment early for personal or academic reasons. Students who have requested to withdraw from the course will be offered counselling on their options which may include transferring to a different course or receiving additional student support to assist them in the current course. Where the student declines these options and request withdraw from the course, the student will be issued a statement of attainment only for units of competency they have achieved. Requests for course withdrawal are to be submitted using the *Application for Course Withdrawal*.

Students who are not contactable or not responding

Where a student is not contactable or fails to respond to requests by the International Institute of Technology, the student's enrolment may be terminated in absentia. This action may only be taken where the International Institute of Technology has made every reasonable attempt to engage with the student or contact the student to seek their instructions about their intentions to continue with or complete the applicable course. Advice received from a student via email or phone conversation communicating their request is to be accepted where the student is not willing to complete an Application for Withdrawal. Email records and

written records of phone conversations are to be retained on the student's file as evidence of these expressed instructions from the student.

Before a student's enrolment can be closed without their written or expressed consent a minimum of three attempts (one week apart) must be made using the last know contact details (email, phone and mail) to contact the student and issue the student with a warning letter notifying them of the intent to terminate the enrolment. Where the student fails to respond, the student's enrolment is to be closed. Any final AQF certificate to which the student is entitled is to be sent registered mail to the student's last known mailing address.

Plagiarism

Students must submit only original work for assessments, assignments, and projects. Examples of plagiarism include:

- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence;
- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text;
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these;
- Paraphrasing, summarising or simply rearranging another person's words, ideas, etc., without reference or explanation;
- Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is;
- A 'cut and paste' of statements from multiple sources;
- Presenting as independent, work done in collaboration with others;
- Copying or adapting another student's original work into a submitted assessment item;
- Copying or adapting a student's own work submitted in a previous essay or assessment; or

- Unintentionally failing to cite sources or to do so adequately.

Where plagiarism is detected in students works submitted for assessment the following action will be taken:

- **Plagiarism resulting from poor academic practice** - If it has been determined that the plagiarism has arisen from poor academic practice, the student is to be requested to revise the work and submit it for reassessment. The student will be offered support and additional training in the use of referencing systems.

- **Intentional plagiarism** – If it is determined that the plagiarism was intentional, the student's work is not to be accepted, and the student is to be issued with an alternative assessment to complete. The student is to be given a formal warning in writing (Warning Letter for Academic Misconduct) by the Chief Executive Officer explaining the seriousness of the incident and the consequences if the student is found to plagiarise again (i.e. withdrawal from the course). Students who are found to continue to plagiarise work in support of their assessment will have their enrolment closed. Where a student has been found plagiarising to a level which is considered to be deliberate and egregious, the student's enrolment will be closed following being notified of the decision. The student will have the right to appeal any decision that they are notified of in accordance with the appeals policy.

How to reference

Students are encouraged to apply the Harvard Referencing System in-text citation. This approach requires three pieces of information about a source within the text of the student's work. This information is:

- the name of the author or authors

- the year of publication

- the page number

Examples

Citations may be placed at the end of a sentence (before the concluding punctuation) in brackets, e.g.: To succeed, the team will rely on both task process and group process (Dwyer, Hopwood 2010, p. 239)

A reference may also be placed in the text to integrate the author's surname into the sentence, followed by the year of publication and page number, in brackets, e.g.:

- Dwyer and Hopwood (2010, p. 239) identify that to succeed, the team will rely on both task process and group process.

At the end of the student's work, a List of References must be included. This should include all the books, journal articles and other sources of information you have used to research your assignment. The reference list should be laid out alphabetically and the title of the source should be italicised. Each reference must include:

- the name of the author or authors
- the year of publication
- the title of the publication
- the edition of publication
- the publisher
- place of publication

Example

- Dwyer, J and Hopwood, N, 2010, *Management Strategies and Skills*, Sydney, McGraw Hill Australia

To prevent cheating or plagiarism, students are responsible for:

- Submitting only work that is their own or that properly acknowledges the ideas, interpretations, words or creative works of others;
- Avoiding lending original work to others for any reason;

- Being clear about assessment conditions and seeking clarification if in doubt;
- Being clear about what is appropriate referencing and the consequences of inappropriate referencing;
- Only use AI tool according to the acceptable use guidelines.
- Discouraging others from plagiarising by observing the practices above.

Use of Artificial Intelligence (AI)

International Institute of Technology employ a range of strategies and software solutions to monitor the use of artificial intelligence content in assessment submissions made by students. This is a normal part of our assessment quality control. The following are guidelines on the **unacceptable use of artificial intelligence** content:

- **Direct Generation of Assessment Responses**. Using AI to generate complete or partial answers for assessments, such as:
  - Having AI write workplace documentation like risk assessments or incident reports
  - Using AI to complete practical task descriptions or work procedures
  - Submitting AI-generated responses for knowledge questions
  - Using AI to create workplace portfolios or evidence collections
- **Bypassing Skill Development**. Using AI in ways that prevent learning essential vocational skills such as:
  - Having AI solve workplace calculations instead of developing mathematical competency
  - Using AI to create technical drawings or designs without learning the underlying principles
  - Relying on AI for measurements or specifications instead of developing measurement skills
  - Having AI interpret technical manuals or workplace documents without developing comprehension skills

- **Professional Communication Tasks**. Using AI to complete communication tasks that demonstrate professional competency, such as:
    - Having AI write client communications or workplace emails
    - Using AI to generate workplace reports
    - Submitting AI-generated meeting minutes or briefing notes
    - Using AI to create workplace presentations or training materials
- **Evidence Collection**. Using AI to fabricate or manipulate evidence of competency, such as:
    - Creating artificial workplace scenarios or examples
    - Generating fictional workplace experiences or observations
    - Producing simulated workplace documentation
    - Creating artificial supervisor feedback or third-party reports
- **Practical Skills Documentation**. Using AI to document practical skills without actually performing them, such as:
    - Writing up practical task procedures without completing them
    - Generating safety check documentation without performing checks
    - Creating maintenance logs without conducting maintenance
    - Documenting customer service interactions that didn't occur
- **Group Work and Collaboration**. Using AI to bypass genuine workplace collaboration:
    - Having AI generate team contributions
    - Using AI to complete assigned portions of group tasks
    - Creating artificial peer feedback or evaluations
    - Generating team meeting outcomes without participation

The unacceptable use of artificial intelligence content is considered a form of plagiarism and where students are found to be in breach of this policy, action will be taken in accordance

with the plagiarism policy outlined above. Where there may be acceptable uses of artificial intelligence content, this will be specifically identified to each student within the assessment instructions of the task.

Behaviour misconduct

International Institute of Technology seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all students. Behaviour misconduct is defined as unacceptable behaviour and includes, but is not limited to:

- Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of the RTO
- Any act or failure to act that endangers the safety or health of any other person
- Actions that impair any person's participation in a legitimate RTO activity or, by act or omission disrupts the peace or good order of the RTO
- Acting in a way that causes students or staff or other persons within the RTO to fear for their personal safety
- Wilfully obstructing or disrupting any official RTO meeting, ceremony, activity, class or examination/assessment
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- Being under the influence of prohibited drugs and/or substances including alcohol
- Making a false representation as to a matter affecting student status
- Possession of dangerous articles or banned substances
- Abusive behaviour to others

Students are responsible to:

- Be informed of and comply with Commonwealth or State law;
- Behave in a way that supports the freedom of other persons (students) to pursue their studies and participate in the activities of the RTO;
- Identify themselves truthfully;
- Behave in a way that supports the safety or health of any other person;
- Maintain the peace or good order of the training environment;
- Behave in a way that supports the conduct of official International Institute of Technology meetings, ceremony, activity, class or examination/assessment;
- Treat others with respect and not discriminate based on gender, race, age, sexual preference or religious belief;
- Give truthful information relating to student status; and
- Communicate in a way that demonstrates respect for others and is free from verbal abuse.

Where a student is identified for behaviour misconduct, an International Institute of Technology staff member will complete a *Behaviour Misconduct Report* and submit this to the Training Manager. Students who demonstrate behavioural misconduct will be counselled and issued a formal warning. Students who demonstrate behavioural misconduct after being formally warned will have their enrolment cancelled and will not be entitled to a refund. This does not limit the requirement to provide suitable warning in writing and the opportunity to make oral or written representations regarding the misconduct or the student's right to appeal a decision.

Where the student's behaviour is so egregious or leads to the actual damage to property or harm to another person, the student's enrolment can be closed immediately, and the incident will be reported to the Police. This does not remove the student's right to appeal a decision made by International Institute of Technology. Only after any appeal process has been completed can the student's enrolment be closed and the student issued with a statement of attainment only for units of competency they have achieved. Whilst any appeal is being processed, the student enrolment is to be temporarily suspended and they will not be able to access their course portal over that time!

Continuous improvement

International Institute of Technology is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Students are encouraged to provide feedback and suggestions for improvement to International Institute of Technology at any time during their studies so we can improve our services in the future. Students can report opportunities for improvement by discussing suggestions with their Trainer or the Student Support Officer, sending us an email or completing a *Continuous Improvement Report*. The *Continuous Improvement Report* template is available on request. Suggestions for improvement will be considered by our management team at our regular management meeting.

At the completion of your course, you will be issued with a Student Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to International Institute of Technology for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

Assessment

International Institute of Technology assessment is conducted using a combination of Written Knowledge Assessment. Depending on the course, assessments may consist of short answer questions, quizzes, oral assessments, role plays, Research Tasks and/or Case Studies and for some units invigilated examinations.

The following provides a brief explanation of the primary assessment methods:

- **Written Knowledge Assessment:** The student is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice.

- **Research Tasks:** The student is required to undertake research usually online, for example if they are doing the Mortgage Broking qualifications, some research on loan products online is required. They may also be able to do internal research in their workplace if they currently work in the industry.

- **Case Study Response:** The student is required to provide a written response to a situation presented in a case study scenario. This will usually require the student to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.

- **Oral Assessment: Over the phone or Zoom with assessor**

- **Quizzes: True/False and Multiple choice with a minimum of 70% passing grade**

- **Role Plays:** Upon successful completion of all written assessments, students may be required to deliver a Role Play to demonstrate their practical skills with many of IITs courses. As detailed in the course materials, a student will be presented with a particular scenario where they act as the industry professional providing information to a client. The course materials contain specific instructions on how to prepare for this assessment task.

  Should a student have extenuating circumstances, they need to outline this in writing to the Distance Education Team and they can complete the assessment as a phone assessment with the IIT assessor instead of via video with a person of their choosing. However, fees are applicable as outlined in the "Phone Appointment Role Play Form" to cover these additional costs for assessment with a trainer. The current fee for this assessment task with the assessor is $35.00. A Roleplay form will be required to be completed with payment before the booking is made.

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Re-assessment

Students who are assessed as “not yet competent” are to be provided with detailed written feedback from within their student portal, to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of International Institute of Technology to provide a minimum of three opportunities for training and re-assessment at no additional cost to the student or employer. The initial assessment is the first one, and therefore the student will have two remaining opportunities if they are not able to demonstrate competency on the first attempt. Learners who require additional training and re-assessment after they have exhausted their three opportunities will need to have a phone or zoom meeting with the assessor to determine where their knowledge gaps are and to provide additional support or examples to allow the student to attempt to meet competency in another attempt.

Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student’s enrolment can be closed through mutual agreement.

Recognition of Prior Learning

In accordance with the requirements of the Outcome Standards for Registered Training Organisations, International Institute of Technology provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competency for which they are enrolled.

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competency, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competency or a qualification which are not included in International Institute of Technology scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a course. This will reduce unnecessary training and guide the student down a more efficient path to competency.
- Students who are currently enrolled in a course are eligible to apply for recognition in that course at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competency.

Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competency to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;

- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined, with a number of evidence items, the candidate will start to provide a strong case for competence. International Institute of Technology reserves the right to require candidates to undertake practical assessment activities of skills and knowledge to satisfy itself of a candidate's current competence.

Note: For particularly short, low-cost courses, the recognition of prior learning process may have limited value to students and may not be available. If unsure, please check with the Student Support Officer.

Credit Transfer

Credit Transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, units of competency issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a student to be issued a unit of competency based on successful completion of the unit which has been previously awarded. If you are seeking credit transfer you are required to present your statement of attainment or qualification with a record of results for review to International Institute of Technology.

These documents will provide the detail of what units of competency you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copy of the original.

The following guidelines are to be followed in relation to credit transfer:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for units of competency or qualification which are not included in International Institute of Technology scope of registration.
- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a course. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer and International Institute of Technology does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competency. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

Issuing Qualifications and Statements of Attainment

International Institute of Technology will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the course in which the student is enrolled is complete. Please note however that International Institute of Technology is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to International Institute of Technology have not been paid.
- The student has not provided a valid Unique Student Identifier

Students should be aware that a:

- Qualification is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as

described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.

- Statement of Attainment is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course but the student did not achieve all of the units of competency to receive the full qualification.

Making a complaint or an appeal

International Institute of Technology is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or an appeal, you are requested to complete one of the following forms:

- Complaint Form
- Request for Appeal of a Decision

These forms are available via our website at the following address:

www.iit.edu.au

Once you have completed the required form you are requested to submit this to CEO via email.

education@iit.edu.au

If you are having any difficulty accessing the required form or submitting to us, please contact us at the following number:

1300 88 33 46

If you are a child or young person and you require support to understand and use the complaints process, please contact the Student Support Officer or your trainer for assistance.

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by International Institute of Technology in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to International Institute of Technology within **28 calendar days** of the student being informed of the decision or finding.

Early resolution of complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Complaint and appeals handling

International Institute of Technology applies the following principles to its complaints and appeals handling:

- A complaint or appeal may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form or request for an appeal of a decision which are available on the International Institute of Technology website.
- A person who makes a complaint or an appeal must be **provided a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the complaint or the appeal is received. The acknowledgement must inform the person that they will receive a written response within 14 calendar days and explain the complaint/appeal handling process and the persons rights and obligations.

- There is no time limitation on a person who is seeking to make a complaint. An appeal however must be made within **28 calendar days** of the person being informed of the decision or finding of which they intend to appeal.

- Written records of all complaints / appeals are to be kept by International Institute of Technology including all details of lodgement, response and resolution. International Institute of Technology will maintain complaints / appeals register to be used to record the details of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint / appeal handling are stored securely to prevent access to unauthorised personnel.

- A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.

- Each person may be accompanied and/or assisted by a support person at any relevant meeting.

- Where a complaint or appeal is made about or involves allegations about another person, International Institute of Technology is obliged to inform this person about this complaint/appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meeting via an electronic means. International Institute of Technology will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.

- The handling of a complaint / appeal is to commence within **seven (7) calendar days** of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.

- The person making a complaint or seeking an appeal is to be provided a written response to the complaint / appeal, including details of the reasons for the outcome. A written response must be provided to the person within **fourteen (14) calendar days** of the lodgement of the complaint / appeal.

- Complaints / appeals must be resolved to a final outcome **within thirty (30) calendar days** of the complaint / appeal being initially received. Where International Institute of Technology Chief Executive Officer considers that more than 30 calendar days are required to process and finalise the complaint / appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 30 calendar days are required. As a benchmark, International Institute of Technology will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within thirty (30) days is considered acceptable and in the best interest of International Institute of Technology and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of two (2) weekly intervals.

- International Institute of Technology shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.

- Decisions or outcomes of the complaint / appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.

- Complaints / appeals are to be handled in the strictest of confidence. No International Institute of Technology representative will disclose information to any person without the permission of International Institute of Technology Chief Executive Officer. A decision to release information to third parties can only to be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.

- Complaints / appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person who is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

Informing Persons and Responding to Allegations

Where a complaint involves one person making allegations about another person, it is a requirement for International Institute of Technology to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by International Institute of Technology because of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,
- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

International Institute of Technology also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by International Institute of Technology.

Where an allegation is made that involves alleged criminal or illegal activity and it is considered outside the scope and expertise of International Institute of Technology to investigate the matter, International Institute of Technology reserves the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

Review by an independent third party

International Institute of Technology provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcome of the complaints and

appeals handling process to seek a review by an independent person. Before a person seeks a review by an independent person, they are requested to first allow International Institute of Technology to consider the nature of the complaint or appeal and to fully respond to the person in writing. If, after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the complainant or the person making an appeal should inform Chief Executive Officer who will initiate the referral.

In these circumstances the International Institute of Technology Chief Executive Officer will advise of an appropriate party independent of International Institute of Technology to review the complaint (and its subsequent handling) and provide advice to International Institute of Technology in regard to the recommended outcomes. The independent third-party is required to respond with their recommendations within fourteen (14) working days of their review being requested.

Where the International Institute of Technology appoints or engages an appropriate independent person to review a complaint / appeal, the student will meet the full cost to facilitate the independent review.

Following an independent review, advice received from the independent person is to be accepted by International Institute of Technology as final, advised to the person making the complaint or seeking an appeal in writing and implemented without prejudice.

Where a complaint is received by International Institute of Technology and the Chief Executive Officer feels that there may be bias or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

Unresolved Complaints and Appeals

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by International Institute of Technology, they have the opportunity for a body that is external to International Institute of Technology to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Students who are not satisfied with the process applied by International Institute of Technology may refer their matter to the following external agencies:

- In relation to consumer related issues, the student may refer their complaint to the relevant **Office of Fair Trading**.

- In relation to the delivery of training and assessment services, the person may refer their complaint to the **National Training Complaints Service** via the following phone number: 13 38 73 or visit the website at https://www.dewr.gov.au/national-training-complaints-hotline or alternatively to the Australian Skills Quality Authority at the following website https://asqaportal.asqa.gov.au/Make-a-Report//?from=tip-off

- In relation to matters relating to privacy, the person may refer their complaint to the **Office of the Australian Information Commissioner** via the following details: https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint or call on 1300 363 992

Legislative and Regulatory Responsibilities

International Institute of Technology is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that International Institute of Technology has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with International Institute of Technology.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at http://www.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories (State) and www.comlaw.gov.au (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

Australian Consumer Law

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, ~~to~~

statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: Australian Consumer Law.

Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;

- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and

- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and

- to promote recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and

- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and

- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and

- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and

- to respond to demographic change by:

    - removing barriers to older people participating in society, particularly in the workforce; and

    - changing negative stereotypes about older people.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and

- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting

against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

National Vocational Education and Training Regulator Act 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator