

Student Information Guide

Pre-Enrolment Information

For Prospective Students

IIT Student Information Guide

IIT's Student Information Guide applies to all nationally recognised courses, products and services that lead to a formal qualification and/or statements of attainment under the AQTF.

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Students are deemed to be legally bound by our Privacy Statement and Terms and Conditions contained in this Student Information Guide (collectively the Agreement) that govern the use of the website, Student Enrolment Form and use of, purchase of and application to the Approved Products and Services. Furthermore, students are deemed to be legally bound by their use of the Website and/or their agreement to pay and/or their selection or acceptance of the Declaration in the Student Enrolment Form, together with the definitions and the rules of interpretation contained in this Agreement. Inquiries should be addressed directly to:

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Registered Training Organisation No. 21421

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Australia:
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1. Welcome to International Institute of Technology!

Welcome and thank you for choosing the *International Institute of Technology* (IIT) as your preferred education provider and partner in your pursuit of a successful career in Paraplanning, Accounting & Bookkeeping, Mortgage Broking and more.

International Institute of Technology is a Registered Training Organisation (RTO 21421) registered by The Australian Skills Quality Authority (ASQA) to deliver competency based Vocational and Educational Training (VET) training courses throughout Australia.

IIT students are held in the highest regard by the financial services industry given their 'real world' learning outcomes and high-level development of knowledge and skills.

Our current scope of courses includes FNS60920 Advanced Diploma of Paraplanning, FNS40217 Certificate IV in Accounting and Bookkeeping, BAS short course, FNS40821 Certificate IV in finance and Mortgage broking, FNS50320 Diploma of Finance and Mortgage Broking Management, Tax Agent courses (Australian Taxation Law and Commercial Law). IIT offers Nationally Recognised Qualifications developed by industry experts through National Training Packages, which are governed by the Australian Qualifications and Training Framework (AQTF).

This Student Information Guide is designed to give students a comprehensive understanding of the Policies and Procedures of IIT. The courses are presented in English only.

2. What are we registered to deliver?

IIT's range of courses has continued to expand. These courses below are the qualifications we are registered to deliver and are open for enrolments. Several other units and courses can be found on our scope of registration at- <http://training.gov.au/> RTO 21421.

Code	Title
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
Australian Taxation Law	Introductory and Advanced Units
Commercial Law	3 Core units
BAS short course	FNSTPB401 and FNSTPB402 units

3. Why choose IIT as your preferred education provider?

The International Institute of Technology ('IIT') is a registered training organisation (RTO 21421) dedicated to delivering flexible, Self paced courses with full support so that you can complete courses in the comfort of your own home or as you travel to work or anywhere in the world online. IIT has operated since 2003 and in that time we have helped many students within Australia and overseas obtain nationally recognised qualifications and skills.

Top reasons to study with IIT:

1. Nationally recognised and accredited qualifications and courses under the Australian Qualifications Framework. (AQF)
2. Full Support as you study online
3. Easy to navigate through the E-learning portal
4. Efficient marking and issuance and no extra charge to resubmit
5. Easy online enrolment process
6. Competitive rates

Nationally Recognised Courses that provide Qualification Pathways.

IIT is a Registered Training Organisation with all of our courses being Nationally Recognised and Accredited by both the national training regulator (ASQA). Therefore, all graduates receive nationally recognised, industry standard qualifications and statements of attainment.

Learning made simple and flexible

Flexible training with multiple assessment methods! Students can start their skills-based courses at any time. Our programs are not 'semester based' like traditional providers. Students are able to commence and enroll into our courses as rolling enrolments all year round and all of our courses are self-paced. No assessment deadlines!

Delivery Methods for Learning and Assessment

Students are only able to enroll with IIT into Online courses unless specific workshops become available.

- **E-Learning (self-paced) Study:** eLearning or self-paced learning allows you to start a course at any time. It provides flexibility as students continue with other commitments in life, such as work, parenthood and social activities. BEST OF ALL this option give you access to our experienced Student Services Team of finance professionals who can discuss concepts, conduct skill-based role plays and provide feedback on assessments submitted.

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As there are no semester-based intakes, students are able to commence their training at a time of their choice. This allows students to achieve qualifications more quickly as they are able to work at their own pace.

The following merchant fees withheld may vary and are subject to change:

(Payment made by)

VISA Credit: 1.35% withheld

VISA Debit/Pre-Paid: 0.66% withheld

MasterCard Credit: 1.21% withheld

MasterCard Debit/Pre-Paid: 0.95% withheld

AMEX: 1.65% withheld

As transactions do not occur face to face, fees are paid by either credit card MOTO (remote merchant processing). Due to this we determine the card type used based on the card type selected on the enrolment form completed by the student. Or PayPal or EFT.

- **Recognition of Prior Learning (RPL):** A Unit or Units of Competency in an accredited course leading to an award under the AQTF can be assessed by RPL. RPL assessment is based on prior courses or training undertaken within the workplace, professional organisations or other recognised training providers. Please see the RPL section later in this guide.
- **Qualification Pathways:** Many of the courses offered by IIT provide a pathway leading to higher nationally recognised qualifications specifically designed to assist with your career development in the Accounting and Financial Services Industries.

In House Training Workshops

IIT delivers private and confidential in-house training to corporate clients upon reasonable notice and subject to minimum student numbers. Course content is customised to client's specific industry to deliver enhanced learning outcomes whilst maintaining AQTF compliance standards.

Competitive and Affordable Pricing

IIT operates an efficient, effective business based on experience, in-house and professional educators, incorporating 'state of the art' technology resources to streamline business processes.

All course prices include:

- Learning and Assessment Materials online
- Resource Materials online
- Assessments online
- Issuance and delivery of achieved credentials (additional fee of \$35 for hard copy of Certificates or Statements of attainment)

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IIT offer a variety of payment options, including discounts for full upfront course payments, or a plan to pay via instalments. (Must be approved by IIT first).

There are **no hidden fees or costs** – the course fee covers all learning materials. Payment options available include:

- **Instalment Plan** – A negotiated plan of either two or up to five instalments for a full Advanced Diploma level qualification is possible. Please discuss with our Education Consultants the possibility of taking up this option.

Please refer to the IIT website www.iit.edu.au under the “courses” tab and available brochures for each course (and the modules that comprise them) for current pricing information.

Student Care and Support Services

From initial contact to graduation, our knowledgeable Course Advisors, helpful mentors, industry-experienced Facilitators and expert Distance Education team will assist you as much as possible to ensure you reach your goals.

At IIT our student service charter ensures:

- **Fast Assessment:** Assessments submitted are assessed within 7 working days ensuring students receive timely feedback to make certain they are on the right with their training and assessment. The feedback will incorporate assessment and study tips to help students successfully complete their training.
- **Priority Marking:** Students requiring fast-tracked priority marking can pay a fee for each module to receive feedback under the 7 working day turn-around. Once form has been completed and fee paid, marking will be complete within 1- 3 working days.

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- **Telephone Support:** Students undertaking any of our courses have access to our experienced Student Support Team to assist with queries, conduct skill-based role plays and provide feedback on assessments submitted. Our mentor support system is designed to help keep students motivated. Our Distance Education Assessors are all experienced industry professionals. Each provides a wealth of knowledge to students outside the content of the course materials. Students are invited to converse with our assessors regarding queries and questions as they progress through their course via email. Students are encouraged to send specific questions or queries to the distance education email address regarding their query or assistance required. A facilitator will make contact with the student usually within a 24 hour period but often less (as long as it is inside business hours).
- **Regular Student Newsletters** keeping you up to date with what's happening at IIT and across the courses and industry you are enrolled into.

Student Resource Requirements

IIT requires all students to have access to a computer and reliable Internet connection. All students must nominate an email account that is accessed on a regular basis. Email is IIT's primary method of contact with students. A free web based email address (e.g. Gmail, Hotmail or yahoo) would be suitable for this purpose, provided it is checked regularly. If doing the eLearning option, you will be required to use Chrome, Firefox or Safari in order to run the platform correctly.

Students undertaking any of our courses will require the following resources:

Hardware- *To complete all of the assessments learners will need a computer/laptop, preferably with USB capabilities.*

Software- *To complete all of the assessments learners will need a Microsoft Excel 2003 or later, Microsoft Word 2003 or later, Internet Connection.*

4. Assessment Procedure

Students are required to demonstrate, through their skills and knowledge, that they understand the relevant unit(s) of competency. Competency is assessed using several different assessment methods/tools. These methods are explained below but are not limited to the below. Each course enrolment can vary and students will be sent pre enrolment information regarding the specific assessments and course structure. Assessments may include;

1. True/False Quizzes
2. Multiple Choice Quizzes
3. Short Answer Questions
4. Case Study (short answer questions)
5. Role Play(s)
6. Oral assessment
7. Specific technology/program components
8. Invigilated exam

Students may make as many attempts as required to demonstrate competency in the unit(s) of competency being undertaken. There are no re-sit or resubmission charges payable. If the student has failed to demonstrate competency after the third attempt it will be recommended that the student speak with the assessor to determine what additional support or struggles the learner may be experiencing.

Training Plans

IIT understands, values and supports the implementation of training plans within the VET training sector.

A training plan documents the training journey for each student identifying all training to be undertaken, enrolment details and expected time-frames for the successful completion of training.

This document is instrumental in identifying all competency units being undertaken by the student.

When implementing a training plan the Wisenet Student management system is used to draw the information and develop the plan at the time of the student enrolment.

The training plan is then attached to the student IIT Welcome email and is stored in their electronic file and in the student profile on Wisenet Student Management System.

After successful completion of a course IIT will provide the student with a copy of the completed training plan upon request submitted by the student.

Training Plans- Standard Students (Non-Trainee)

The student is provided with the Training Plan with their IIT Welcome Email. By signing the Student Declaration on the course enrolment form, the student is confirming that they do not need to sign the training plan as they have received all required information to make an informed decision.

Training Plans- Trainee

The student is provided with the Training Plan with their IIT Welcome Email. The trainee student must send back the training plan to IIT with their signature, date, Employer's signature and date and Business address details. This may be required to be uploaded to individual state platforms for traineeship requirements.

Assessment Requirements for Government Funded Skills First Program students

Government Funded Skills First Program Students are informed upon enrolment that they are required to show that they are continually progressing through their course.

eLearning students must submit a minimum of 2 Chapters of assessments for marking by the 20th of each month (Resubmissions are not considered as a monthly submission).

This applies to students enrolled in all courses except for the Advanced Diploma of Leadership and Management and Advanced Diploma of Accounting where in eLearning students must submit a minimum of 1 Unit of assessments for marking by the 20th of each month (Resubmissions are not considered as a monthly submission).

Workshop students can only attend 1 module per month.

Government Funded Skills First Program Students are given a maximum of 2 extensions on submission timeframes per course.

When a student has had no contact/participation in their course for 2 consecutive months, the course is suspended. This does not suspend the allocated enrolment duration. eLearning access will be removed, and the course will be re-enabled when the student contacts us to continue their studies.

Course Materials are comprised of:

1. Lectures

Students are given access to recordings of lectures for the majority of our courses. This can be found on the eLearning platform once fully enrolled into their course.

2. Course Manual

Students will be provided with a digital course manual or individual digital learner booklets corresponding to the module for which they are enrolled. These will be in the learner portal within the course link they are enrolled into.

3. Assessment Booklet

Students will be provided with an answer booklet and guidelines detailing how best to complete the required activities. If studying via workshop these will be provided by the facilitator on commencement of the workshop. Workshop students will also be given access to the eLearning Student Portal. If studying via distance education they will be available via the student portal. The assessment booklet will include the various assessment tasks to be completed as well as distance education instructions. These documents will be accessed via the eLearning Student Portal login details, which are sent to the student upon enrolment. It is recommended that students download learner manuals for each course they are enrolled into, as the course information and assessments can change without notice with each version update.

Please note; it is imperative to **keep either a digital or photocopy of completed assessments for personal records before sending it to the IIT team for assessment.** Submissions are assessed within 7 working days. IIT do not take any responsibility for assessments that are lost if the student posts a USB with course work or if the student has technical issues with their device and loses course work due to technology issues.

Role Play Information

Upon successful completion of all written assessment, 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 industry professional providing information to a client. The course materials contain specific instructions on how to prepare for this assessment task.

When completing a course via workshop, the Role Play will be conducted in a classroom environment with the facilitator. When completing the course by distance education the Role Play will be conducted as a video role play, unless there are extenuating circumstances that require them to book an appointment for over the phone (which may take up to 2 weeks for an available time slot).

Should a student have extenuating circumstances, they need to outline this in writing to the Distance Education Team and can complete the assessment as a phone assessment, however fees are applicable as outlined in the "Phone Appointment Role Plays Form" to cover these additional costs for assessment with a trainer"

Appealing an Assessment

If a student wishes to challenge an assessment outcome they may speak with the assessor in the first instance. If the matter is not resolved to the student's satisfaction a review request can be submitted in writing to the CEO. The matter will be addressed within seven working days and the outcome will be provided in writing.

5. Recognition of Prior Learning (RPL)

This pathway has many names – Skills Recognition, Recognition of Current Competency (ROCC) and Recognition of Prior Learning (RPL). With competency based training (which training packages and nationally recognised qualifications are based on), the focus is with learners demonstrating competency in the specified areas. Competency can be demonstrated by the physical ‘doing’ and/or by evidence and documentation of the ‘doing’. That is, recognition of prior learning can be achieved through work experience, qualifications or knowledge and skills gained over time in a specialised area.

Training packages are developed in consultation with industry and define the outcomes of vocational training in Australia. A training package consists of three parts:

- Units of competency, which specify the knowledge and skills required in the workplace;
- Qualifications which are awarded when a person achieves specified combinations of units of competency; and
- Assessment guidelines that are designed to ensure assessments are thorough, consistent and valid.

Recognition is available for all units of competency in all the qualifications and courses offered by IIT. The elements of competency for each unit provide the RPL benchmarks. Candidates may receive full recognition or high standing for the competencies required for a qualification or unit of competency. High standing recognises attainment of some but not all competencies for the course or unit of competency.

What is a unit of competency?

ASQA advises that the Australian VET sector operates on a competency-based principle, with the *Standards* defining competency as ‘*the consistent application of knowledge and skill to the standard of performance required in the workplace.*’

‘Competency’ embodies the ability to transfer and apply skills and knowledge to new situations and environments. Therefore, a learner can either consistently apply the knowledge of skill to the standard of performance required in the workplace or they cannot—they are either ‘competent’ or ‘not competent’. A result of ‘competent’ in this case represents a theoretical ‘score’ of 100%.

As such, learners are required to achieve 100% competency to be deemed competent in a qualification or unit of competency. Learners will generally be given a second attempt if they are deemed not yet competent on the first attempt.

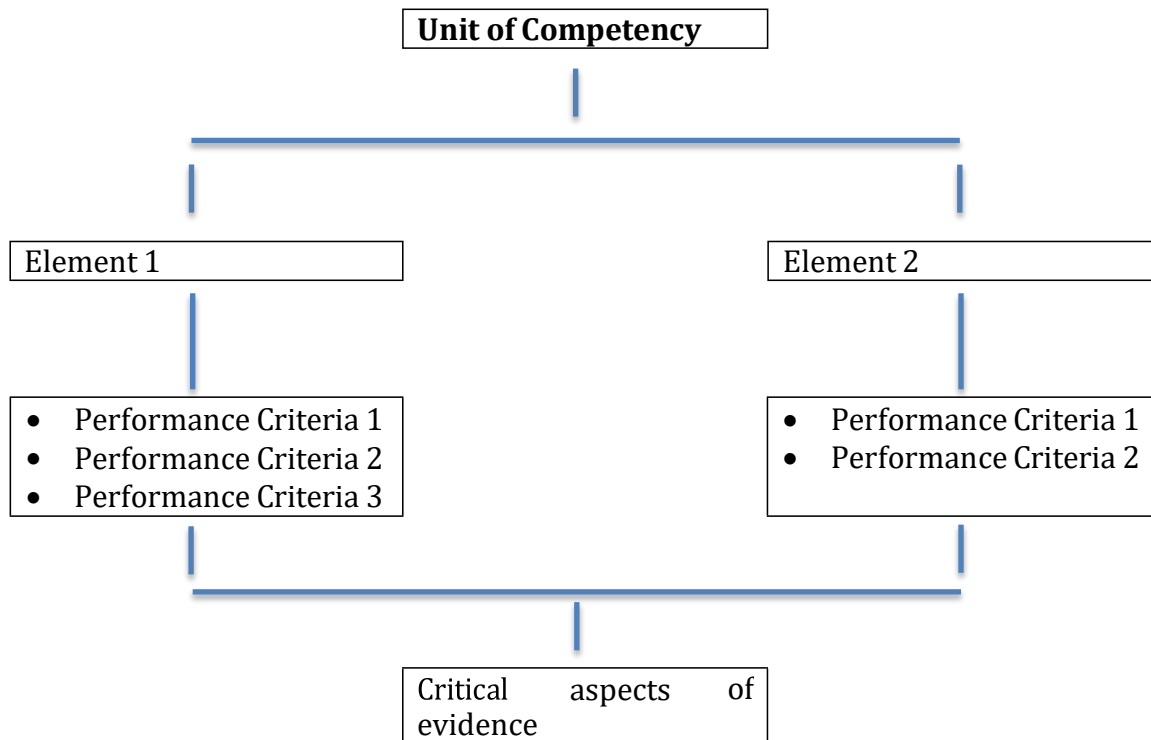
A unit of competency specifies the knowledge and skills for a workplace task or activity and the application of these to the standard of performance expected in the workplace.

Each unit of competency is grouped into elements, a series of work activities or steps directed toward the achievement of the overall outcome of the unit. For each element there are a number of performance criteria that specify the required level of performance in the workplace. The critical aspects of evidence usually reflect the performance criteria

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but may contain important, additional information required for demonstration of competence.

The relationship between the elements, performance criteria and critical aspects of evidence to the unit of competency is shown below:



Evidence is anything that supports a claim by the student that they are competent or a demonstration of competence based on a recognised standard, learning outcome and/or performance under certain conditions.

RPL Assessment

RPL by Recognition of Qualification / Statement of Attainment

This method is to be used if you have completed a course, having achieved a Statement of Attainment, similar to those offered by IIT. The accredited transcript/Statement of attainment must include the required Units of Competency of the particular qualification/units of competency against which it is assessed. You may seek recognition of prior learning if:

- you have completed a course that covers the same competencies under the Australian Quality Training Framework (AQTF) as those offered by IIT; and
- the course is listed on the ASIC training register (for Financial Planning).

This method requires that you supply **certified** copies of academic transcripts and/or certificates and Statements of Attainment for evidence of competency.

Key evidence required for RPL assessment for Credit Transfer

- Copy(s) of Statement of Attainment and/or relevant Qualification

RPL and Credit Transfer

Although RPL and Credit Transfer are closely related, the boundaries between them are often blurred; they are distinguished as alternative pathways to an AQF qualification. They are differentiated by the way they relate to learning achieved through formal education and training (credit transfer) and learning achieved outside the formal education and training system (RPL).

RPL is an assessment process that considers the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial completion of a qualification.

Credit transfer assesses the initial course or subject that the individual is using to claim access to the award of credit in the destination course, and is used to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF framework.

*IIT do not charge to assess a student's previous qualifications or Statements of attainment for credit transfer. Once the process has taken place, if the student is eligible for credit transfer for a full qualification, the fees will be outlined to the student via email with enrolment documentation at that time. Fees for RPL via portfolio of evidence will be explained and outlined prior to the RPL process commencing.

No Certificates or Statements of attainment will be issued until all fees are paid. Certificate issuance timeframes are as per the Certificate issuance policy.

Students need to complete the appropriate course enrolment form and select "RPL" on the form if they have been successful in gaining full or partial RPL or CT.

Once they complete the forms and send in any relevant documentation as evidence, one of the IIT administration officers will send the application and evidence to the IIT assessor to review and assess.

RPL Application Process

Please nominate on the “Recognition of Competency” form, which course/s RPL is being sought for and provide ALL necessary documentary evidence to support the application. This can be downloaded from www.iit.edu.au in the ‘Forms’ section.

When submitting an RPL application, be aware that evidence and inclusions cannot be returned. Therefore, ensure **Certified copies** of originals are provided rather than original documents.

- There is no fee payable for submitting an RPL application for credit transfer and applicants who are unsuccessful with an application will not incur a fee.
- Applicants who receive partial recognition towards units of competency will benefit from reduced training and/or assessment requirements and no fee is payable in relation to the RPL application, however applicants will be quoted a fee for the remaining units of competency at the time the RPL outcome is sent to the applicant.
- Students who apply for RPL by portfolio of evidence will be charged an extra fee to assess documentation for this method of RPL. *Please note this method is very time consuming and can be quite expensive. A quotation will be supplied at the time the student is applying for this method of RPL. There is no guarantee that the applicant will be successful for exemptions after this method.
- To make an RPL application a student needs to submit evidence prior to enrolment by downloading the Recognition of Competency form from the website under the forms tab and send it to the education@iit.edu.au email address with appropriate documentation.
- Candidates are notified promptly of the RPL outcome along with appropriate fees to proceed further and the verification of the RPL outcome is explained via email to the student.
- Candidates may appeal unsuccessful applications to the CEO.

6. The Enrolment Process

Important Note:

IIT consider all students to be Distance Education or eLearning students. Those who choose to attend tutorial workshops in a face to face delivery method, are enrolling in a blended learning option in a structured and helpful environment

Therefore, students wishing to attend courses with assistance in the tutorial workshop environment should enrol at least two weeks prior to the commencement of their chosen workshop dates.

Students are required to complete the relevant course enrolment form which is provided to students via an email link or on our website under Enrolment forms tab.

Payment may be made by bank transfer/credit card or Paypal. IIT may negotiate partial payment, however all course fees must be paid in full prior to the certificate being issued. Enrolments are processed after payments are cleared. Course material is dispatched once payment has been made.

Student enrolments are confirmed in writing (via email) along with relevant timetables. A tax receipt is issued once payment is made. If students discover any incorrect details in correspondence they are requested to make contact with IIT via email at enrolments@iit.edu.au within seven days.

Students are informed of the period of enrolment as part of their pre-enrolment information and IIT Welcome Email. The enrolment period applies to ALL students, regardless of mode of study, and commences from the date of enrolment. Students failing to complete the course within the enrolment period may make a 'Request for Extension of Time' in writing to the CEO at education@iit.edu.au. Fees may be incurred for students who wish to apply for an extension. This is based on a case by case scenario. Typically 1 month extension will incur a \$50 fee. 3 months \$100 and 6 months \$200.

As part of the enrolment process, all students nominate the email account to which all correspondence is directed. Any changes in contact details should be advised via email to enrolments@iit.edu.au or students may update their email address and contact details via the Wisenet portal once they are enrolled.

Once enrolment forms are signed either manually or a typed student's name (equivalent to a signature) on the electronically enable form, and submitted to IIT, the students is bound to the terms and conditions contained in this Students Information Guide and associated documents.

7. Fees and Refunds Policy

IIT is committed to delivering the highest quality training and assessment services possible at the most competitive price.

Financial Assistance

1. Payment Plans

IIT provides a payment plan option for some Certificate IV level and most Diploma and Advanced Diploma level qualifications, by enabling students to enrol in and pay for their course fees over either 2, 3 or 4 monthly or 6 weekly instalments.

2. Discounted Pricing

Students who elect to enrol in course and pay in full will be offered a discounted course price. This discounted price cannot be paid in two, three or up to a maximum of 5 instalments. However, the instalment option will be considered, as a case by case situation with an IIT consultant.

Invoices/Tax Receipts

IIT recognises student's course fees are at times paid by their employers, associations, or other organisations that require invoices prior to payment. We also understand some individual students prefer this option. Upon request, IIT will furnish the relevant body with an invoice. A tax receipt will be issued when enrolment is confirmed. There is no additional fee for this service.

Enrolment/Administration/Extension of Time Charges

The price detailed in any marketing, on our website, or in email correspondence supplied to applicants prior to enrolling, is the only charge to be paid in order to enrol and complete one of our courses

There are no additional enrolment fees or administration fees other than the following:

Express postage is charged at \$15 extra for hard copy Certificates to be sent the same day of request, provided the request and payment are received prior to 2pm on a business day. \$35 is charged for a Hard copy of Certificates to be sent with standard postage.

- Course Material replacement is charged at \$35 for manual. (Currently No hard copies of course material are available)
- Certificate replacement is charged at \$35 for hard copy to be re-issued and posted within 5 working days.
- Priority Issuance Certificates, Statement of Attainment certificates, (for under the standard timeframe of up to 30 days) will incur a fee of \$30 for one course or \$50 for two, which will be issued within 3 business days via soft copy. Standard postage fees apply for hard copies to be sent (\$35 standard postage or \$15 extra for Express)
- Priority Marking is charged at \$50 for one full module in the Certificate IV Accounting and Bookkeeping or Advanced Diploma of Paraplanning or full Cert IV in Mortgage Broking or Diploma of Finance and Mortgage Broking and marking will be completed within 1-3 business days instead of 7.



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Some education providers charge for a request to grant extra time to complete studies. At IIT, we do not charge for a small extension of time to a course, unless the course has been expired for more than one month. Extensions for more than 1 month will incur an extension fee. Fees are charged at 1 month for \$50, 3 months for \$100 or 6 months for \$200. Extensions are applied from the original expiration date of the course. Applications for extension of time must be made in writing to the CEO. Each case will be based on it's own merit depending on the CEOs decision based on each individual application for extension. Extensions may not be possible if the teachout period of a superseded or deleted qualification or unit is beyond the extension date required.

Enrolment Transfers/ Change of Course/s

No Enrolment Transfers will be permitted outside of the 60 day period of original enrolment confirmation.

Students will be required to submit their request for Enrolment Transfer for a friend/colleague or family member within 60 days of their original enrolment being processed. This request must be in writing to the CEO at education@iit.edu.au
The Transfer of enrolment within the 60 day period will incur an administration fee of \$75 for the transferred student for administration costs to set up the transferred

persons enrolment details. The transferred students must complete a new enrolment form and pay the \$75 for the administration costs.

It is then the responsibility of the original student to arrange fees between themselves and the transferred person. IIT hold no responsibility for the transfer of course fees between one student and another.

The transferred student is not permitted to transfer their enrolment to another person. The enrolment will commence from that date they have been sent an IIT Welcome Email. Students who no longer wish to commence the course will need to abide by the cancellation policy found in the student information guide regarding cancellations and refunds.

Non Payment Cancellation Option

IIT reserves the right to cancel an enrolment for non-payment if the course fees are not paid within a reasonable timeframe after due date or payment. We do understand circumstances change, so please feel free to contact one of our education consultants to discuss payment options that may be available.

The right to cancel an enrolment due to non-payment is the sole right of IIT and not that of the student. This right does not reduce the student's obligation to pay a Cancellation

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Fee or the course fees in full in the event of the student cancelling an enrolment or failing to attend scheduled training.

Workshop Non-Attendance

Students enrolling in face-to-face workshops are made aware that additional fees may apply if suddenly withdrawing from a program at the last minute. IIT require 7 days notice from students who are unable to attend training. IIT require a doctors certificate if students are unwell at the last minute and therefore unable to attend a scheduled workshop.

Failure to inform IIT will result in students being required to pay for future training at the cost of \$150 per module.

Each case will be reviewed by the CEO and based on its own merit.

Fee Refunds

By accepting a place offered by International Institute of Technology (IIT), submitting enrolment forms and paying fees a student enters a binding contract between themselves and IIT and is subject to the conditions below and throughout this Student Information Guide.

As of 1st September 2017 the Reserve Bank updated amounts to be refunded based on the type of card used in the original transaction.

The following merchant fees withheld may vary and are subject to change:

(Payment made by)

VISA Credit: 1.35% withheld

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VISA Debit/Pre-Paid: 0.66% withheld

MasterCard Credit: 1.21% withheld

MasterCard Debit/Pre-Paid: 0.95% withheld

AMEX: 1.65% withheld

As transactions do not occur face to face, fees are paid by mail order or phone order. Due to this we determine the card type used based on the card type selected on the enrolment form completed by the student.

Cooling Off Period

Students have a Cooling Off Period of 2 Weeks or 10 working days (of enrolment and payment being made) A request in writing must be made to the CEO via the education email account stating reason for refund. 80% refund of any money paid if a request is received in writing within first 2 Weeks or 10 working days of enrolment and payment being made. \$35 per course manual is withheld if course material has been used or is not re-saleable. An additional amount for merchant fees is withheld for payments made by credit card.

Post- Cooling- Off Period

After the Cooling Off Period (2 weeks of enrolment and payment being made) the student must provide a request in writing to the CEO via the education email account stating reason for refund. Any cancellation request made after the first 2 weeks of enrolment will not receive any funds refunded. Extenuating circumstances will be reviewed by the CEO on a case by case basis and IIT may refund partial fees but will not refund full fees.

IIT reserves its right to review each refund request on its merits. The Chief Executive Officer or nominee must approve all refunds.

If a student re-enrols into a course that they have cancelled/withdrawn from previously, another withdrawal/cancellation of the same course will result in all paid fees forfeited. IIT reserve the right to decline a student application to register for a course, if the student has previously enrolled, then cancelled an enrolment with IIT more than once. This right is solely at the discretion of IIT and no further justification is required from IIT.

The refund application process:

- a. The student/company contacts IIT's CEO making a request in writing for a refund. Reasons for this request should be specified.
- b. The refund request is analysed and considered against IIT's refund policy and the relevant refund amount (if applicable) is substantiated.
- c. The maximum refund amount is based on the course mode.
- d. The refund amount is communicated with the applicant. If disputed then IIT's complaint/dispute procedure applies.
- e. Once approved, the CEO of IIT will process refund requests to the applicant within 1 week from the day of request receipt.
- f. The No Grievance Policy of IIT removes the right of a person who has entered into a contract with IIT to pursue other legal remedies. This Refund Policy does

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not remove the right of a person who has entered into a contract with IIT to take further action under Australia's consumer protection law.

A copy of refund documents will be filed with the applicants file.

All requests for a refund must be made via email to education@iit.edu.au attention to the CEO at:

If a student is dissatisfied with the outcome they may request a review of their case by the Chief Executive Officer (CEO) or other senior member of management at IIT. This request must be made in writing to the CEO who will confirm receipt within 48 hours. The student will be notified of the outcome of the review within 5 working days (or will be provided with a notification of this not being possible).

If the student is still not satisfied with the outcome of the subsequent review, they should notify the CEO in writing who will then schedule a meeting at which an independent third-party will attend in order to mediate the dispute. The independent party will be a registered mediator from the Institute of Arbitrators & Mediators Australia (IAMA) www.iama.org.au.

Workshop Refunds (subject to approval)

A refund is available to a student who has paid for a course and chooses to cancel their enrolment as follows:

- For students enrolled and paid additional fees for workshop attendance, refunds can be given outside of the Cooling Off Period if notice given minimum of 2 weeks prior to scheduled workshop attendance. Amount refunded is the balance between the distance education price and the price paid to attend workshops.
- The student cancels their enrolment in a workshop course **10 weeks or more** prior to the scheduled workshop commencement date. The student will receive a refund of all fees paid, less an Administration Fee of \$150;
- The student cancels their enrolment in a workshop course **more than 4 weeks but less than 10 weeks** prior to the scheduled workshop commencement date, the student will be entitled to a refund of 70% of enrolment fees. If the student has only paid a portion of the enrolled course fee any amount representing more than 30% of the enrolled fee will be refunded to the student.
- The student cancels their enrolment in a workshop course **less than 1 week** prior to the scheduled workshop commencement date, the student will **not** be entitled to a refund.

If at any time when the cancellation is made the student changes the workshop to be scheduled at a later date then no fee will be charged.

If a student does not cancel their enrolment prior to the commencement of the workshop they are not entitled to any refund and the full course price will be payable.

Distance Education of eLearning Students (subject to approval)

- If the student has enrolled but not as yet paid or paid only partial fees, the enrolment will be cancelled at no cost and written confirmation sent to the student.
- If the student has paid the full amount for the course learning materials will have been dispatched.

The following reflects IIT refund process:

80% refund of any money paid if a request is received in writing within the Cooling Off Period (first 2 Weeks or 10 working days of enrolment and payment being made). \$35 per course manual is withheld if course material has been used or is not re saleable. An additional amount for merchant fees is withheld for payments made by credit card.

If the client commences but does not complete the course, cluster or unit, the full fee is refundable minus 20% for postage and admin fees and minus the cost of any face to face training that the student attended, to cover the venue and facilitator costs. The fee withheld for any face to face training is up to \$225 for each full day attended. Provided the request is made within the first 4 weeks of enrolment and payment made.

In the case of a refund being granted, a \$35 fee per course manual is withheld if the books have been damaged or are not able to be reused by IIT due to being an older version.

- a Any cancellation request made after the first 2 weeks of enrolment will not receive any funds refunded. Extenuating circumstances will be reviewed by the CEO on a case by case basis and IIT may refund partial fees but will not refund full fees.

The previous policies notwithstanding under no circumstances will fees be refunded after the time a student has been issued with any course credentials.

Refunds for fees paid via a Third Party

Refunds for fees paid via a third party are processed as per our policy, which meets SNR Standards for RTOs (2015) specifically Standard 5.3 and Standard 5.4. To find out more information about the standard please [follow this link](#).

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When a student enrolls with IIT in any course on our scope of registration and the student's employer or another third party pays IIT directly for the student's tuition fee, the student must be informed about the fees IIT has been paid for the course, from the employer or third party.

In the case of a request to cancel a course by the student with IIT within the eligible timeframe or cooling off period, the student can only be refunded by IIT directly, if the student has paid IIT directly for the tuition fees.

If the employer or another third party has paid the IIT for the student's tuition fee, the amount of refund must be refunded to the student via the third party or via the employer instead of IIT and any unrelated fees paid by the student to the third party or employer which are not related to the tuition fee, are not the responsibility of IIT and will not be paid to the student by IIT. This is a matter between the student and the third party only.

If IIT is collecting fees directly from the student who has been referred to IIT by a recruitment agency or third-party provider and IIT are paying a third party, commission for the referral or recruitment of that student, the student is only able to receive 80% refund, within the cooling off period, from the portion of fees retained by IIT, not full fees paid by the student.

Example; Student pays \$1000 in total after being referred to IIT by a third-party recruitment agency or company. Commission is paid to Third party by IIT from these fees for the purpose of marketing and advertising fees. The portion retained by IIT, is the only amount the student can receive 80% refund from, not total the fees the student has paid.

Example of Breakdown; \$1000 paid. 30% Commission paid to third party. \$700 is retained by IIT. If the student cancels the course within the cooling off period, only 80% of the \$700 amount can be refunded (\$560 would be paid to the student). Not 80% of total fees the student has paid in this case.

If a student leaves or is retrenched from employment and has paid IIT for course fees required for their job, IIT is not responsible for any refund after the refund time frame lapses. The standard refund policy applies.

Third party agent's agreement

Operative Terms of Third party agreements, for the purpose of recruiting students in an enrolment place with IIT.

- The third party provider will advertise all relevant courses or qualifications found on IIT's scope of registration (www.training.gov.au) on behalf of IIT, for the purpose of recruiting eligible students to enrol into a place with IIT.
- The third party provider will be acting as an independent contractor to IIT and must not hold itself out as an agent, partner or representative of IIT. No representation made by any third party will bind IIT, its directors, officers or staff.
- The third party provider must use the correct training package qualification code and title of qualification when advertising on any recruitment platform or website
- The third party provider must specify in any marketing, that the course is being marketed, assessed, delivered and issued by the International Institute of Technology and The third party provider must display IIT's RTO code 21421 on any marketing platform or publication
- IIT must approve any website or marketing prior to it going live on any third party provider marketing/recruitment platform or other means of digital or physical marketing.
- The third party provider must make sure all potential students receive all pre enrolment information and students must complete IIT's enrolment forms themselves. The student must sign the declaration section on IIT's approved enrolment forms, after agreeing to the IIT student information guide and policies found within pre enrolment information
- IIT reserves the right to refuse students based on IIT's assessment of student capability and LLN requirements or any other reason IIT deems appropriate to reject an enrolment place with IIT
- All potential students will be reviewed by IIT, prior to being accepted into an enrolment place with IIT. The third party provider must send potential students IIT's marketing information, which includes mode of delivery, brochure, enrolment forms, student information guide link, fees, timeframe of course, units of competency and nominal hours recommended for the course timeframe, as well as all resources required to undertake the course via distance/Online learning and support information
- The third party provider agrees to publish and advertise courses on behalf of (IIT) and agrees to meet SNR standards, specific to 4 -5 for Registered Training Organisations (Standards 2015), regarding third party agreements, specific to the referral of students and advertising on behalf of an RTO.
- IIT agrees to pay any agreed commission in agreement signed and witnessed by IIT and the third party provider, for students who are referred by The third party provider for the purpose of marketing costs and advertising costs. Only agreed pricing can be advertised by The third party provider. No change to pricing is permitted without written agreement between IIT and The third party provider
- If there are any changes to the agreed services, IIT will inform all students and The third party provider directly. If IIT is not able to deliver the course for any reason, all enrolled students, have a right to apply for a portion of the refund, if they are within the cooling off period. This relates to the portion of course fees retained by IIT, not fees retained by The third party provider for commission.
- All referred students from The third party provider must use the specific Third party agreed code on enrolment forms (where instalment box is)
- IIT will transfer the agreed commission from enrolments who were referred to IIT by The third party provider, within 7 days of receiving course enrolment forms and payment. Where instalments have been agreed to for the student. Only the portion of instalment fees will be paid in commission until all fees are paid, ie 1/3 instalment, 1/3 of the agreed commission will be paid.
- No other compensation or payments are due to The third party provider, pursuant to this arrangement other than amounts agreed upon in writing as between the parties.
- The third party provider shall be responsible for its own costs of supplying the services including salary paid to any staff, superannuation, taxes and any other costs incurred.
- The third party provider agrees to publish the prices of courses, as set out by IIT, for Distance/online mode of delivery.
- The third party provider will only market the course on behalf of IIT. The third party provider will not deliver or assess any part of the course. All students must adhere to IIT's Student Information Guide, Privacy Policy and terms and conditions of IIT's website www.iit.edu.au. If any student is not able to complete the course for any reason, they must contact IIT directly.
- The third party provider agrees to publish accurate information regarding IIT's courses and information, including clear information pertaining to The third party provider acting on behalf of IIT, for the purpose of recruitment only into one of IIT's enrolment places.
- IIT retains all intellectual property rights including copyright and trademarks relating to the IIT business and any new intellectual property created by either party in relation to the IIT business shall vest with IIT.
- IIT reserves the right to engage any other contractor to supply similar services as those contemplated in any agreement with a third party provider and nothing in this agreement shall imply an exclusive arrangement.
- Either party may terminate this agreement immediately by the giving of written notice to the other party. Upon termination of the agreement, all payments accrued and due must be paid and The third party provider must immediately cease any further work on behalf of IIT. The third party provider shall have no entitlement to payment or commissions accrued following termination of this agreement.
- The third party provider hereby indemnifies IIT in respect of any claim, action, damage, loss, liability, cost, charge, expense, outgoing or payment which IIT pays, suffers, incurs or is liable for by reason of The third party provider breaching any term of this agreement. This term survives termination of this agreement and may be relied upon by IIT notwithstanding that the agreement has come to an end.

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- The parties agree that any amounts payable under this agreement may be set off against other amounts owing as between the parties and in particular against any amount for which The third party provider has indemnified IIT under this agreement.

Enrolment Transfer

No Enrolment Transfers will be permitted outside of the 60 day period of original enrolment confirmation.

Students will be required to submit their request for Enrolment Transfer for a friend or family member within 60 days of their original enrolment being processed. This request must be in writing to the CEO at education@iit.edu.au

The Transfer of enrolment within the 30 day period will incur an administration fee of \$75 for the transferred student for administration costs to set up the transferred persons enrolment details. The transferred students must complete a new enrolment form and pay the \$75 for the administration costs.

It is then the responsibility of the original student to arrange fees between themselves and the transferred person. IIT hold no responsibility for the transfer of course fees between one student and another.

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The transferred student is not permitted to transfer their enrolment to another person. The enrolment will commence from that date they have been sent an IIT Welcome Email. Students who no longer wish to commence the course will need to abide by the cancellation policy found in the student information guide regarding cancellations and refunds.

If IIT ceases to be able to provide a course of study, students will under the 'Higher Education Support Act 2003' Tuition Assurance requirements will be able to enrol in a similar course of study with another higher education provider and receive full recognition (that is full credit towards the same or a comparable qualification) from the second provider for any successfully completed units of study undertaken as part of that course of study.

Under 'Higher Education Support Act 2003' if IIT closes or ceases to operate, students will be able to receive a payment equivalent to any student contribution amount or tuition fee paid for any undelivered unit of study.

For more information on the 'Higher Education Support Act 2003' please click on the hyperlinked text below:

[Tuition Assurance Requirements Guidelines for the Higher Education providers](#)

Late Payments

There is a penalty fee equal to 10% of the invoiced amount that is applied to all instalments that remain unpaid 30 days after the student has commenced any course with IIT. An amended invoice will be issued on that date.

This is of particular relevance to companies and organisations that have applied for and received special payment terms from IIT.

Issuance of Credentials

Credentials will NOT be issued to students who have completed required units of competency until full payment (including penalties for late payment) have been received, irrespective of whether the individual student is personally liable to pay the invoice.

For example, if a student is enrolled by a company or organisation the student will not be entitled to the relevant credentials until the company or organisation has settled the invoice pertaining to the enrolment of the individual student.

Should the student, having successfully completed the relevant course work, cease employment with the company or organisation prior to payment, they will not be entitled to the relevant credentials until such time as full payment has been made to IIT.

Replacement of Credentials

Students who request a replacement copy of their certificate must pay \$35 to have a hard copy posted to them and \$15 extra if they request express post. They must fill in the Certificate Replacement form with contact details and evidence of their Student ID details. They also need to select on the form which specific Certificate they are requesting a copy of. Certificates are then re-issued within 5 working days.

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Should International Institute of Technology (IIT) shut down students need to direct enquiries regarding re-issuance of credentials to ASQA using the following contact details:

By phone: **ASQA info line** on **1300 701 801** between 9.00 am and 7.00 pm Eastern Standard Time (EST), Monday to Friday (dial +61 3 8613 3910 from outside Australia). Interpreter services are available through the Australian Government's Translating and Interpreting Service by calling 131 450.

Online

Email: enquiries@asqa.gov.au

Post: GPO Box 9928, Melbourne, VIC 3001.

8. Policies and Procedures

Flexible learning and assessment procedures

There are a variety of ways in which the International Institute of Technology can assess the various competencies of involved in a course. A selection will be made to best suit the cohort.

In general terms assessment during training will involve:

- Oral responses to questioning
- Observation of performance (Role Plays)
- Previous relevant qualifications (see recognition of prior learning RPL)
- Written response to Multiple Choice, True/False, Short Answer Questions and Case Studies
- Invigilated Exam

Students are given advance warning of the time and type of assessment and are not expected to sit an assessment for which they are unprepared. Students are given as many opportunities as needed for reassessment to achieve competencies successfully. Additional fees are not payable for resubmissions.

Companies or employers enrolling staff in a qualification or units of competency need to understand that their staff member must meet our level of competency even if they believe they have met their own company level of competency. Employers and companies can often put pressure on facilitators to get their staff through a qualification or unit/s of competency due to licensing requirement or company compliance requirements. The employer or company does not have any right to demand certification under the normal time frame or demand a staff member be assessed as competent, if IIT facilitators do not believe they have yet met competency. Particularly when it comes to units of competency, where an oral skill assessment is required.

Part of this assessment requires the student to be able to orally give advice to a pretend client in a roleplay scenario with an IIT assessor, as per Skills assessment requirements. There is an oral assessment after the roleplay where the facilitator will bring in 5 short answer questions from the course material the student has completed previously. This is instead of a closed book examination for distance education students. IIT take these assessment tools seriously, as students are often giving important advice to clients in the real world after they qualify, that could cost clients a lot of money and risk, if the advisor is not competent in giving advice in those areas successfully. Under no circumstances are employers/companies able to manipulate or demand that their staff are given different assessments or given an exemption on these required assessments.

Credentials

Upon successful completion of the assessment requirements of the course students will be awarded a Statement of Attainment indicating the Units of Competency they have completed within a nationally recognised qualification. A qualification is issued when all of the relevant Units of Competency pertaining to it have been successfully completed.

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Credentials will be issued by IIT within 3 weeks of course completion provided course payment has been finalised and all required documents have been completed and returned to IIT.

This is in accordance with relevant standards (issue within 30 days of completion). IIT has the option for students to choose to fill out the priority certificate issuance form and pay with a fee of \$50 and the certificate will be issued within 1-3 working days. **All hard copies of Certificates incur a fee of \$35 for standard postage and \$15 extra for express postage.**

Language Literacy and Numeracy Needs Policy

For successful course completion students require:

- Reading competency to understand technical literature such as financial documents;
- Writing skills to prepare notes, procedures, journals, programmes, and documentation based on knowledge gained from lectures, group discussions, industry experience and literature reviews;
- Learning (Personal organisation) skills to work independently, self-manage learning activities and prepare material for presentation to colleagues and assessors in accordance with an agreed schedule;
- Oral Skills (Communication skills) to engage in group discussion of concepts and issues and present work to examiners and colleagues; and
- Numeracy skills to perform basic operations (addition, subtraction, multiplication and division) using a calculator.

For Certificate IV qualifications, students are required to have an overall Level 3, for Diploma and Advanced Diploma qualifications, students are required to have an overall Level 4. For further information and details on these levels please go to the Australian Core Skills Framework website. <https://docs.education.gov.au/node/37095>

Candidates may meet the entry requirements through education, training, work experience, work training or life experience. IIT understand and recognise that a portion of the community may have Language, Literacy and Numeracy (LL&N) challenges.

In response to this issue, IIT provides enrolling students in need of further support in this area, information on available LL&N courses and referral to counselling services. Students are requested to notify us if they consider they may have LL&N challenges that could inhibit their participation in training.

IIT has established a network of professional providers who assist students in developing and improving learner skills. These organisations aim to provide people engaged in vocational training with additional language, literacy and numeracy training in order to succeed in their vocational training.

Language, Literacy and Numeracy Course Providers

Institution	Contact Number
Centrelink	13 10 21
ETAS (WA) PTY LTD	(08) 9409 7799

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WELL	(02) 6240 7333
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COUNSELLING SERVICES

Institution	Website	Contact Number
Victorian Adult Literacy and Basic Education Council	http://www.valbec.org.au	(03) 9546 6892
Reading Writing Hotline	http://readingwritinghotline.edu.au/	1300 655 506
The Australian Government Language Literacy and Numeracy Program	http://www.australia.gov.au/information-and-services/education-and-training/literacy-and-numeracy	
Adult Migrant English Program (AMEP)	https://www.education.gov.au/adult-migrant-english-program-0	
GCF LearnFree	http://www.gcflearnfree.org/	

Student Code of Conduct (Academic Misconduct)

All students are expected to conduct themselves with integrity in their dealing with others, to ensure that an environment conducive to a friendly, productive and safe working relationship between students and staff is maintained. Any use of abusive or intimidating language, threatening behaviour, and the misuse or misappropriation of IIT property is unacceptable and may result in the students' suspension of enrolment or expulsion from class or IIT. Students are expected to respect the privacy of others. Students must respect the rights of others and not infringe on these rights. Confrontations or inappropriate behaviour towards others, including IIT staff or fellow students, will be reported to the CEO and necessary actions taken. IIT will not tolerate abusive, argumentative, aggressive or rude behaviour from any student under any circumstances. IIT reserves the right to cancel any student's enrolment with IIT if a student breaches this code of conduct in any way. Fees already paid will not be refunded under such circumstances.

Plagiarism

Plagiarism is presenting another's words or ideas as your own. Plagiarism and/or collusion are acts of dishonesty and are academic misconduct. IIT takes academic misconduct very seriously and will take appropriate action in all cases.

IIT's Student Misconduct Committee investigates all cases of suspected misconduct, including impersonating another student, submitting another student's work as your own and forging official results. IIT may impose penalties for action deemed to be academic misconduct.

Dispute Resolution Procedure

The International Institute of Technology has documented procedures to provide students with a fair and equitable process for resolving disputes or complaints they may have.

Students of IIT are required to follow the Student Code of Conduct at all times. Failure to do so may involve the imposing of sanctions including removal from a course.

Student Disciplinary Policy

The purpose of this policy is to ensure a safe, healthy, comfortable and educationally productive environment for students, trainer/assessors, facilitators, visitors and all personnel involved in the delivery of course content.

Any behavior that disrupts the learning process and/or threatens the safety of IIT students, employees or visitors is subject to this policy. Under this policy, there are three main consequences or infractions:

1. Verbal Warning
2. Suspension for the day
3. Suspension from the course

IIT reserves the right to modify this discipline policy, or the implementation of its consequences to account for special circumstances.

This determination will be made at the discretion of the CEO and will be subject to board review. Should the student disagree with action taken they are entitled to appeal as per *Clients Complaints, Grievance and Appeals Policy*.

Access and Equity Policy

Students should notify IIT of any special considerations required with regard to access and equity at the time of enrolment.

IIT recognises AQF qualification and Statements of Attainment issued by other Registered Training Organisations (RTO's) and IIT, as an RTO, is bound by laws and regulations governing RTOs, and to that extent, the International Institute of Technology should ensure:

1. Policies and procedures are developed in compliance with all relevant legislation including, but not limited to RTO standards, Anti-discrimination Act, Australian Privacy Principles, Privacy Act and Trade Practices Act;
2. Training and assessment will be conducted in accordance with any other relevant policy or procedure and;
3. All training and assessment strategies will be reviewed for compliance prior to implementation
4. All training and assessment strategies will be reviewed after implementation for continuous improvement

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Access and Equity procedures further detail requirements and obligations defined by, but not limited to:

- Candidates with special needs;
- Fair and equitable assessment systems;
- Clarity in assessment standards and processes;
- Evaluation of potential candidates;
- Thorough evaluation of assessment processes and materials to ensure they do not disadvantage any candidates;
- Method for appropriate and effective review of access, assessment, certification or any other related issues
- Process for the creation of assessment tools, planning, conducting and reviewing assessments shall be documented for all employees and contractors of International Institute of Technology.

Complaints, Grievances and Appeals Policy

The complaints, grievances and appeals policy is based on principles of natural justice and sets out the International Institute of Technology's (IIT) guiding principles in respect to formal expressions of dissatisfaction about a work or learning situation.

IIT both recognises and respects that employees and students have the right for complaints and grievances to be heard through all levels of management. IIT is committed to solving problems as they arise. IIT shall ensure:

- An equitable and transparent process is in place to manage complaints and grievances, including an appeals process;
- All complaints, grievances and appeals including the outcomes will be recorded in writing;
- Each appellant is provided a written statement of the appeals outcome and the reasons for the decision;
- Complaints are fully described by the party (client or employee) with the grievance or complaint;
- The person(s) is given the full details of the allegation(s) against them;
- The person(s) against whom the grievance/complaint is made is provided with the opportunity to put forward their version of events prior to resolution and within a reasonable time;
- Proceedings are conducted honestly, fairly and without bias;
- Proceedings are not unduly delayed; and
- Each grievance incident is conducted to facilitate the following outcomes:
 - A peaceful method of conflict resolution to reduce industrial or legal action and provide greater stability while maintaining relationships
 - Quick and effective results
 - Improved communications and working relationships
 - Party participation and consultation
 - Increased productivity and efficiency of the organisation
 - Resolution of problems with workplace change programmes if appropriate
 - Emotional well-being, performance and morale of all parties
 - Avoidance of the costs and delays of going to a tribunal
 - Natural justice for all parties involved

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If a client has a complaint in relation to the Registered Training Organisation (RTO), RTO staff or facilitators, other clients (students) and/or any third parties such as facilities, they are encouraged to speak immediately with the trainer or administration staff or email the Education Team to resolve the issue.

At any point during the complaints and appeals process a support person can be brought in by the student.

If the complainant is not satisfied that the issue has been resolved they will be asked to complete a Student Complaints Grievances & Appeals (CAF) Form available from either the trainer or administration staff, or IIT website. IIT will then investigate the complaint and advise the complainant of the outcome.

All complainants shall follow the below procedure:

- a) Made in writing within 5 days of the incident using the CAF Form
- b) A submitted CAF Form will constitute a formal complaint from the participant
- c) The Director must be informed of receipt of all complaints
- d) The Director may delegate responsibility for the resolution of the complaint
- e) In the case of a complaint, the Director will initiate a transparent, participative investigation to identify the issues
- f) Assessment complaints will be processed in accordance with the Appeals Procedure - Annex A
- g) Complaints where possible are to be resolved within 10 working days of the initial application
- h) In all cases the final conclusion will be assessed by the Director
- i) The Participant will be advised in writing of the outcome of their complaint
- j) If the outcome is not to the satisfaction of the Participant, they may seek an appointment with the Director
- k) If the participant is not satisfied with the decision they have the option to seek outside assistance to pursue the complaint
- l) All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the participant in any current or future training

IIT strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.

The CEO or Director will respond to the complaint in writing within 10 working days. If the complainant is not satisfied with the outcome they may request a review of their case. This request must be in writing to the CEO or Director who will confirm receipt within 48 hours. The complainant will be notified of the outcome of the review within 10 working days (or will be notified if this is not possible).

If the complainant remains dissatisfied with the outcome of the review, they should notify the CEO or Director in writing who will schedule mediation with an independent party to resolve the dispute. (The independent party will be a registered mediator from the Institute of Arbitrators & Mediators Australia (IAMA) www.iama.org.au).

After our internal processes if the complainant or appellant is not satisfied with the complaints and appeal outcome and they feel the matter is not resolved, the

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appeal is referred to an independent mediator. The appellant may again deliver their own version of the problem and request a support person be present. The mediator should then consider the issues raised and attempt to resolve the appeal to the satisfaction of both parties. Appeals that are found to be proven must be acted upon through the Continuous Improvement process to make systematic changes to prevent the recurrence of this as a problem again. The Independent Mediator (We use the Resolution Institute- <http://www.resolution.institute/>), negotiates an outcome according to the legal rules for alternate dispute resolution. The resolution is then placed into the local court system and orders are issued to enforce this outcome. There is no further dispute resolution process available and the decision of the courts is final.

The RTO can provide suggestions of external mediators to students. Students will be made aware that any costs incurred through this external process is at their cost and not IIT.

These include:

- a) Australian Mediation Association - Commercial and Business Mediation <http://www.ama.asn.au/commercial-and-business-mediation/>
- b) The State Ombudsman Offices available from the websites below: <https://www.ombudsman.vic.gov.au>
- c) The Commonwealth Ombudsman Offices available from the websites below: <http://www.ombudsman.gov.au>
- d) Department of Fair Trading – for issues involving monies, service or product agreements.
- e) Industry Associations – for judgement on course content and learning outcomes.

Students will be made aware that any costs incurred through this external process is at their cost and not IIT.

Once the registering body has made a decision in relation to a complaint, within 5 working days and in accordance with established procedures for disclosure of information, it will inform the parties of the outcomes of its investigation and any actions to be taken. The registering body will also inform the parties of any further avenues they may follow to resolve any outstanding issues arising from the complaint.

Australian Privacy Principles (APP) Privacy Policy

To ensure International Institute of Technology (IIT) maintain the privacy and confidentiality of its RTO personnel and participant records. IIT complies with the *Privacy Act 1988 including the 13 Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.*

IIT manages personal information in an open and transparent way. IIT comply with the APPs and any binding registered APP code, and provide suitable policies and procedures for IIT personnel to be able to deal with related inquiries and complaints that may be received from time to time.

The following sections of this policy outline how we manage personal information.

Data Collection of potential students (leads)

For any course enquiry; telephone, email, online form etc, potential students (leads) details are obtained. These details may include:

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- *Name (not a required field; enables student to remain anonymous)*
- *Email Address*
- *Contact Number (not a required field; enables student to remain anonymous)*
- *Location*
- *Course Enquiry is for*

Potential students (leads) may receive promotional emails in relation to the course/s they enquired about. Leads have the option of unsubscribing from these promotional emails by responding to the promotional email with “unsubscribe”. The lead is then immediately removed from the internal marketing list.

Australian Privacy Principle 1 – Open and transparent management of personal information

Purposes for information collection, retention, use and disclosure

As a government registered training organisation, regulated by the Australian Skills Quality Authority, IIT is required to collect, hold, use and disclose a wide range of personal and sensitive information on participants in nationally recognised training programs. This information requirement is outlined in the *National Vocational Education and Training Regulator Act 2011* and associated legislative instruments. In particular, the legislative instruments:

- *Student Identifiers Act 2014;*
- *Standards for Registered Training Organisations (RTOs) 2015;* and
- *Data Provision Requirements 2012.*

It is noted that IIT is also bound by various State Government Acts requiring similar information collection, use and disclosure (particularly *Education Act(s)*, *Vocational Education & Training Act(s)* and *Traineeship & Apprenticeships Act(s)* relevant to state jurisdictions of IIT operations).

It is further noted that, aligned with these legislative requirements, IIT delivers services through a range of Commonwealth and State Government funding contract agreement arrangements, which also include various information collection and disclosure requirements.

Individuals are advised that due to these legal requirements, IIT discloses information held on individuals for valid purposes to a range of entities including:

- Governments (Commonwealth, State or Local);
- Job Network Providers, and Employers (student permission required via an *Authority to Access Form*)
- Service providers such as credit agencies and background check providers.

Kinds of personal information collected and held

The following types of personal information are generally collected, depending on the need for service delivery:

- Contact details;
- Employment details;
- Educational background;
- Demographic Information;
- Course progress and achievement information; and
- Financial billing information.

The following types of sensitive information may also be collected and held:

- Identity details;

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- Employee details & HR information;
- Complaint or issue information;
- Disability status & other individual needs;
- Indigenous status; and

IIT does not collect personal information from more vulnerable segments of the community (such as children

How personal information is collected

IIT's usual approach to collecting personal information is to collect any required information directly from the individuals concerned. This may include the use of forms (such as enrolment forms) and the use of web based systems (such as online enquiry forms, web portals or internal operating systems).

IIT does receive solicited and unsolicited information from third party sources in undertaking service delivery activities. This may include information from such entities as:

- Governments (Commonwealth, State or Local);
- Job Network Providers, and Employers (student permission required via an *Authority to Access Form*); and
- Service providers such as credit agencies and background check providers

How personal information is held

IIT's approach to holding personal information includes robust storage and security measures at all times. Information on collection is:

- Stored in secure, password protected systems, such as learning management system and student management system; and
- Monitored for unlawful access, data breaches, unknown logins, and appropriate authorised use at all times.

IIT data systems are hosted internally with robust internal security to physical server locations and server systems access. Virus protection and backup procedures are in place.

Destruction of paper based records occurs as soon as practicable in every matter, through the use of secure shredding and destruction services.

Individual information held across systems is linked through an IIT allocated identification number for each individual.

Retention and Destruction of Information

IIT must retain student records for 30 years as required by law, for reasons such as matching qualifications with individuals in the event a student requires a re-issued certificate.

Specifically for our RTO records, in the event of our organisation ceasing to operate the required personal information on record for individuals undertaking nationally recognised training with us would be transferred to the Australian Skills Quality Authority, as required by law.

Accessing and seeking correction of personal information

IIT confirms all individuals have a right to request access to their personal information held and to request its correction at any time. In order to request access to personal records, individuals are to make contact with:

CEO- International Institute of Technology (IIT)
1300 88 33 46

A number of third parties, other than the individual, may request access to an individual's personal information. Such third parties may include employers, Governments (Commonwealth, State or Local) and background check providers. In all cases where access is requested, IIT will ensure that:

- Parties requesting access to personal information are robustly identified and vetted;
- the individual to whom the information relates will be asked to confirm consent via a completed form submitted via the third party or by completing IIT's *Authority to Access Form*
- Only appropriately authorised parties, for valid purposes, will be provided access to the information.

Complaints about a breach of the APPs or a binding registered APP code

If an individual feels that IIT may have breached one of the APPs or a binding registered APP code, the matter must be addressed as per IIT's *APP Privacy Complaints Procedure*, below for further information.

In the event an individual has a complaint or concern they must undertake the following steps

1. Submit a written complaint to the Chief Executive Officer (CEO).
2. IIT will respond within a reasonable timeframe (within 30 calendar days); if the individual is not satisfied with IIT's response they can take the matter to the Office of the Australian Information Commission (OAIC)
3. Individuals can lodge a privacy complaint to the OAIC via their preferred means of an online form. Alternatively, individuals can submit their complaint by mail, fax or email. The Online Form and contact details are available from the following website:

<https://www.oaic.gov.au/about-us/contact-us>
4. If the individual is not satisfied with IIT's response (as per step 2 above) they can also take the matter to the Australian Skills Quality Authority (ASQA)
5. Individuals can lodge a complaint in relation to a privacy obligation not being met to ASQA, who will consider complaint and information. This can be done via an online form available on the ASQA website:

<https://www.asqa.gov.au/>

Likely overseas disclosures

IIT confirms that individuals' personal information is not directly disclosed to overseas recipients and/or countries.

Individuals are subject to the Privacy Policy of third party data storage providers such as Google, Wisenet (Student Management System) and Survey Monkey (student feedback system)

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Making our APP Privacy Policy available

IIT provides our APP Privacy Policy available free of charge, with all information being publicly available from the Student Information link on our website at

<https://www.iit.edu.au/about/>

This website information is designed to be accessible as per web publishing accessibility guidelines, to ensure access is available to individuals with special needs (such as individuals with a vision impairment).

In addition, this APP Privacy Policy is:

- Included within our *Student Information Guide*
- Referred to on Enrolment Forms (details of how the policy may be accessed is provided); and
- Available for distribution free of charge on request, as soon as possible after the request is received, including in any particular format requested by the individual as is reasonably practical.

If, in the unlikely event the APP Privacy Policy is not able to be provided in a particular format requested by an individual, we will explain the circumstances around this issue with the requester and seek to ensure that another appropriate method is provided.

Review and Update of this APP Privacy Policy

IIT reviews this APP Privacy Policy:

- On an ongoing basis, as suggestions or issues are raised and addressed, or as government required changes are identified;
- Through our internal audit processes on at least an annual basis;
- As a part of any external audit of our operations that may be conducted by various government agencies as a part of our registration as an RTO or in normal business activities; and
- As a component of each and every complaint investigation process where the complaint is related to a privacy matter.

Where this policy is updated, changes to the policy are widely communicated to internal personnel through internal communications, and externally through publishing of the policy on IIT's website and other relevant documentation (such as our Student Information Guide) for clients.

Australian Privacy Principle 2 – Anonymity and pseudonymity

IIT provides individuals with the option of not identifying themselves, or of using a pseudonym, when dealing with us in relation to a particular matter, whenever practical. This includes providing options for anonymous dealings in cases of general course enquiries or other situations in which an individual's information is not required to complete a request.

Individuals may deal with us by using a name, term or descriptor that is different to the individual's actual name wherever possible. This includes using generic email addresses that do not contain an individual's actual name, when individuals access enquiry forms they are not required to provide their full name or contact number.

IIT only stores and links pseudonyms to individual personal information in cases where this is required for service delivery (such as system login information) or once the individual's consent has been received.

Individuals are advised of their opportunity to deal anonymously or by pseudonym with us where these options are possible.

Requiring identification

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IIT must require and confirm identification in service delivery to individuals for nationally recognised course programs. We are authorised by Australian law to deal only with individuals who have appropriately identified themselves. That is, it is a *Condition of Registration* for all RTOs under the *National Vocational Education and Training Regulator Act 2011* that we identify individuals and their specific individual needs on commencement of service delivery, and collect and disclose Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS) data on all individuals enrolled in nationally recognised training programs. Other legal requirements, as noted earlier in this policy, also require considerable identification arrangements.

There are also other occasions within our service delivery where an individual may not have the option of dealing anonymously or by pseudonym, as identification is practically required for us to effectively support an individual's request or need.

Australian Privacy Principle 3 — Collection of solicited personal information

IIT only collects personal information that is reasonably necessary for our business activities.

We only collect sensitive information in cases where the individual consents to the sensitive information being collected, except in cases where we are required to collect this information by law, such as outlined earlier in this policy.

All information we collect is collected only by lawful and fair means.

We only collect solicited information directly from the individual concerned, unless it is unreasonable or impracticable for the personal information to only be collected in this manner.

Australian Privacy Principle 4 – Dealing with unsolicited personal information

IIT may from time to time receive unsolicited personal information. Where this occurs we promptly review the information to decide whether or not we could have collected the information for the purpose of our business activities. Where this is the case, we may hold, use and disclose the information appropriately as per the practices outlined in this policy.

Where we could not have collected this information (by law or for a valid business purpose) we immediately destroy or de-identify the information (unless it would be unlawful to do so).

Australian Privacy Principle 5 – Notification of the collection of personal information

Whenever IIT collects personal information about an individual, we take reasonable steps to notify the individual of the details of the information collection or otherwise ensure the individual is aware of those matters. This notification occurs at or before the time of collection, or as soon as practicable afterwards. (Such as reference to Privacy Policies upon collection of data on enrolment forms or online enquiry forms)

Our notifications to individuals on data collection include:

- IIT's identity and contact details, including the position title, telephone number and email address of a contact who handles enquiries and requests relating to privacy matters;
- If the collection is required or authorised by law, including the name of the Australian law or other legal agreement requiring the collection;
- The purpose of collection, including any primary and secondary purposes;
- The consequences for the individual if all or some personal information is not collected;

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- Other organisations or persons to which the information is usually disclosed, including naming those parties;
- Whether we are likely to disclose the personal information to overseas recipients, and if so, the names of the recipients and the countries in which such recipients are located.
- A link to this APP Privacy Policy on our website or explain how it may be accessed; and
- Advice that this APP Privacy Policy contains information about how the individual may access and seek correction of the personal information held by us; and how to complain about a breach of the APPs, or any registered APP code, and how we will deal with such a complaint.

Where possible, we ensure that the individual confirms their understanding of these details, such as through signed declarations on enrolment forms, or website form acceptance of details.

Collection from third parties

IIT generally collect information directly from individuals, however where IIT collects personal information from another organisation, we:

1. Confirm whether the other organisation has provided the relevant notice above to the individual; or
2. Whether the individual was otherwise aware of these details at the time of collection; and
3. If this has not occurred, we will undertake this notice to ensure the individual is fully informed of the information collection.

Australian Privacy Principle 6 – Use or disclosure of personal information

IIT only uses or discloses personal information it holds about an individual for the particular primary purposes for which the information was collected, or secondary purposes in cases where:

- An individual consented to a secondary use or disclosure;
- An individual would reasonably expect the secondary use or disclosure, and that is directly related to the primary purpose of collection; or
- Using or disclosing the information is required or authorised by law.

At times IIT use personal information collected for internal marketing purposes. Contact emails are used but not disclosed to other recipients. Individuals have the option of opting out from marketing at the time of enrolment, or from any received marketing emails.

Requirement to make a written note of use or disclosure for this secondary purpose

If IIT uses or discloses personal information in accordance with an 'enforcement related activity' we will make a written note of the use or disclosure, including the following details:

- The date of the use or disclosure;
- Details of the personal information that was used or disclosed;
- The enforcement body conducting the enforcement related activity;
- If the organisation used the information, how the information was used by the organisation;
- The basis for our reasonable belief that we were required to disclose the information.

Australian Privacy Principle 7 – Direct marketing

IIT does not engage with any third parties to undertake direct marketing.

IIT does not use or disclose the personal information that it holds about an individual for the purpose of direct marketing, unless:

- The personal information has been collected directly from an individual, and the individual would reasonably expect their personal information to be used for the purpose of direct marketing; or
- The personal information has been collected from a third party, or from the individual directly, but the individual does not have a reasonable expectation that their personal information will be used for the purpose of direct marketing; and
- We provide a simple method for the individual to request not to receive direct marketing communications (also known as ‘opting out’).

On each of our direct marketing communications, IIT provides a statement that the individual may request to opt out of future communications, and how to do so. We comply with any request by an individual promptly and undertake any required actions for free.

An individual may also request us at any stage not to use or disclose their personal information for the purpose of direct marketing. We comply with any request by an individual promptly and undertake any required actions for free.

We also, on request, notify an individual of our source of their personal information used or disclosed for the purpose of direct marketing unless it is unreasonable or impracticable to do so.

Australian Privacy Principle 8 – Cross-border disclosure of personal information

IIT does not disclose personal information about an individual to any overseas recipient.

Australian Privacy Principle 9 – Adoption, use or disclosure of government related identifiers

IIT does not adopt, use or disclose a government related identifier related to an individual except:

- In situations required by Australian law or other legal requirements;
- Where reasonably necessary to verify the identity of the individual;
- Where reasonably necessary to fulfil obligations to an agency or a State or Territory authority; or
- As prescribed by regulations.

Australian Privacy Principle 10 – Quality of personal information

IIT takes reasonable steps to ensure that the personal information it collects is accurate, up-to-date and complete. We also take reasonable steps to ensure that the personal information we use or disclose is, having regard to the purpose of the use or disclosure, accurate, up-to-date, complete and relevant. This is particularly important where:

- When we initially collect the personal information; and
- When we use or disclose personal information.

We take steps to ensure personal information is factually correct. In cases of an opinion, we ensure information takes into account competing facts and views and makes an

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informed assessment, providing it is clear this is an opinion. Information is confirmed up-to-date at the point in time to which the personal information relates.

Quality measures in place supporting these requirements include:

- Internal practices, procedures and systems to audit, monitor, identify and correct poor quality personal information (including training staff in these practices, procedures and systems);
- Protocols that ensure personal information is collected and recorded in a consistent format, from a primary information source when possible;
- Ensuring updated or new personal information is promptly added to relevant existing records;
- Providing individuals within their enrolment details with a simple means to review and update their information on an on-going basis by contacting a member of the Enrolments Team;
- Reminding individuals to update their personal information at critical service delivery points (such as completion) when we engage with the individual;
- Contacting individuals to verify the quality of personal information where appropriate when it is about to be used or disclosed, particularly if there has been a lengthy period since collection (such as new forms for re-enrolment); and
- Checking that a third party, from whom personal information is collected, has implemented appropriate data quality practices, procedures and systems.

Australian Privacy Principle 11 — Security of personal information

IIT takes active measures to consider whether we are able to retain personal information we hold, and also to ensure the security of personal information we hold. This includes reasonable steps to protect the information from misuse, interference and loss, as well as unauthorised access, modification or disclosure.

We destroy or de-identify personal information held once the information is no longer needed for any purpose for which the information may be legally used or disclosed.

Access to IIT offices and work areas is limited to our personnel only - visitors to our premises must be authorised by relevant personnel and are accompanied at all times. With regard to any information in a paper based form, we maintain storage of records in an appropriately secure place to which only authorised individuals have access.

IIT personnel are provided with training and information on privacy issues, and how the APPs apply to our practices, procedures and systems. Training is also included in our personnel induction practices.

We conduct ongoing internal audits (at least annually and as needed) of the adequacy and currency of security and access practices, procedures and systems implemented.

Australian Privacy Principle 12 — Access to personal information

Where IIT holds personal information about an individual, we provide that individual access to the information on their request. In processing requests, we:

- Require the individual to submit a *Third Party Access to Student Files Authorisation Form (available via IIT website or upon request)*
- Ensure through confirmation of identity that the request is made by the individual concerned, or by another person who is authorised to make a request on their behalf;
- Respond to a request for access:
 - Within 14 calendar days, when notifying our refusal to give access, including providing reasons for refusal in writing, and the complaint mechanisms available to the individual; or

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- Within 30 calendar days, by giving access to the personal information that is requested in the manner in which it was requested.
- Provide information access free of charge.

Australian Privacy Principle 13 – Correction of personal information

IIT takes reasonable steps to correct personal information we hold, to ensure it is accurate, up-to-date, complete, relevant and not misleading, having regard to the purpose for which it is held. No fees or levies are charged for changes to personal information.

Individual Requests

On an individual's request, we:

- Correct personal information held; and
- Notify any third parties of corrections made to personal information, if this information was previously provided to these parties.

In cases where we refuse to update personal information, we:

- Give a written notice to the individual, including the reasons for the refusal and the complaint mechanisms available to the individual;
- Upon request by the individual whose correction request has been refused, take reasonable steps to associate a statement with the personal information that the individual believes it to be inaccurate, out-of-date, incomplete, irrelevant or misleading;
- Respond within 14 calendar days to these requests; and
- Complete all actions free of charge.

Correcting at IIT's initiative

We take reasonable steps to correct personal information we hold in cases where we are satisfied that the personal information held is inaccurate, out-of-date, incomplete, irrelevant or misleading (that is, the information is faulty). This awareness may occur through collection of updated information, in notification from third parties or through other means.

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. IIT will only collect personal information by fair and lawful means however failure to provide this personal information will mean that we are not able to enrol you as a student.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training
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Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation.
- facilitation of statistics and research relating to education, including surveys and data linkage.
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact us, International Institute of Technology, using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

If you are unable to access this DESE VET Privacy Notice electronically please call us on 1300 88 33 46 and we will provide a hardcopy.

Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact International Institute of Technology RTO 21421 to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Privacy Policy

IIT collect personal information solely for the purpose of operation as a Registered Training Organisation under the Australian Quality Training Framework administered by the Australian Skills Quality Authority (ASQA). The requirements of the registering authority may mean the release of your personal information for the purposes of audit, or as required by law.

Students should notify IIT of any special considerations that may be required with regards to access and equity at the time of enrolment. IIT recognises AQF Qualifications and Statements of Attainment issued by other registered training organisations. Under the National Privacy Principles you can access your personal information held and may request correction of information, which has become incorrect or out of date.

The International Institute of Technology will follow the ten national privacy principles in the handling of personal information of trainees / employees.

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1. *Collection* – The organisation will collect only the information necessary for one or more of its functions. The individual will be told the purposes for which the information is collected.
2. *Use and disclosure* – Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. *Data quality* – The organisation will take all reasonable steps to ensure the personal information it collects, uses or discloses is accurate, complete and up to date.
4. *Data security* – The organisation will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure
5. *Openness* – The organisation will document how they manage personal information and when asked by an individual, will explain the information it holds, for what purpose and how it collects, holds, uses and disclosed the information.
6. *Access and correction* – The individual will be given access to the information help except to the extent that prescribed exceptions apply. The organisation will correct and update information errors described by the individual
7. *Unique identifiers* – Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. The organisation will not assign unique identifier except where it is necessary to carry out its functions efficiently
8. *Anonymity* – Wherever possible, the organisations will provide the opportunity for the individual to interact with them without identifying themselves.
9. *Trans border Data flows* – The individual's privacy protections apply to the transfer of personal information out of Australia
10. *Sensitive Information* – The organisation will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record

For comprehensive details please review IIT's "Privacy Policy" available upon the website.

Welfare and Guidance Services

As an RTO the Assessors and Trainers will advise where welfare and guidance counselling can be obtained. Issues may be varied but information on many issues can be found from the heading below.

Legislation Information for Trainers and Students/ Trainees

The AQTF standards require the RTO to provide information to staff and clients about legislation that affects their activities and participants. Information is required on the following legislation and any other legislation relevant to the training program being delivered. The information will usually be presented in staff/ trainer and client/ student folders or handbooks.

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Workplace Harassment, Victimisation and Equal Employment Opportunity

- Commonwealth Racial Discrimination Act 1975
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Racial Hatred Act 1995
- Victorian Equal Opportunity Act 1995
- Victorian Racial and Religious Tolerance Act 2001

IIT aims to remove barriers and to open up developmental opportunities for all students by creating a workplace and training environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.

All students will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability.

Vocational Education and Training

International Institute of Technology as a Registered Training Organisation will comply with the following:

- The AQTF Standards for Registered Training Organisations
- Privacy of trainee information
- All requirements of any Performance Agreements it has with Government departments or bodies
- Only issue credentials for qualifications and units of competency listed on its Scope of Registration
- Maintain a student management recording and reporting system
- Maintain its registration
- Ensure marketing and advertising material is accurate and ethical

The VET sector framework is established by both State and Commonwealth legislation. The Commonwealth Acts are:

- The Australian National Training Authority Act 1992, which established the functions and powers of the Australian National Training Authority
- The Vocational Education and Training Funding Act 1992 which sets out the funding of VET in Australia

The Australian Skills Quality Authority's (ASQA's) functions include registering training providers as registered training organisations (RTOs), and as CRICOS providers. ASQA governs VET.

Occupational Health and Safety Policy

All trainees have the responsibility to:

- Adhere to class instructions and rules

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- Immediately report unsafe classroom conditions or equipment to management
- Not misuse, damage, refuse to use, or interfere with anything provided in the interest of occupational health and safety
- follow all classroom instructions in a manner which ensures individual health and safety and that of all other classmates/facilitators
- Encourage fellow classmates to create and maintain a safe and healthy classroom environment
- Co-operate with all facilitators to enable the health and safety responsibilities of all trainees be achieved

IIT is committed to providing a safe and healthy work environment for all students/trainees. Its policy is to make every reasonable effort to prevent accidents, protect trainees from injury and promote the health, safety and welfare of all trainees.

The relevant act in Victoria is the Occupational Health and Safety Act 1985

Intellectual Property Rights

Intellectual Property (IP) rights are held by the International Institute of Technology in relation to all IIT training material and content in accordance with the Australian Copyright Act 1968

No element of our training resources may be copied or reproduced in any form or by any means (whether graphic, electronic or mechanical, including photocopying, printing, recording, or storing in an information retrieval system) without prior written consent from the International Institute of Technology. IIT's training resources include but are not limited to; all course content and materials, assessment materials and booklets, enrolment forms, brochures, website content and this Student Information Guide.

Student Surveys and Feedback

Registered Training Organisations are required to collect student feedback and administer student and employer satisfaction surveys. IIT complies with this requirement and seeks to implement suggestions, which we believe will improve our educational and operational processes and procedures.

All IIT students will be asked to complete student feedback and satisfaction surveys at the completion of modules and courses. This information is collated and stored in a specialised database in an anonymous format.

Student's employers may also from time to time be requested to complete surveys regarding their satisfaction with the educational outcomes provided by IIT for their employees.

IIT is required to submit this information on a yearly basis as part of ongoing registration and compliance for Quality indicator report. These reports are also uploaded each year on the IIT website.

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From time to time ASQA our registering body or a research organisation acting on their behalf may contact students to request their involvement in further surveys and questionnaires. An example of such an organisation is the Australian Council for Educational Research (ACER). A student's involvement in such research is completely optional.

Environmental Policy

To demonstrate the International Institute of Technology (IIT)'s commitment to the support of environmental sustainability in accordance with environmental legislation and principles.

International Institute of Technology (IIT) recognises its responsibility to practice and promote behaviours which contribute to environmental sustainability within the community. For further information contact IIT.

Student Declaration

I have read, understood, and agree to all terms and conditions in the Student Information Guide and all other terms and conditions as set out by IIT. I declare that all the information I have provided to IIT is accurate and true. I understand and agree that IIT reserves the right to refuse any enrolment. I understand IIT may take action if part or all of the information provided is false or misleading. Under the Data Provision Requirements 2012, IIT 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 this enrolment form and your training activity data) may be used or disclosed by IIT for statistical, regulatory and research purposes. IIT 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 (this may include verifying transcripts used in the RPL process from third-parties); facilitating statistics and research relating to education, including surveys and data linkage; pre-populate RTO student enrolment forms; 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 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. IIT and NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all IIT and NCVER policies and protocols (including those published on IIT's website www.iit.edu.au or NCVER's website at www.ncver.edu.au). At times IIT use personal information collected for internal marketing purposes, opting out is available at any time. I also grant the right for IIT to use student testimonial in any of it's marketing materials.