



2024 Student Handbook

Registered Training Organisation

RTO Registered Provider Number: 90456

NSW State Government ID: 585

Welcome to ITeC Academy

I would like to welcome you to ITeC Academy and trust that you will enjoy your learning experience with us.

ITeC Academy commits to:

- Providing all enrolled students with high quality training and assessment services that lead to nationally recognised qualifications and statements of attainment and support the achievement of career pathways in the aged care sector.
- Recognising and valuing the diversity of students through inclusive learning approaches that are based on adult learning principles.
- Inclusive principles and practices by all ITeC Academy employees and representatives.

I wish you all the very best for your learning experience with us.



Tania Tsiamis
General Manager ITeC Academy

About ITeC Academy

“Great minds think alike”

Illawarra ITeC and ITeC Academy have merged to create a quality driven Registered Training Organisation (RTO) that is known for its' expertise in developing in-demand skills and capabilities for high growth industries.

In parallel to developing existing workforces in industries such as aged care, construction and trades, entertainment and hospitality, we partner with schools and community organisations to develop a strong pipeline of trained new employees. Our long-term strategy honours both organisations' values and vision/missions to improve the social and economic outcomes of older Australians and other vulnerable, disadvantaged cohorts.

Our Purpose

ITeC Academy exists to develop skills that result in real employment outcomes and career making opportunities.

Our Mission

Our mission is to provide quality training services that enable our students to embark & grow solid careers in strong industries.

Our Values

Integrity - We prioritize integrity by doing what we say, even when no one is watching.

Respect - We are inclusive and listen to diverse perspectives without judgement.

Trust - We act with integrity, reliability, and honesty.

The following information outlines the various policies and procedures that relate to your course.

Key contacts

Mail

ITeC Academy
1-5 Miller St
Coniston NSW 2500

Phone 4223 3100

Email enquiries@itecacademy.edu.au

Student support hours

Monday to Friday: 8.30 am – 5.00 pm AEST (excluding public holidays)

General information including courses available

Website <https://www.itecacademy.edu.au>

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Course types

ITeC Academy offers courses ranging from single units of competency courses to fully accredited qualifications.

Course entry requirements

ITeC Academy is a division of the IRT Group, and all policies and procedures of the parent company apply to students, staff and visitors of ITeC Academy.

Language, Literacy and Numeracy

Our courses require English language, literacy and numeracy (LLN) skills appropriate to the course level. Students are required to complete an online LLN skills assessment upon enrolment for full qualifications.

Should any concerns be identified, ITeC Academy will be in touch to discuss support networks and enrolment acceptance. If appropriate resources are not available within ITeC Academy, for example an interpreter for a participant from a non-English speaking background, we will help you get access to an appropriate agency/service.

Age

All students must be at least 15 years of age. Students under the age of 18 will require parent/guardian consent

Citizenship Status

To be eligible for government subsidies, enrolments must comply with subsidy requirements such as being an Australian Citizens, Australian Permanent Residents, Humanitarian visa holder and partner visa holder whose sponsor is a humanitarian visa holder or New Zealand citizen.

It is the responsibility of the student to comply with the associated conditions of their specific visa. If you have any questions in relation to your visa, please contact the Academy to discuss.

Note: ITeC Academy must comply with specific government-subsidised programs' entry/eligibility requirements.

Unique Student Identifier (USI)

If you do not already have a Unique Student Identifier (USI) you can create your own USI online at: usi.gov.au and provide your USI to ITeC Academy. If you want ITeC Academy to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, please indicate this on your Enrolment Form and read and sign the Privacy Notice included on the Enrolment Form.

For more information please visit:

W: www.usi.gov.au

E: usi@industry.gov.au

T: Skilling Australia Information line – 13 38 73

Technical Requirements

All ITeC Academy courses contain online components including:

- navigating through online content
- participating in online discussions and ITeC Academy virtual classes
- online assessments
- downloading and uploading files.

Digital Literacy

You will need to have the level of digital literacy applicable to your course when enrolling into an ITeC Academy course. This will include a basic knowledge of computer hardware and software.

You should understand and know how to use:

- the internet
- search engines
- email
- software applications e.g. Microsoft Word, PowerPoint
- the ITeC Academy student portal

System Requirements

To successfully engage with our online content, it is recommended you use the latest version of Google Chrome and other applications. We do, however, attempt to support as many browsers and browser versions as possible. You will have the best learning experience by keeping your browser up to date.

Online Etiquette

Students are required to engage in our online learning environments appropriately and follow our online code of conduct guidelines including:

Email

- Use a professional email address
- Use a clear subject line when emailing the Academy
- Be clear and polite
- Sign off with a thank you.

Discussion forums/ITeC Academy Virtual Classrooms

- Don't hesitate to ask questions if you want more information or something clarified
- Participate in online forums, don't hide in the background. Share your point of view and contribute
- Do not dominate or exclude others, engage in the conversation equally
- Be tactful and inclusive. Be mindful when giving feedback on other people's ideas or comments as and be constructive
- Forgive others of their mistakes, even if you don't agree with another student's post. Offer a different perspective to encourage discussion
- Read the whole thread before posting
- Use proper language, avoid slang where possible
- Be concise, to the point and clear
- Be respectful of diversity. It is OK to disagree with a point of view, but it is definitely inappropriate to disrespect and be offensive towards others. Profanity, and racist, sexist, ageist, and religious comments are unacceptable, no matter how innocent or "funny" they may sound to you
- Quote your sources and include links where possible
- Maintain confidentiality and respect your classmate's privacy
- Report any technical problems

Work Placement Requirements

It is a requirement of the ITeC Academy that our students participating in work placement in Aged Care Facilities must have a National Criminal History Check completed. The results will be assessed by ITeC Academy and may affect a student's progression into work placement.

Minimum Numbers

Classroom and online courses are offered on a first-in-first basis where a maximum number of enrolments apply. ITeC Academy reserves the right to cancel a course if insufficient enrolments are received. Late enrolments may be accepted at the discretion of ITeC Academy.

Course dates and fees are subject to change without prior notice.

ITeC Academy operates within the guidelines of the ITeC Academy Enrolment Policy.

Government subsidised training

NSW Smart and Skilled – if you are in receipt or are eligible to be in receipt of training that is subsidised by the NSW Government you are encouraged to visit the Smart and Skilled website at; <https://education.nsw.gov.au/skills-nsw> or by telephone: 132 811

Am I eligible to receive Smart and Skilled program (except Smart and Skilled Entitlement Apprenticeships and Traineeships)?

To be eligible for a Smart and Skilled supported qualification you must, at the time of enrolment be:

- Living or working in NSW or
- An Aboriginal or Torres Strait Islander who does not live or work in NSW but lives in a defined interstate NSW border area and
- An Australian citizen, Australian permanent resident, humanitarian visa holder, partner visa holder whose sponsor is a humanitarian visa holder or New Zealand citizen and
- 15 years old or over and
- No longer at secondary school (excluding registered home-schooled students).

Go to <https://education.nsw.gov.au/skills-nsw> to check your eligibility.

You will be asked to provide acceptable evidence as proof of your eligibility.

Am I eligible for a Smart and Skilled Entitlement Apprenticeships and Traineeship?

To be eligible for subsidised training in the Smart and Skilled Entitlement Apprenticeships and Traineeship program you need to:

- At the time of commencement be an NSW Apprentice or New Entrant Trainee and have an approved Training Contract in NSW.
- The qualification that is being undertaken is on the NSW Skills list
- The qualification being undertaken is shown on the Training Contract
- provide acceptable evidence as proof of your eligibility.

Note: School Based Trainees are required to provide proof of your school enrolment and registration as an NSW School Based Trainee.

Any exceptions will need to comply with the Smart and Skilled Student Eligibility Policy.

ACT Skilled Capital Funding

If you are in receipt or are eligible to be in receipt of training that is subsidised by the ACT Government you are encouraged to visit the ACT Government website at: <https://www.act.gov.au/skills/home> or by telephone: [6205 8555](tel:62058555)

Am I eligible to receive Skilled Capital funding?

To be eligible for Skilled Capital, you must, at the time of enrolment, be:

- an Australian citizen, permanent resident, or New Zealand passport holder resident for more than 6 months, or
- an eligible visa holder, and
- living or working in the ACT, and
- at least 15 years of age, and
- not enrolled in or attending secondary school or college except where the student:
 - is undertaking a course of study leading to completion of year 12 in an alternative program, or
 - has an Exemption Certificate and the selected Skilled Capital qualification is an approved Australian School-based Apprenticeship pathway.

Previous education and training will not impact your eligibility for Certificate III qualifications and above. However, you cannot be funded for a qualification you have completed within the last 7 years. Also, you can only be subsidised for one Skilled Capital qualification at a time.

IMPORTANT: for up-to-date information about government subsidies related to your training course always refer to the relevant government website. The information included in this handbook is a guide and may not be current at the time of viewing.

ITeC Academy orientation and enrolment

Payment of Course Fees (if applicable)

Prior to enrolment you will be informed of fee structures and payment processes that may apply to your enrolment.

On receipt of your enrolment form, ITeC Academy will issue you with an invoice for the payment of course fees. All course fees are payable to ITeC Academy prior to course commencement.

Confirmation of Enrolment

Once course fees have been received by ITeC Academy, your place in the course will be confirmed through a Confirmation of Placement email.

This email will include all the details you will need to know to start your course.

Information will include:

- Course start date
- Course information
- Training venue (if applicable)
- ITeC Academy virtual training access information
- Accessing the ITeC Academy Learner Management System
- Accessing your course material
- Details for Academy support.

Enrolment

You will complete an online ITeC Academy Enrolment Form as part of your course registration and agree to the ITeC Academy terms and conditions.

You are required to provide photo identification that enables us to verify your identity. An up-to-date Driver's License, Passport or Proof of Identity Card with a current photograph and/or USI will be accepted.

If you are applying for government funding to subsidise your costs, you will be required to produce acceptable evidence of eligibility. An ITeC Academy team member will help you along the way.

Training guarantee

It is the intention of ITeC Academy that all students receive the full training services paid for at all times, including but not limited to training and assessment, assessment only, recognition of prior learning or short courses.

The corporate structure, governance and financial management systems and processes guarantee the training for students enrolled with ITeC Academy. Specifically, the integrity, business experience and training expertise of the Academy personnel ensure continuity of training and completion of training is guaranteed for all students.

The continuous improvement and quality management practices employed by ITeC Academy are designed to proactively identify any anomaly that might cause a business interruption or training failure and address this situation before any students are affected.

Protecting students who pay course fees in advance

As per ASQA guidelines, ITeC Academy does not collect more than \$1,500 in advance course fees.

Students' training is protected by ITeC Academy's financial management procedure.

Furthermore, should an interruption occur while a student is enrolled in a training program, the student will be advised of any changes in writing and provided time to respond.

Protecting students who do not pay course fees in advance

Where fees are not collected in advance from individual students i.e. invoice in arrears, ITeC Academy will send each client/student an invoice as per agreed schedule.

Fees, charges and refunds

The ITeC Academy Fees and Charges Schedule is available on our website for view at any time.

The fees and charges that apply will depend on the type of course you are enrolling into and what, or if, government subsidies apply. Payment plans are also available by application.

Prior to enrolment you will be informed of fee structures and payment processes.

All fees paid by will be receipted and recorded. All fees and charges are payable prior to enrolment.

Students who have not paid course fees will not be permitted entry into the ITeC Academy Learning Community or classroom session, will have their academic record withheld and will not be awarded their qualification until all monies owing are paid in full.

NSW Students – if you are in receipt of an NSW government subsidy, we recommend you read the Smart and Skilled Fee Administration Policy located at the Policies section of the ITeC Academy website; <https://itecacademy.edu.au/wp-content/uploads/2024/07/1.03.843-Fees-and-Refunds-Policy-v6.0-July-2024.pdf>

Secure your place

To secure your place as a full fee student on one of our courses, ITeC Academy requires a \$100 deposit, with the balance of course costs due within two weeks of commencement, unless alternative arrangements have been made.

How to pay

We will issue you with an invoice for your course costs and you may pay by:

- Electronic Funds Transfer to ITeC Academy Account:

BSB: 032 685

Account: 318 666

(Please include your name and Invoice number in the payee section)

- EFTPOS, which is available at ITeC Academy

Refunds and withdrawals

A refund of all or part of ITeC Academy fees may be given in the following situations:

Refunds

The ITeC Academy Fees and Refunds policy will apply:

- For students who choose to pay fees via the payment plan option, the refund policy below applies to the total cost of all instalments of the payment plan. This means that if only partial payment has been made, ITeC Academy must recover the remainder of the course fees if the cancellation is made after a training program has commenced.
- Students who give notice to cancel their enrolment more than ten days prior to the commencement of a program will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment less than ten days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by ITeC Academy is required to cover the costs of employees and resources which will have already been committed based on the student's initial intention to undertake the training.
- Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

Discretion may be exercised by the General Manager ITeC Academy or delegated representative in all situations, if the student can demonstrate that extenuating or significant personal circumstances led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The General Manager ITeC Academy may also authorise a refund of tuition fees.

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

Note. If for any reason ITeC Academy is unable to fulfil its expected training services to a student, ITeC Academy must refund the student's proportion of fees paid for services not delivered.

We will generally not provide a refund in the following instances:

- job change
- change in work hours
- inconvenience of travel to Academy.

Employer supported students

Where an employer is financially supporting their employees to enroll in an ITeC Academy course, the fees are not transferable or refundable unless ITeC Academy and the employer reach a written agreement.

Course deferral

A course may be postponed for private individual students up to twelve months from the date of receipt of notice. This will depend on the course schedule offered by ITeC Academy at the time and the circumstances of the individual. Course postponement must be approved by ITeC Academy and applications must be in writing to ITeC Academy.

ITeC Academy reserves the right to cancel a course if insufficient enrolments are received.

Late enrolments may be accepted at the discretion of ITeC Academy.

Course dates and fees are subject to change without prior notice.

Consumer protection

The General Manager ITeC Academy, acts as the Consumer Protection Officer at ITeC Academy. To contact the Consumer Protection Officer please call 4223 3100 or email at: enquiries@itecacademy.edu.au.

Protecting fees being paid in advance

ITeC Academy acknowledges that it has a responsibility under the Standard for Registered Training Organisations 2015, Standard 7 Clause 7.3 to protect the fees paid by students in advance of their training and assessment services being delivered.

Keeping students informed

To ensure that students are well informed of the financial considerations of their enrolment, ITeC Academy undertakes to provide the following fee information to each student prior to enrolment within the Fees and Charges Schedule and associated information in this Handbook:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges.
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee.
- the nature of the guarantee given by ITeC Academy to complete the training and/or assessment once the student has commenced study in their chosen qualification or course.
- the fees and charges for additional services, including such items as issuance of a replacement qualification document and the options available to students who are deemed not yet competent on completion of training and assessment; and
- the ITeC Academy Fees and Refunds policy.

Student complaints about fees or refunds

Students who are unhappy with the ITeC Academy arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with the ITeC Academy Complaints and Appeals policy and procedures located in this manual.

Recovery of outstanding fees

ITeC Academy will pursue the recovery of outstanding fees according to organisational procedures that will include but not limited to;

- contacting the student in writing to request payment
- maintaining records of all correspondence regarding outstanding payment
- negotiating payment arrangements if appropriate and,
- establishing regular payment reminders.

Course deferral

This information only applies to students in receipt of NSW Government subsidised training under the Smart and Skilled Program or applicable funded program.

If you are enrolled into a course AND you are in receipt of NSW Government subsidised training under the Smart and Skilled Program, and wish to apply for a course deferral you must submit your request in writing to ITeC Academy at; enquiries@itecacademy.edu.au

You may request a course deferral up to 12 months from the date of submitting your request. There may be fee implications that will be advised in writing to you.

Course pathways

There are different course pathways available for you to complete your course and achieve your qualification/statement of attainment:

1. Recognition of Prior Learning Pathway – you apply for recognition for *all or some* of the units of competency.
2. Credit Transfer – a recognition of current competency.
3. Assessment Only Pathway – you complete assessment tasks **ONLY** for each unit of competency.
4. Complete Course Pathway - you attend all training sessions; complete all developmental tasks and all units of competency assessments as required.

Please note: It is at the discretion of ITeC Academy to approve the course pathway

What is the recognition of prior learning pathway?

Recognition of Prior Learning (RPL) is the recognition of a person's current skills and knowledge acquired through prior learning from other training, work or life experience.

If this pathway is suitable for you, you may request this pathway before or at ITeC Academy Orientation. Please see your Trainer/Assessor to discuss the application process for your qualification/unit of competency(s). For students undertaking full qualifications you may also request RPL during your course.

You may apply for RPL against the entire qualification or the units of competency that you believe you have already achieved competency. Your intent can be noted on your Enrolment Form.

The RPL application process will require you to submit: a professional portfolio of evidence; verified copies of prior qualifications; validated work experience; general life experience; or a combination of any or all of these. This is required to be submitted within two weeks of submitting your RPL application and associated evidence.

The evidence you provide must meet the following criteria:

- Relevant and valid – All evidence must relate to the current unit(s).
- Sufficient – Generally three (3) forms of evidence are required for each unit of competency.
- Authentic – All evidence must be your own, must reflect actual workplace/life experience that directly relates to the unit of competency. All evidence that is submitted must be verified. For example, the evidence may be sighted and verified by a JP or confirmed by your supervisor.
- Current – Unit of competency related evidence should not be older than two years. This is the evidence that should indicate that you have used the knowledge and skills over the last two years and

preferably no more than three years ago, otherwise it might be deemed inadequate evidence of current competence.

If the evidence does not meet the above criteria your Trainer/Assessor may suggest one or more of the following options:

- You may be required to provide more evidence.
- You may need to demonstrate further on-the-job skills and knowledge relating to competence.
- You may be requested to complete whole or part of unit study assessment.

You are welcome to request a copy of the current ITeC Academy Fee and Charges Schedule for pricing and conditions that may apply.

The following are also available to support you;

- a. RPL Guide
- b. Unit documents as produced by training.gov.au

Credit transfer

If you wish to apply for Credit Transfer, please indicate your intent on the ITeC Academy Enrolment Form and advise your Trainer/Assessor. We will need to determine if we are able to grant Credit Transfer depending on both your qualifications and the rules that apply to the course you are enrolling in. You will need to complete the Credit Transfer Application form.

You will be required to bring in verified copies of your other qualifications or the original plus a copy for us to verify within two weeks of course commencement.

Please note credit transfer is only available for units of competency with the exact unit code within the qualification packaging rules.

Providing your USI account and USI VET transcript

You have the option to provide ITeC Academy with your USI account and/or VET Transcript. This could be for:

- recognition of prior learning
- credit transfers
- verification of your training records.

Please note: We will always ask for your permission to view your VET transcript.

To provide permission to ITeC Academy:

1. log into your USI account via the USI Student Portal
2. select Provide Your USI
3. scroll to set up access to your USI account / Permissions
4. from the permissions option, enter 'ITeC Academy' or RTO code '90456'
5. set the permission type
6. select an expiry date (3 months to 2 years).

For more information please visit:

W: www.usi.gov.au

E: usi@industry.gov.au

T: Skilling Australia Information line – 13 38 73

What is the complete course pathway?

Within the Complete Course Pathway, you will attend all training sessions and complete all course related activities, developmental tasks and assessments as required.

Flexibility

Please note that ITeC Academy offers the range of course pathways outlined above flexibly, and you are welcome to undertake your course with a combination of the above.

Legislation

ITeC Academy is governed by a range of legislation/laws to ensure that our practices are legal, equitable and of the highest standard. The following lists legislation which directly impacts on how we undertake our training and assessment services. Please note this list is not exhaustive:

- National Vocational Education and Training Regulator Act 2011 (Cth)
- Aged Care Act 1997 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Privacy Act 1988 (Cth)
- Discrimination Act 1991 (ACT)
- Work Health and Safety Act 2011 (ACT)
- Training and Tertiary Education Act 2003 (ACT)
- Anti-Discrimination Act 1977 (NSW)
- Privacy and Personal Information Protection Act 1998 (NSW)
- Workplace Health and Safety Act 2011 (NSW)

- Apprenticeship and Traineeship Act 2001 (NSW)
- Equal Employment Opportunity. We are committed to following policies and practices that do not discriminate against individuals in employment on the basis of disability, race, ethnicity, sex, marital status, age, pregnancy, sexual preference and/or political affiliation.
- We provide a supportive and positive learning experience.

We ensure that all ITeC Academy Students are treated in an equitable manner.

Privacy and confidentiality

We are committed to maintaining your privacy and confidentiality at all times and complying with the NSW Privacy and Personal Information Protection Act 1998 and the Federal Privacy Act 1988.

Student information will not be provided to anyone unless you have provided written consent for us to do so, or the information is allowed or required by law to be provided.

This may occur when training attracts Government subsidies and may include:

- Federal and State Education Departments (including State Training Services)
- Trainee employers
- Australia Skills Quality Authority
- In cases where your employer has paid for your training and assessment, we will request that you sign a Disclosure of Progress in the Enrolment Form to allow us to discuss your course progress with your employer.

Under the Data Provision Requirements 2012, ITeC Academy is required to collect personal information (information or an opinion about me), collected from me, my parent or guardian, such as my name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, sensitive personal information (including my ethnicity or health information) and other enrolment and training activity-related information (together Personal Information) and disclose that Personal Information to the National Centre for Vocational Education Research Ltd (NCVER).

Your Personal Information (including the personal information contained on my enrolment form and your training activity data) may be used or disclosed by ITeC Academy for statistical, regulatory and research purposes. ITeC Academy may disclose personal information for these purposes to third parties, including:

- *School – if I am a secondary student undertaking VET, including a school-based apprenticeship or traineeship.*
- *Employer – if I am enrolled in training paid by my employer.*
- *Commonwealth and State or Territory government departments and authorized agencies, including the NSW Department of Industry.*
- *NCVER.*

- *Organisations conducting student surveys; and*
- *Researchers*

Personal Information disclosed to NCVET may be used or disclosed for the following purposes:

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

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

If you wish to view your training and assessment records all you need to do is contact the Course Trainer/Assessor and make suitable arrangements. Your request must be in writing so that we can assure the authenticity of the request.

Workplace health and safety

ITeC Academy has a duty to provide a safe and healthy workplace for all employees, students and visitors.

To enable us to provide a safe learning environment for all employees and Students, you are required to take reasonable care of the health and safety of others and immediately report any safety issues or concerns to your Trainer/Assessor.

ITEC Academy has a number of Workplace Health and Safety Policies in place that are available for viewing via the ITeC Academy intranet. If you require support to access the ITeC Academy intranet, please see your Trainer/Assessor.

As part of the RTO Orientation, you will be introduced to Workplace Health and Safety information relevant to your course.

Child protection

ITeC Academy acknowledges that we have a responsibility to the children who come into contact with our employees, and the families of those children, to ensure that children are protected from any type of abuse.

ITeC Academy employees, students and other representatives have a legal, moral and ethical responsibility to protect these children and take actions where they believe there is a requirement to do so.

ITeC Academy employees will:

- Treat every child with dignity and respect regardless of individual differences.
- Conduct themselves in a manner consistent with their position as a representative of our organisation.
- Immediately raise any concerns for the safety or wellbeing of a child in accordance with the reporting procedures (see next section).
- Listen to children, take their concerns seriously and allow them to have a say in the decisions that affect them.
- Avoid being alone with children and ensure that other adults are present when working around children.

ITeC Academy employees will not:

- Use prejudice, oppressive behaviour or language with children. Discriminate on the basis of age, gender, race, culture, vulnerability or sexuality. Initiate unnecessary physical contact with children or do things of a personal nature that children can do for themselves. Develop 'special' relationships with specific children for their own needs. Show favouritism through the provision of gifts or inappropriate attention.
- Have contact with children outside of ITeC Academy duties.

Support and welfare services

To meet your needs your ITeC Academy Trainer/Assessor will be available for consultation regarding your progress.

All ITeC Academy courses are conducted in a positive environment, encouraging trust and curiosity.

General assistance may include:

- One-to-one mentor sessions to explain parts of the course/unit.
- Flexible time for workplace learning activities
- Negotiated assessment time frames.

Support

It is our responsibility to ensure that students experiencing disadvantage are supported to meet their individual needs.

For example, the Disability Standards for Education 2005 outlines the key steps to be undertaken including;

1. **Consultation** - we must consult with the student in order to understand the impact of a student's disability and to determine whether any adjustments or changes are needed to assist the student
2. **Reasonable adjustments** - An adjustment is a measure or action taken to assist a student with disability to participate in education and training on the same basis as other students.

An adjustment is reasonable if it achieves this purpose while taking into account the student's learning needs and balancing the interests of all parties affected, including those of the student with disability, the education provider, staff and other students

3. **Eliminating discrimination** - education providers develop and implement strategies to prevent harassment and victimisation of people with disability. Harassment in this case means an action taken in relation to people with disability that is reasonably likely to humiliate, offend, intimidate or distress the person.

Welfare

If you are experiencing considerable difficulties and would like to speak to a counsellor, please see your Trainer/Assessor for support to refer you to a counseling service.

ITeC Academy will typically refer you to Lifeline Australia. The website can be found at www.lifeline.org.au or phone on 13 11 14.

Costs may apply in some situations, however, if you are an ITeC Academy employee, you are entitled to access the Employee Assistance Program. Please see the ITeC Academy intranet for contact details.

Training and assessment

If you are undertaking the complete course pathway you will be required to undertake a mixed mode of training delivery. This may include learning via a classroom environment, on-the-job training, self-paced learning and/or online learning.

Classroom/Virtual Session attendance (full qualifications)

80% attendance is required. Attendance will be recorded by the Trainer/Assessor on a class attendance list at the commencement of each training session including virtual training sessions by teleconference and video conference. Late arrivals and early departures from training sessions are required to be recorded by the Trainer/Assessor. It is your responsibility as a student to notify the Trainer/Assessor and your manager (for trainees and employer supported students) if you are unable to attend a training session for any reason. In this instance alternative arrangements may be scheduled by your Trainer/Assessor. If your attendance is below 80%, where possible, you should provide evidence, e.g. a medical certificate.

Class attendance (short courses)

100% attendance is required for all short courses.

On-the-job training/work placement

As part of some courses there will be a range of learning and skill practice activities that you will be required to complete at a workplace.

If you are not an existing employee/approved trainee, ITeC Academy will provide support to secure work placement arrangements with an appropriate ITeC Academy /other aged care/other service/organisation in the first instance or another aged care provider if ITeC Academy is not able to support.

In accordance with ITeC Academy's Workplace Training and Placement Policy, students attending an aged care service for placement must have a current police check and have a current influenza vaccination (generally between 1 May and 30 September each year), unless an exemption applies.

We also **strongly recommend** that all students have an up-to-date vaccination against COVID-19.

Self-directed learning

Students are expected to participate in self-directed learning for their courses. Students are provided with the relevant resources by ITeC Academy.

Online learning

Students who complete components of their course online will be given access to the ITeC Academy Learner Management System.

Employer/work placement sponsor responsibilities

Employers who are financially supporting their employees to undertake an ITeC Academy course or are Work Placement Hosts are required to:

- Provide on the job coaching and mentoring as well as learning opportunities in the workplace
- Ensure you have access to the materials and equipment you need to learn in the workplace and complete the assessment tasks.
- Advise the ITeC Academy Trainer/Assessor if there are any matters affecting the student's progress that relate to the workplace.
- Comply with traineeship contract requirements (if appropriate).

Assessment

Your assessments may involve a range of activities such as; workplace based projects, questionnaires, on-the-job observation by your workplace supervisor or Trainer/Assessor, online activities, a class-based exercise such as a role play or demonstration, and informal assessments including observations of your participation in group activities.

The range of assessment methods used enable us to determine your level of competency against the unit(s)/course requirements.

Your assessor will be an ITeC Academy Trainer/Assessor.

For full qualifications, your Trainer/Assessor will issue your Training Plan (trainees only) or Assessment Agreement at the ITeC Academy Orientation for your signature. This is the document to ensure that your learning progresses at an agreed schedule and you are best placed to achieve your certificate/statement of attainment.

It is your responsibility to ensure that assessments are completed according to this schedule. If you wish to request any changes, you need to notify your Trainer/Assessor immediately. Time extensions may be applied for under extenuating circumstances. In this case you will complete an Assessment Extension Application. The application will be reviewed by your Trainer/Assessor in the first place and then referred to RTO Manager for consideration. In some instances, you may be requested to provide evidence to support your application such as; a medical certificate.

IMPORTANT: All students should keep a backup copy of all assessment work should submissions go missing.

When we are planning assessment with you, your Trainer/Assessor will consider the following factors that may significantly affect the student's capacity to demonstrate competence:

- Remote location;
- Custodial situations (e.g. access to a computer);
- Cultural background;
- Individual needs due to disability;
- Language, literacy and numeracy level.

Reasonable adjustments will then be planned for, documented on the assessment record and implemented to ensure that such factors do not impact your performance.

Written feedback will be provided to you for each assessment item including guidance and advice on your strengths and areas for improvement. We aim to have all feedback results returned to you within one month of submitting your assessment evidence for marking.

At ITeC Academy we are required to comply with national assessment principles to ensure that our assessment processes are valid, reliable, flexible and fair. The Trainer/Assessor will seek evidence to confirm achievement of the competencies and more than one competency may be assessed at a given time.

Late submission of assessments

You should contact your Trainer/Assessor as soon as possible, giving reasons for the lateness of your submission. For assessments, you have seven (7) days to do this, or until the day of your next class, whichever comes first. Where possible, you should provide evidence to support what you say, e.g. medical certificate.

Student assessment records

Assessment evidence (original) submitted by you is retained by ITeC Academy for a period of three years and includes assessment tools inclusive of; observation checklists, workplace supervisor checklists/reports, completed written tasks/assessments, assessment records and assessment summaries.

You will sign the Assessment Record with feedback on your performance and have an opportunity to comment.

Results

Results for each unit of competency will be recorded on the Assessment Record and the Assessment Agreement as the following:

<p>Competency Achieved C</p>	<p>This result indicates that the relevant learning activities and assessments have been submitted to the Trainer/Assessor by the due date and met the required standard.</p>
<p>Competency Not Achieved CNA</p>	<p>This result indicates that either:</p> <ul style="list-style-type: none"> - The relevant learning activities and assessments have been submitted to the Trainer/Assessor by the due date, and have not met the required standard, or; - The Student did not submit to the Trainer/Assessor the relevant learning activities and assessments by the due date, or may have not submitted any work at all. <p>If your evidence is assessed as <i>Competency Not Achieved</i>, the feedback document will direct you with regards to areas that require re-assessment.</p> <p>The Student will be required to submit any evidence requested for re-assessment within a two-week time period of receiving the Assessor's feedback.</p> <p>If the evidence submitted for re-assessment still does not meet the competency requirements the Student will be advised on different learning options.</p> <ul style="list-style-type: none"> - See Maximum Assessment Attempts section below.
<p>Recognition of Prior Learning RPL</p>	<p>This result indicates that the Student gained the result through acknowledgement of their previous learning and experience towards a course or qualification by submitting a professional portfolio of evidence, prior qualifications, work experience, general life experience, or a combination of any or all of these.</p>
<p>Credit Transfer CT</p>	<p>This result indicates that the Student has obtained results via equivalent current qualifications and has requested to have the results transferred to their current study.</p>
<p>Withdrawn W</p>	<p>This result indicates that the Student has withdrawn from the unit of competency.</p>

Maximum assessment attempts

A student may attempt an assessment five (5) times.

If the student is not assessed as competent after five attempts the student will be assessed as Competency Not Achieved (CNA). The student is required to submit a written request to the RTO Manager showing cause as to why they should be re-enrolled.

The student will be responsible for the administration fee associated with re-enrolment. If approved and the qualification remains current the Trainer/Assessor will advise the student of the assessment requirements to demonstrate competency. If the unit is no longer current the Trainer/Assessor will discuss the available options including the study requirements in the current version of the unit of competency.

The appeals process is available to the student for all assessment attempts.

Appeals process – academic matters

Applications received from students for reconsideration of an unfavorable decision or finding are to be treated with the highest importance.

An appeal must be made in writing using the Assessment Decision Appeal Application form provided by the Trainer/Assessor and specify the particulars of the decision or finding in dispute.

Appeals must be lodged within 10 business days of when the decision or finding is communicated to the student.

The following procedure is to be followed when an application for appeal is received:

- A student appealing an assessment decision is to be referred immediately to the RTO Manager. The RTO Manager is to arrange for a reassessment of the student as soon as possible.
- The student is also to be offered the opportunity to undertake additional training before this re-assessment. The student may be offered up to five reassessments.
- If after the reassessment, the student remains not-yet-competent and is unsatisfied with the assessment outcome, the student is to meet with the RTO Manager in person or by phone to discuss the assessment process and the assessment outcome.
- If after consultation with the RTO Manager, the student remains unsatisfied with the assessment process, the student is to be offered to pursue the matter as a complaint and the matter is to be dealt with in accordance with the complaint handling procedure.

- If the student is seeking a refund of their tuition fees based on an unfavourable outcome, this may be considered by the General Manager ITeC Academy on its merits. If the General Manager ITeC Academy does not approve a refund and considers that ITeC Academy has dealt with the matter appropriately and has provided the student all reasonable opportunity to demonstrate their competence, the student is to be advised of the opportunity to refer the matter to the Office of Fair Trading in relation to their dispute over the requested refund. ITeC Academy Management Team delegated representative will inform the student of the improvement actions identified.

Plagiarism, cheating and collusion

ITeC Academy has developed a procedure to address plagiarism, cheating and collusion. This procedure ensures that mechanisms are in place to avoid Student plagiarism, cheating and collusion and outlines the strategies in place to detect and respond to such incidents.

Definitions

- Cheating: acting dishonestly or unfairly in order to gain an advantage
- Plagiarism: to take and use the ideas and/or expressions and/or wording of another person or organisation and passing them off as one's own by failing to give appropriate acknowledgement.
- Collusion: unauthorised collaboration between Students, collusion is a form of plagiarism. Students should not knowingly allow their work to be copied.

Student responsibilities:

All Students have a responsibility to:

- familiarise themselves with the type of referencing required for their competency(s)
- avoid all acts which could be considered plagiarism
- seek assistance from appropriate sources with any writing tasks where they are aware they require assistance

Preventative action

Whenever a student uses the thoughts, ideas, research findings or words of someone else, the student must show from where those thoughts, ideas, research findings or words have come. It is therefore essential to learn how to reference work in an appropriate manner. If Students do not reference their work correctly – that is, if a student is found guilty of plagiarism, penalties will apply.

Consequences of plagiarism, cheating or collusion

Any of the above behaviors will result in the student(s) responsible receiving a result of 'Not Yet Competent' for all units impacted by the behaviour. If it is found that a student has repeatedly plagiarised, cheated or colluded, they may be expelled from the course.

Use of Artificial Intelligence

Please see the AI Usage policy located on the ITeC Academy website.

Student records and certification

All Students have right of access to their own records. Only authorised personnel may access student's records upon written authorisation from the student. Students wishing to access their records must submit a written request to the RTO Administration team. Access to student's records is only available at the site where the records are kept and or archived.

Certificates/Statements of Attainment

Upon successful completion of the course requirements, you are eligible to receive the qualification certificate/statement of attainment and copy of course/unit of competency(s) transcript.

Requests for replacement Certificates/Statements of Attainment

Request for a replacement certificate or statement of attainment by the student will incur an administrative charge as listed in the ITeC Academy Fees and Charges Schedule.

All requests for replacement certificates or statements of attainment must be in writing and submitted to ITeC Academy at; enquiries@itecacademy.edu.au for processing.

Enrolment variation

If you wish to request to vary the course pathway you have enrolled in, you may submit your request to ITeC Academy for consideration. For example, you may wish to shift from a full course completion pathway to a recognition of priori learning pathway, or a combination of these. We will endeavour to support you to meet your needs. An Enrolment Variation Form will need to be completed and submitted to ITeC Academy to track your request and the change put in place.

Deferrals

If for any reason you wish to defer your involvement in training and assessment, please discuss this with your Trainer/Assessor as a first step. Your Trainer/Assessor may refer you to another, appropriate staff member to discuss any support requirements or to the RTO Manager if you have a complaint or grievance. In all instances we will endeavor to implement processes that will support you to continue with your training.

If you do decide to defer you can only do so for a maximum of 12 months, after this time you will not be entitled to continue with your course.

Withdrawals

If you decide to withdraw from a course, we ask that you discuss the reasons for doing so with your Trainer/Assessor. They may refer you to the RTO Manager ITeC Academy if you have a complaint or grievance.

If you still decide to withdraw then the following applies:

- You should give formal notice, by either emailing the Academy (enquires@itecademy.edu.au), or completing the Withdrawal/Refund Application form, detailing the date and reasons for your withdrawal.
- You will be refunded any outstanding fees in line with the Fees and Refunds Policy.
- You will be issued any Statement of Attainment for units assessed as competent within 21 days of notice of discontinuation.
- Your Training Plan/Assessment Agreement will be updated, and you will be given a copy.
- You will be given the results of any assessments. The result for a unit of competency will be reported as – Withdrawn.

Withdrawal from a course that is assessed holistically

Holistic assessment is when multiple units of competency are combined and assessed together at the end of a cluster or course. If a student is to exit a program that is assessed holistically, prior to completing the holistic assessment, a Statement of Attendance will be issued for the face-to-face sessions attended.

Terminations

Students who fail to achieve minimum levels of progress according to course requirements without appropriate notification or communication, for more than four consecutive weeks will be deemed as having withdrawn the course.

Students who withdraw or are terminated are required to apply for re-enrolment, if they wish to return to the course. Please note that fees for enrolment will apply as per the Fees and Refunds policy of ITeC Academy.

If there is a significant breach of ITeC Academy/ IRT Policies and Procedures a student may be terminated from their current enrolment with no provision for refund.

Enrolment cancellation

ITeC Academy retains the right to cancel a student's enrolment if it is deemed necessary.

Following review of student progress and participation, the ITeC Academy General Manager (or delegate) has the authority to determine if a student is not meeting the Academy and course requirements (including work placement components).

The following procedure will be followed:

- The first meeting will be convened with the student, Trainer/Assessor and RTO Manager to discuss the situation and finalise a plan of action to resolve the identified issues. This agreed plan will be shared among all parties in writing and be held in the ITeC Academy Student Management System on the student's record.
- Should progress as per agreed to plan not be evident, ITeC Academy RTO Manager (or delegate) will convene a second meeting with the student, Trainer/Assessor. A revised plan will be established if deemed appropriate and the student will be advised that this is a final warning.
- Should progress as per agreed to plan not be evident, the ITeC Academy RTO Manager will convene the third and final meetings with the student and Trainer/Assessor. The student will be formally advised that his/her enrolment will be cancelled.
- Should a refund apply the ITeC Academy Fees & Refunds Policy will apply.

Complaints – non-academic matters

At ITeC Academy, we strive to make your learning experience positive, constructive and achievement oriented.

On occasion however, you may not be fully satisfied with the services we provide, and we have the following procedure developed so that we can promptly respond to any complaints and continuously improve our operations.

How you can make a complaint:

1. The complaint must be submitted in writing. We are available to assist you with this if necessary. (Use the ITeC Academy Complaint Form - see Appendix 1.)
2. The complaint may be made directly to the RTO employee involved or it may be made to that person's supervisor. If you feel you need extra assistance with lodging your complaint, please let us know.
3. Please include your name and sign your complaint as it is difficult to appropriately action an anonymous complaint.

How we will respond to your complaint:

1. When we receive a complaint, we assess it in terms of its seriousness and urgency.
2. We will acknowledge its receipt and let you know the likely timeframe for dealing with the complaint within 48 hours of receipt.
3. If the complaint is about an assessment result, then the above ITeC Academy Appeals Procedure will apply.
4. If the complaint is about a person or a process, then the IRT Grievance Dispute Resolution Policy will apply.
See the Grievance Dispute Resolution Policy No. 2.07 on ITeC Academy website, IRT Intranet or request your Trainer/Assessor for a copy.
5. You will receive a response to the complaint personally either during a meeting or via the telephone with email/written confirmation of discussion.
6. If you remain dissatisfied with the outcome of the complaint handling, the General Manager ITeC Academy may arrange for the complaint to be considered by an appropriate independent third-party such as The Resolution Institute <https://www.resolution.institute/> Fees will apply as published on The Resolution Institute website at the time of lodging the application to The Resolution Institute.

These costs will be equally shared between ITeC Academy and the complainant.

ITeC Academy will implement all matters agreed to within this external process within 30 days and will give due consideration to all recommendations made by The Resolution Institute.

7. If the above service is unable to resolve the matter, you may refer the complaint to ASQA.
In some cases, ASQA may not be the appropriate body to handle a complaint. ASQA can only deal with complaints about:
 - the information provided to the student by an RTO about the course/s they are interested in;
 - the delivery and assessment of the training the student has received; and
 - the qualifications the student has or has not been issued.

Making a complaint to ASQA

- To make a complaint, you are to lodge their concerns using ASQA's online complaints portal <https://www.asqa.gov.au/>
Complaints referred by another agency may be accepted through agreed alternative communication protocols.

Issues raised in complaints undergo an assessment to determine whether they are within ASQA's jurisdiction. Where a complaint relates to a provider or an issue that is the responsibility of an alternate agency, ASQA will inform the complainant of the appropriate agency to respond to their complaint.

ASQA also provides information on its website about other agencies that may be able to assist individual students to resolve their complaints. A person lodging a complaint about a provider to ASQA is asked to disclose their identity to ASQA to help with assessment of the information that they are providing.

- ITeC Academy employees will be available to provide assistance to students during the complaint handling process.
- The response to the complainant must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified as a result of the complaint.

Roles and responsibilities

ITeC Academy aims to provide a learning environment that is positive, constructive and free from discrimination.

To achieve this, there are expected behaviors, rights and responsibilities that ITeC Academy requires from everyone involved in the learning experience including students, Trainer/Assessors and employers.

Student rights & responsibilities

You have the right to:

- Learn in an environment that complies with the policies and procedures of ITeC Academy.
- Be treated with courtesy and respect.
- Be provided with the learning related materials as per ITeC Academy Training and Assessment Strategies.
- Be fully informed about all assessment requirements.
- Be assessed in a manner that complies with the National Assessment Principles.
- Receive ongoing feedback on your learning progress and assessment work.

As a student, ITeC Academy requires you to:

- Comply with ITeC Academy procedures and policies included in this Handbook, communicated by ITeC Academy employees and via other forms of communication and media.
- Demonstrate positive attitude to learning.
- Respect your Trainer/Assessor and peers.
- Be punctual and have the necessary learning materials ready for use.
- Maintain a current email address and to regularly check and respond to email contact from ITeC Academy.
- Undertake work placement (where required) as per the agreed plan.
Be punctual, remain at the work site for the scheduled period, and comply with all workplace policies and procedures.
Note: Be prepared to be flexible as the work placement site may need to change arrangements and their priority will always be to the client/resident before the student.
- Refrain from all forms of cheating and plagiarism.
- Approach your Trainer/Assessor if you have a learning related concerns or problems.
- Submit your assessments as per the issued Assessment schedule.
- Turn off mobile phones whilst participating in classes/training sessions.
- Follow all ITeC Academy/ IRT policies and procedures to ensure compliance with all relevant government regulations such as WH&S and anti-discrimination policies.
- Wear appropriate attire including closed-in footwear.

ITeC Academy rights & responsibilities

ITeC Academy Trainer/Assessors, ITeC Academy employees and ITeC Academy endorsed representatives have the right to:

- Work in an environment that complies with ITeC Academy/IRT policies and procedures and relevant legislation and regulatory requirements.
- Be treated with respect and courtesy.
- Access support, advice and guidance from the ITeC Academy management on training and assessment related issues.
- Pursue professional development opportunities deemed appropriate for the fulfilment of their duties.

ITeC Academy Trainer/Assessor responsibilities

Your ITeC Academy Trainer/Assessor is required to comply with the ITeC Academy Code of Conduct, the Code of Conduct for Aged Care and the following specific to ITeC Academy.

- Comply with all ITeC Academy/IRT policies and procedures and associated legislation and regulatory requirements.
- Maintain up-to-date vocational competence.
- Engage in ongoing professional development engagement.
- Facilitate according to the principles of adult learning.
- Be prepared.
- Inform students about the available course pathways, flexible options and assessment requirements.
- Be available for students to discuss and support their learning progress.
- Assess according to the recognised Assessment Principles.

Disciplinary procedures

Student behaviour that involves a significant breach(s) of ITeC Academy/ IRT policies and procedures will be subject to the ITeC Academy Student Behaviour and Disciplinary Policy and Procedures and other relevant ITeC Academy policies and procedures.

**Please note that references to employees also include ITeC Academy Students.*

Course/unit of competency misconduct will be defined as:

Acting dishonestly or unfairly with any evidence submission or work, enrolment, training activities.

This includes:

- withholding or falsifying information
- presenting copied, falsified or improperly obtained data
- submitting evidence that is the result of significant assistance from another person if that assistance was unacceptable according to the instructions given regarding that evidence
- cheating
- plagiarizing

Other misconduct will be defined as disruptive behaviour that includes but is not limited to:

- offensive language
- disrespectful or threatening behaviour towards the Trainer/Assessor or other students
- bullying the Trainer/Assessor or other students
- continuous interruptions during training sessions
- smoking in non-designated areas
- use of mobile phones and/or technological devices for personal use during class time
- any form of harassment, sexual or other
- not abiding by the WH&S and Anti-discrimination Legislation
- acting in an unsafe manner that places themselves or others at risk
- continued un-notified absence
- being under the influence of alcohol or illegal drugs.

Any person subjected to the Student Behaviour and Disciplinary Policy of ITeC Academy has the right of appeal through the ITeC Academy Grievance process.

See ITeC Academy Student Behaviour and Disciplinary Policy on ITeC Academy website or request your Trainer/Assessor for a copy.

Student feedback

You will be invited to provide feedback about your learning experience with us via a survey format. Your Trainer/Assessor will provide further information about the survey process.

All feedback may be submitted anonymously and is a requirement to meet course completion and to be issued with your certificate.

This feedback enables the ITeC Academy to continuously improve our processes and learning experience.

ITeC Academy Code of Practice

Student/Client Rights and Consumer Protection

ITeC Academy endeavours to protect the rights of the student and provide services as detailed in our agreement.

We promise to market and advertise our services ethically and accurately.

Students will be advised of all fees and charges that apply prior/at enrolment and for the duration of the course.

ITeC Academy provides a documented, fair and reasonable Fees and Refunds policy and procedure that is communicated to all students prior to enrolment. In the event that our RTO is not able to fulfil its obligations to you we have measures in place to provide you with a refund.

We ensure that student academic, financial and other records maintained by us are complete and accurate. These records are managed to maintain confidentiality and will not be provided to third parties unless authorised by you in writing or required under law.

You may view your own records to confirm their accuracy & completion.

In the event that ITeC Academy ceases to operate, ITeC Academy will endeavour to support enrolled Students to access a suitable alternative Registered Training Organisation to complete their qualification/short course.

Access and equity

We are committed to principles of access and equity and will not unlawfully discriminate against clients/students.

The obligations we place on our employees and students are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free from discrimination and harassment. We will deal fairly and constructively with concerns and complaints regarding ITeC Academy service.

Industry Recognition

As part of our course development and continuous improvement processes we engage the consultation of industry representatives to evaluate our products and services. We do this to ensure that the qualification you receive is to the standard expected in the workplace and meets industry needs.

Where your training and assessment occurs in the workplace, evidence of your performance will contribute to your assessment tasks and outcome.

To meet the highest standard of training and assessment services, ITeC Academy Facilitators and other personnel regularly engage in professional development and industry engagement to ensure currency and best practice skills and knowledge.

Quality systems

ITeC Academy is continuously improving its systems and services and we will seek Student Feedback to help inform what changes and improvements we undertake.

Our organisation is a Registered Training Organisation under the National Vocational Education and Training Regulator Act 2011. We ensure that at all times, our systems and operations meet the Standards for Registered Training Organisations 2015.

Student needs

We recognise that students may have skills and knowledge that are relevant to the enrolled course outcomes. ITeC Academy will assist students to gain recognition for these skills and knowledge through a process known as Recognition of Prior Learning.

If the student has completed the relevant unit with another Registered Training Organisation, ITeC Academy will automatically credit the unit(s) towards the completion of the qualification once verified. ITeC Academy offers learning and assessment services that are within the resources of ITeC Academy to meet individual learning needs.

Fit and proper persons

ITeC Academy ensures that its executive officers or high managerial agents:

- a) Are vested with sufficient authority to ensure that ITeC Academy complies with the RTO Standards at all times; and
- b) Meet each of the relevant criteria specified in the Fit and Proper Person Requirements in Schedule 3 of the Standards for Registered Training Organisations 2015.

Data provision

ITeC Academy commits to providing accurate and current information as required by the Data Provision Requirements of the Australian Skills Quality Authority as updated from time to time.

VET regulator cooperation

ITeC Academy commits to provide the VET Regulator:

- Accurate and truthful responses to information requests from the VET Regulator relevant to the RTO's registration;
 - In the conduct of audits and the monitoring of its operations
 - By providing quality/performance indicator data

- By providing information about substantial changes to its operations or any event that would significantly affect the RTO's ability to comply with these standards within 90 calendar days of the change occurring;
 - Information about significant changes to its ownership within 90 calendar days of the change occurring; and
 - In the retention, archiving, retrieval and transfer of records

- An annual declaration on compliance with the Standards for Registered Training Organisations 2015 (the Standards), to the VET Regulator and in particular whether it;
 - Currently meets the requirements of the Standards across all its scope of registration and has met the requirements of the Standards for all AQF certification documentation it has issued in the previous 12 months; and
 - Have training and assessment strategies and practices in place that ensure that all current and prospective learners will be trained and assessed in accordance with the requirements of the Standards.

Appendix 1. ITeC Academy Complaint Form

Please write the details of the complaint on the section below, and submit to:

RTO Manager, ITeC Academy
 1-5 Miller Street Coniston 2500
 Email: enquiries@itecacademy.edu.au

Name		Date	/ /
Email:			
Mobile:			
Complaint:			

ITeC Academy Response

Office Use Only:

Date Received: ____ / ____ / ____

Date Response sent: ____ / ____ / ____

RTO Manager - ITeC Academy: _____

Signature: _____