# Student Handbook 2022

**INTERNATIONAL AUSTRALIAN ACADEMY**

Excellence Today • Success Tomorrow
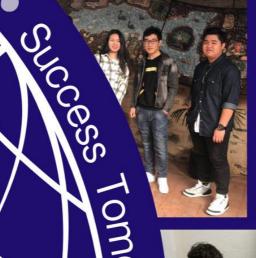
**International Australian Academy**
**Student Handbook**

The 2022 Student Handbook provides information on courses, units, and services on offer in 2022. The Student Handbook has been compiled based on information available at the time of publication. The Academy reserves the right to amend details without notice in response to changing circumstances or for any reason.

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# Welcome from the Chief Executive Officer

*Welcome to the International Australian Academy. I trust that your learning experience with us will be satisfying, rewarding, and engaging.*

*As a contemporary, progressive school, the Academy embraces new ways of training, while retaining the attributes that our students value, such as comparatively smaller class sizes and an emphasis on practical experience in our courses.*

*Support mechanisms are in place to assist students in study and in their social environment. A Student Study Group is open for all students to join. The group is a self-help, student mentoring program which provides a valuable opportunity for students to gain advice and support each other as they progress through their studies. The Academy also has a Student Association, and participation of students both past and present is actively sought. The Student Association, which is run by students for students, provides a forum for students to raise any issues regarding their course and organise regular social outings based on student requirements.*

*We pride ourselves on the fact that our students are trained by industry leaders and graduate as confident professionals in their chosen field of study. We are continually developing numerous industry partnerships that enable us to provide a combination of practical and theory-based learning sought after by employers.*

*I am sure you will enjoy the challenge that studying at the Academy brings, and I look forward to congratulating you at the graduation ceremony that will mark the culmination of this important step along your chosen career path. I take this opportunity to remind you of the Academy's motto:* **"Excellence today – Success tomorrow".**

**Austin Perrot**
**Principal | Chief Executive Officer**

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# Introduction

Welcome to the International Australian Academy (IAA).

The purpose of this Student Handbook is to provide important information to assist you, prior to and during your stay in Adelaide, and while studying at IAA. If you have any enquiries, our staff will help you, or refer you to the most suitable person or service.

Our aim at IAA is to support students in preparing for success in life and career by providing courses that meet the rapidly changing demands of the modern world. Our nationally accredited and internationally recognised courses are designed to provide students with the knowledge and real-world skills necessary to achieve academic and professional goals. Our practical vocational courses are complemented by a wide range of learning opportunities that extend beyond the classroom into the local, national, and international communities. Regardless of the chosen course, students will be immersed in an atmosphere that is both nurturing and friendly and will have access to trainers, administration and support staff that are committed to their wellbeing and educational success.

The handbook contains relevant information to help you plan for your arrival, acclimatise, and assist you with everyday study life at IAA. International students are obliged under their student visa conditions to abide by all the relevant policies and procedures of their education provider. This handbook is a source of information that you can refer to from time to time to assist you in your studies. It is important that you take good care of it. Information will also be given to you at orientation, on the notice boards and IAA's website - www.iaa.sa.edu.au.

Whilst the primary reason for enrolling at IAA is to study, it is important that students maintain an appropriate life-balance to study successfully and to deal with difficulties as they arise. Our friendly reception staff and Student Support Officer are available to provide you with assistance on any matters related to your study. Please do not hesitate to contact our staff at any time.

All the staff at IAA would like to welcome you to our campus. We are looking forward to meeting you and working with you during your time with us. We encourage you to take full advantage of the opportunities available to you and look forward to celebrating your achievements in the future.

Listed on the following page are some important and emergency contacts that we strongly suggest you keep handy throughout your time at IAA.

# IAA LIST OF IMPORTANT/EMERGENCY CONTACTS

| Description | Telephone | Email address | Location |
|---|---|---|---|
| International Australian Academy (campus and office)<br>RTO 40364 \| CRICOS 03211J | +61 8 7008 9666 | enquiries@iaa.sa.edu.au | 62-64 Gawler Place Adelaide SA 5000 |
| IAA Reception staff<br>• General enquiries<br>• Change of address<br>• Forms<br>• Timetable enquiries | +61 8 7008 9666 | enquiries@iaa.sa.edu.au | Level 1 (Reception) |
| IAA Student Support Officer<br>• Visa enquiries<br>• Enrolment enquiries<br>• Academic progress<br>• Accommodation<br>• OSHC<br>• Enquiries about policies & procedures | +61 8 7008 9666 | student.support@iaa.sa.edu.au | See Reception (Level 1) |
| IAA Chief Executive Officer Austin Perrot<br><br>**24-HOUR EMERGENCY CONTACT NUMBER FOR STUDENTS (AUSTIN PERROT)** | +61 8 7008 9666<br><br>**+61 488 805 557** | austin@iaa.sa.edu.au | Room 2.8 |
| IAA Trainers/Assessors<br>• Course timetable enquiries<br>• Course content/resources<br>• Assessment queries<br>• Study tips/guidance | +61 8 7008 9666 | | Trainers/Assessors' offices are located on Level 2 or see Reception (Level 1) |
| Consumer and Business Services<br>• Consumer advice<br>• Tenancy advice | 131 882 | Online enquiry forms available at https://www.cbs.sa.gov.au/contact | 91-97 Grenfell Street Adelaide SA 5000 |
| Crime Stoppers (SA Police)<br>• If you witness a crime | 1800 333 000 | | |
| Crisis Counselling (Lifeline) 24/7 confidential support | 131 114 | | |
| Department of Education, Skills and Employment (DESE) | International Education enquiries: 1300 615 262<br><br>Student enquiries: 1800 020 108 | International Education/General enquiries: contact.centre@dese.gov.au<br><br>Student enquiries: skilling@dese.gov.au | |
| Department of Home Affairs (DoHA) | 131 881 | Enquiries online contact form: https://www.homeaffairs.gov.au/help-and-support/contact-us | 70 Franklin St Adelaide SA 5000 |
| ***EMERGENCY (24/7 service)***<br>• **Police**<br>• **Fire**<br>• **Ambulance** | **000** or **112** from a mobile phone | | |
| Hospitals<br>• Royal Adelaide Hospital (City)<br>• Modbury Hospital (North)<br>• Noarlunga Hospital (South) | +61 8 7074 0000<br><br>+61 8 8161 2000<br><br>+61 8 8384 9222 | | |
| Medical services (Doctors)<br>• Refer to IAA reception staff for a list of local doctors | +61 8 7008 9666 | | Level 1 (Reception) |
| OSHC (Overseas Student Health Cover) | 134 148 (Medibank OSHC Student Health Support Line) | oshc@medibank.com.au | |

# About the International Australian Academy

The International Australian Academy (IAA) is a Registered Training Organisation located in the city of Adelaide, capital of South Australia. IAA delivers nationally recognised training qualifications and is accredited as a Registered Training Provider under the Australian Vocational Education Training (VET) Quality Framework.

IAA is also registered as an approved provider on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Our mission is to provide quality education and training in a friendly and supportive learning environment. IAA achieves its aims through ongoing industry consultation and innovation. IAA maintains a proven track record of successful educational outcomes for international students from many countries, specifically in the areas of business and management.

By embracing a culture of participation, engagement, and friendship our trainers and support staff help our students successfully prepare for further studies at university or to embark on a career in the business world.

Studying at IAA not only provides our students with a nationally recognised qualification, but an exciting opportunity to experience a new culture, make new friends, and explore a fascinating country. The International Australian Academy fosters a positive learning culture by providing high quality education in a welcoming and caring environment. Our experienced trainers are committed to providing a supportive environment that will enable students to achieve their personal  goals.

The following below are the qualifications available at IAA. More information can be found at https://training.gov.au/Search/SearchOrganisation by searching our RTO number.

**RTO Number:** **40364**
**CRICOS Provider  Number:** **03211J**

## Qualifications:

**BSB30120**           **Certificate III in Business**
CRICOS Course Code       107151G

**BSB40320**           **Certificate IV in Entrepreneurship and New Business**
CRICOS Course Code       104030G

**BSB40120**           **Certificate IV in Business**
CRICOS Course Code       107150H

**BSB50120**           **Diploma of Business**
CRICOS Course Code       107152F

**BSB50420**           **Diploma of Leadership and Management**
CRICOS Course Code       104232H

**BSB50820**           **Diploma of Project Management**
CRICOS Course Code       104050C

**BSB60420**           **Advanced Diploma of Leadership and Management**
CRICOS Course Code       107149A

Non-AQF           **General  English**
CRICOS Course Code       091159A

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## Location of the International Australian Academy

The Academy's campus is located in Adelaide's central business district with easy access to public transport i.e., trams and buses. Our modern facilities include air-conditioned and well-equipped training rooms located at:



**Address:**
62 – 64 Gawler Place
Adelaide SA 5000

***Phone:***       ***+61 8 7008 9666***
***Email:***         ***enquiries@iaa.sa.edu.au***

**Office Hours**: 9.30am to 5pm Monday to Friday except public holidays.

# About Adelaide

Surveyor Colonel William Light planned Adelaide, the capital of South Australia, in 1836. The city centre has a grid of wide streets and various squares all within 1 square mile. This centre is surrounded by a green belt of 930 hectares of parkland. The main street, King William Street, runs from north to south through Victoria Square at the heart of the city.



The Torrens River runs through the centre, separating Adelaide and North Adelaide. The city is surrounded by diverse landscapes, including the Mount Lofty Ranges (Adelaide Hills) and coastal beaches.

South Australia was one of the first places in the world to give women the right to vote in 1894 and was the first in the world to enable women to enter Parliament. Adelaide is well known for its art and theatre, claiming one of the best arts festivals in the world.

Adelaide is close to the sea, with Semaphore and Port Adelaide to the north, Henley Beach and West Beach to the east, Glenelg and Brighton to the south, and Onkaparinga and the Fleurieu Peninsula down even further south. The beachfront in the heart of seaside Glenelg is only 20 minutes from the city centre and 10 minutes from the domestic and international airports.

Most of Australia's wine is produced in South Australia. The Barossa Valley is 40 kilometres long and between 5-11 kilometres wide, and is a popular tourist destination. The Barossa Vintage Festival is an annual event, attracting visitors from around the world.

Despite its million plus inhabitants, Adelaide can feel more like a large town - there is a great deal of open space and parkland which gives it all a very relaxed lifestyle. The city is well laid out in planned, rectangular blocks with lots of straight roads and green spaces.

Adelaide's suburban streets are wide and uncluttered - there is space for everyone to park their car off-street in driveways and/or garages.

About 2.5% of the population is South-East Asian and 0.5% come from the Middle East or North Africa. Aboriginal Australians represent 1% of Adelaide's population. Overall, about one-quarter of Adelaide's residents were born overseas.



Adelaide's foodies are very well provided for. There are large numbers of eateries. Particularly worth visiting is Rundle Street, just east of the City Centre - Rundle Street is almost exclusively made up of restaurants. The Gouger Street precinct in the Central Market area also has a large variety of restaurants including Asian, Greek, Italian, and Australian.

## Where to Live in Adelaide

Adelaide is the capital of South Australia and has a population of 1.3 million people. Adelaide's Mediterranean climate guarantees a great lifestyle with a beach side focus in summer. You can check out https://www.studyaustralia.gov.au/ for information about studying in Australia.

## South Australian Economy

The economy of South Australia is largely based on manufacturing, retail, and community services. Something Adelaide is well known for is the nearby viticulture (wine producing) industry. In the Barossa Valley, which stretches to the city's north through the Hills, vineyards cover the landscape. This is important not only as a wine-producing region, but as a very scenic area and a great draw for tourists.

Education and healthcare jobs are particularly attractive in Adelaide - salaries are like those in other Australian cities, but Adelaide has much cheaper housing.

## Getting Around Adelaide

Adelaide sells itself as the "20-minute city" - meaning you can get anywhere in 20 minutes. The 20-minute claim is a little exaggerated. Driving to the city centre from the suburbs in peak traffic can take half an hour.

The traffic in Adelaide flows easily - even at rush hour, traffic jams are rare. For anyone used to driving in congested cities, Adelaide traffic is very easy and direct. The major roads are dual carriageways.

Adelaide has a good public transport system - consisting of trains, buses, and trams. Buses on major Adelaide routes are very frequent. In the centre of the city, you can travel by bus free of charge using the free City Connector.

If you're commuting from the suburbs, or are travelling around the city regularly, you can buy a multi-day ticket. With this you receive unlimited bus, train, and tram travel around Adelaide for either 14 or 28 days in a row. You can apply for a student MetroCard on the Adelaide metro website: https://www.adelaidemetro.com.au/.

Taxis and rideshare services are also available across Adelaide.

## Adelaide's Climate

Adelaide has a Mediterranean climate with warm, sunny weather for most of the year. Annual sunshine hours are high, at over 2,500 hours.  Rainfall comes mainly in winter.

On an overcast, windy day in winter, you'll hear people in Adelaide complain about the "freezing" weather. People coming from North America or Northern Europe should get this into perspective. A bad winter's day in Adelaide would probably start at around three or four degrees Celsius and reach a maximum of thirteen degrees Celsius or so. Most winter days are warmer than this.

In fact, Adelaide enjoys many pleasant winter days when, in the afternoon, you can sit comfortably in your garden wearing shorts and a light top.

There are two main climate hazards in summer - sunburn and extreme heat. On a few days in summer, the mercury rises rapidly as temperatures push above 40 degrees Celsius. By any stretch of the imagination, these are extreme temperatures. The best thing you can do on these days is stay in an air-conditioned environment.

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## Australia's most affordable city

In Mercer's international annual cost of living survey, Adelaide regularly achieves an excellent ranking as one of the most affordable cities. Adelaide is also one of Australia's most affordable cities. Statistics show that it costs 24% more to live in Sydney, 21% more to live in Melbourne, 12% more to live in Perth and 8% more to live in Brisbane.

International students will require approximately: **$14,000 AUD per year or $270 AUD** a week to cover living expenses in Adelaide. Depending on your lifestyle you may require more or less than these amounts (This is a rough guide only. Remember your living costs are separate to your tuition fees).

**A rough example of average weekly expenses in Adelaide\*:**

| Item | Cost (AUD$) |
|---|---|
| Rent | $135 – 385 |
| Food | $80 – 135 |
| Electricity and gas bills | $40 – 55 |
| Transport | $20 – 40 |
| Telephone and/or postage | $20 – 30 |
| Other (clothes, entertainment etc.) | $35+ |
| Total | $355 – 700 |

*Source: Survey of International Students' Spending in Australia - Australian Education International (AEI) Department of Education, Science and Training (DEST).*

\*Note: These weekly expenses should be seen as a guide for a single student. Costs can vary significantly from one student to another. These are basic living costs and do not include program tuition fees, costs for textbooks, other study related needs, running a car, medical expenses, or any luxuries. For more information on cost of living in Australia, visit https://www.studyaustralia.gov.au/english/live/living-costs.

## Accommodation Options

A range of accommodation options is available to international students in Adelaide - just ask our reception staff or the Student Support Officer. Some options include inner city apartments, home stay and backpacker's accommodation.

It's very important to research some temporary accommodation options before you leave home. Do this by visiting www.southaustralia.com. You might want to book several nights of cheap accommodation with a backpackers or youth hostel. Use this as a temporary base, while you find permanent accommodation.

**Homestay:**
This is a great way to immerse yourself in the Australian way of life and make lasting friendships with an Australian family. Homestay is the most common form of accommodation for high school students.

**Renting a house or flat:**
Many students prefer independent living so there are plenty of rental flats and share houses available. A share house can often be more affordable and gives you a great chance to make new friends and meet locals. It's very important that you know your rights and responsibilities when you rent a house or flat.

**Backpackers:**
Backpacker accommodation is often used initially by students. For more information, check out: https://southaustralia.com/plan-a-trip/backpacking-in-south-australia.

**Colliers International Student Services:**
Student accommodation website: https://www.colliers.com.au/en-au/services/student-accommodation.

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**RealEstate.com.au:**
Rent, share, or buy houses and flats in Adelaide: http://www.realestate.com.au.

**Student Living Australia:**
Student accommodation website: https://adelaidestudenthousing.com.au/.

## Post Office

Australia Post is the Australian national postal service. It handles all mail and parcel services both locally and internationally. Visit https://auspost.com.au/ for more information.

## Public Holidays in SA

| PUBLIC HOLIDAY | 2022 |
|---|---|
| New Year's Day | Monday 3 January |
| Australia Day | Wednesday 26 January |
| Adelaide Cup Day | Monday 14 March |
| Good Friday | Friday 15 April |
| Easter Saturday | Saturday 16 April |
| Easter Monday | Monday 18 April |
| Anzac Day | Monday 25 April |
| Queen's Birthday | Monday 13 June |
| Labour Day | Monday 3 October |
| Christmas Eve | Saturday 24 December |
| Christmas Day | Monday 26 December |
| Boxing Day / Proclamation Day | Tuesday 27 December |
| New Year's Eve | Saturday 31 December |

## Supermarkets and Shopping

We have supermarkets across South Australia in the city and the suburbs. For information on where to buy groceries and everyday shopping, visit:

- Coles: https://www.coles.com.au/
- Woolworths: https://www.woolworths.com.au/
- IGA: https://www.iga.com.au/

Next to Victoria Square, you'll find the Adelaide Central Market that offers fresh produce, local cafes, and bakeries with multicultural cuisine.

The biggest and most popular shopping place in the city is Rundle Mall.  Rundle Mall contains some of the best brands locally and internationally, include H&M, Sephora, David Jones, and Myer.  You can find great restaurants and cafes while you shop, and is also home to lots of major events all year-round.

## Entertainment

For entertainment, South Australia has a range of fun festivals and events, especially during the summer season. Places like the SA Museum and Art Gallery of South Australia are popular destinations for tourists and locals alike. Check out the link to see what's happening around SA:
https://southaustralia.com/whats-on

Known as the Festival State, here is a list of the most famous festivals and events around SA:

- Adelaide Fringe
- Adelaide Festival
- Adelaide Film Festival
- WOMAdelaide: World Music Festival
- SALA: South Australian Living Artists
- OzAsia
- Santos Festival of Cycling

**Places to visit in Adelaide**
- Adelaide Botanic Gardens
- Adelaide Zoo
- Barossa Valley
- Art Gallery of South Australia
- South Australian Museum
- Adelaide Central Market
- Glenelg Beach
- Adelaide Himeji Gardens
- Port Adelaide
- State Library of South Australia

## Aussie Slang

Local residents often use Aussie slang when in conversation, so here's a couple of expressions to help you understand:

| Australian Slang | What they mean |
| --- | --- |
| Arvo | Afternoon |
| BBQ/barbie | Barbecue/BBQ/outdoor cooking |
| G'day | Good day/Hello |
| Shout | To buy someone a drink |
| Brekky | Breakfast |
| Bloke | Man/guy |
| Footy | Australian Rules Football |

# Visa Information for Overseas Students

If you wish to study in Australia, you must have a valid student visa. The Australian Government issues student visas for full-time study on the understanding that you study on-campus and have sufficient funds to cover your tuition fees and living expenses for the duration of your time in Australia.

To apply for a visa, contact the Australian Embassy or Consulate – General in your region. You can find contact details of the embassies and/or consulates here: https://www.dfat.gov.au/about-us/our-locations/missions/our-embassies-and-consulates-overseas.

## Visa applications

To secure a student visa, it is important to check carefully the individual visa requirements relevant to your country of origin, plus the education sector in Australia or visa type (subclass) for which you are applying (more details follow). For more information on obtaining a student visa, go to https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500.

Here are the items you need to check:

- Your country assessment level,
- The visa subclass or education subclass that is relevant in your case, and
- Any other requirements, such as financial and health issues.

## Do you currently hold a visa?

If you already hold a visa, it is important to be aware that you must comply with all your visa conditions to retain it. You may be reported and your visa may be cancelled for:

- Not meeting course requirements.
- Failure to provide the Academy with your address/change of address details within seven days of arrival or address change.
- Studying less than a full-time load (except in the finishing stage of your course or when repeating failed units).
- Carrying out paid work without permission, or above the maximum number of hours permitted on a student visa.
- Taking leave of absence without the approval of your education provider.
- Not maintaining adequate health insurance.

# English Language proficiency / IELTS 5.5 (or equivalent)

IAA requires international students enrolling at IAA to hold an English language proficiency of 5.5 IELTS (or equivalent) or higher. Depending on the course that you are enrolled in, the English language proficiency requirements may differ, but holding an IELTS (General or Academic) of 5.5 is the minimum score for most course requirements.

The following guide illustrates acceptable forms of English proficiency for admission to IAA:

- Cambridge English Advanced (CAE) 162
- OET Pass Grade B
- PTE Academic 42
- TOEFL iBT 46
- TOEFL PBT 453
- TOEIC 605 or above

***You may be exempted from providing evidence of English Language competence if:***

- You provide evidence of at least five (5) years of English studied in Australia, Canada, New Zealand, Republic of Ireland, South Africa, UK, or USA.
- You are citizens and passport holders of the United Kingdom, USA, Canada, New Zealand, or Republic of Ireland.
- You have successfully completed a foundation course in Australia in the past two (2) years.
- You have successfully completed a Senior Secondary Certificate of Education at your high school or a higher tertiary qualification in Australia under a student visa in the past two (2) years.
- You have completed a Certificate IV OR a higher-level course in an Australian Education Provider under a student visa in the past two (2) years.

# Working while you study

All student visas are granted with work rights attached, allowing international students to do a limited amount of paid work. As an international student, you can work a maximum of 40 hours per fortnight while the course is in session. More information is available at: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500

## Finding Work

There are many ways to find a job in Australia. Some common sites for job opportunities include:

- Seek: https://www.seek.com.au/
- Indeed: https://au.indeed.com/
- jobsearch: https://www.jobsearch.com.au/
- careerone: https://www.careerone.com.au/

## Fair Work Ombudsman

Visa holders and international students who work have the same workplace rights as all other workers in Australia. The Fair Work Ombudsman can help you understand your worker rights. For example, there are minimum pay rates and conditions that all employees have, and your employer must adhere to these national work standards. For more information and support, go to: https://www.fairwork.gov.au/.

## Tax File Number

A tax file number (TFN) is a unique number in the Australian tax system. You don't have to have a TFN, but your employment will be taxed at the highest income tax rate if you don't have one. This means less money in your weekly wages. Applying for an TFN is free online, via https://www.ato.gov.au/individuals/tax-file-number/apply-for-a-tfn/.

Make sure you keep your TFN safe and secure.

## Banking

You can choose to open a bank account with any bank in Australia. Make sure to do your research to get the best deal. The big banks in South Australia are:

- BankSA: https://www.banksa.com.au/
- Westpac: https://www.westpac.com.au/
- ANZ: https://www.anz.com.au/personal/
- Commonwealth Bank: https://www.commbank.com.au/

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- National Australia Bank (NAB): https://www.nab.com.au/

You can open a bank account with a passport or driving licence. As a student, you can open an account with special student benefits. This would require a student ID card from IAA. You can also set up Internet banking and/or telephone banking for convenience.

**Banking Hours**
Most bank branches are open Monday to Friday 9am – 4pm except for public holidays. ATMs are open 24 hours a day.

**ATMs**
You can use ATMs to withdraw cash from an account by using an ATM card. You can also transfer money to and from different accounts using ATMs. You will receive a PIN (Personal Identification Number) by your bank. Enter this PIN into the ATM keypad to access your account. Never tell anyone your PIN. If your ATM or credit card is lost or stolen, notify your bank immediately. The bank will stop your card so that no one can use it. Most banks have a 24-hour phone number for reporting lost cards.

# Laws in Australia

To be granted a visa to studying in Australia, you must sign an Australian Values Statement that declares you respect all Australian values and obey the Australian laws during your stay here. Failure to comply with the Australian laws may result in a fine, or the cancellation of your student visa if a serious crime is committed.

## Legal services

If you do require legal assistance, below is a list of providers of legal services:

- Adelaide Lawyers: 138 South Terrace, Adelaide SA 5000 | 08 7231 6000
- Adelaide Family Lawyers: Level 3 345 King William St, Adelaide SA 5000 | 08 8227 0519

You can also ask our reception staff for more recommendations of legal services.

## Schooling for your children

You are welcome to bring your children with you to Australia. However, you should know that if they are of school age, they must attend school and you will be required to pay school fees for them.

# Orientation at IAA

All new international students must attend the Academy's orientation sessions. These sessions introduce you to the staff and fellow students, help you find your way around the Academy, and prepare you for the academic term. The Academy's staged orientation program is delivered over a single day on the first day at IAA.

Your orientation covers details regarding:

- Welcome session including meeting IAA staff members
- Your stay in Australia
- Tour of the Academy campus and facilities
- Your rights, responsibilities, and obligations as an international student at the Academy including requirements for achieving satisfactory course progress and attendance
- Conditions and obligations relevant to holding a student visa
- Applying for Unique Student Identifier (USI)
- Issuing student ID cards
- IAA policies and procedures
- Requirements to receive certificate or qualification
- Fee payment requirements
- Details of your classes, timetables, guest speakers, course content, field trips and industry visits
- Language, literacy, and numeracy support
- How your skills, knowledge, and attitudes will be assessed
- Recognition of prior learning or recognition of current competency
- How you can appeal if you don't agree with your assessment outcome
- How you can complain if you are not satisfied with any part of the course
- How you can get extra help with your learning
- Support staff and services available to you
- Student Association
- Student Study Group
- Emergency evacuation procedures
- Graduation ceremony
- Q & A

On the first day, all new students at IAA will meet with the Principal/CEO who will welcome and introduce you to staff members and issue your student ID cards and USI number.

Once your enrolment has been processed and you are accepted to the course, you will be required to complete and sign the Offer and Acceptance Agreement form. Return this form along with the nominated fee payment to officially secure your position in your registered course.

# Student Support Services and Staff

The Academy has trained and qualified student support personnel who are knowledgeable about the issues that many international students face. They are here to give free and confidential support to help you adjust to an unfamiliar environment. All staff are focused on making sure your transition from home to studying and living in Australia is as smooth as possible, and to help to resolve problems that may impede the successful completion of your study programs.

We are dedicated to continuously improve our services to meet the needs and expectations of our international students and welcome your opinions on how we can help you.

IAA welcomes students from many countries and cultures, and supports its students to adjust to study and life in Australia. We actively encourage our students to achieve their learning goals and progress towards meeting the learning outcomes of the course. Whilst all staff employed by IAA have the responsibility of providing ongoing support to all students, IAA has a designated Student Support Officer who is available to all students.

IAA's Student Support Officer can provide help, advice, and support with everything from visas and travel to accommodation, health, academic and other matters such as:

- OSHC (Overseas Student Health Cover)
- Accommodation
- Visas
- Orientation
- Enrolment
- Student ID cards
- Tax File numbers
- Policies and procedures
- Assessments
- English language support
- Learning support

The Student Support Officer can also assist with referrals to other specialised agencies for help with:

- Immigration
- Legal matters
- Health and wellbeing

# Counselling

At IAA our staff can provide basic counselling and advice on a range of issues that may affect a student's studies and general wellbeing.

Such issues may include:

- Academic progress
- Adjusting to Australian life and culture
- Personal relationships and family difficulties
- Anxiety, stress, and depression
- Financial matters
- Study skills
- Grief and loss
- Unexpected life situations

**Information brochures and leaflets:**
Students have access to a range of self-help resources which IAA has collated in relation to information on health and wellbeing, accommodation, legal matters, jobs and employment, counselling, study skills, and referrals to other sources. This information is available at the reception or just ask the Student Support Officer.

# Disability

Please advise IAA prior to your learning if you have any physical impairments or learning difficulties. These include literacy or numeracy difficulties, dyslexia etc. Adjustments to course assessments will be provided by the trainer to ensure full equal support for those with special needs. Adjustments and any relevant advice will be individualised to the student.

# English Language Support

Additional English language support is offered to international students focusing on specific areas of need. For more intensive support, students can enrol in IAA's General English course to help them with their language development.

**The Student Support Officer can be contacted at:**

**Telephone:**   +61 8 7008 9666 between the hours of 9.30am and 5.00pm Mon-Fri (except public holidays)

**Email:**   student.support@iaa.sa.edu.au

## Learner Support

The learning support strategies used by lecturers and staff of the Academy includes:

- Pre-teaching technical terminology
- Demonstrating procedures
- Providing opportunities for hands-on experience and practice
- Ensuring individual support and advice to students
- Encouraging students to work at their own pace
- Providing written learning material and illustrations to reinforce the learning

Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies. Trainers are available to discuss and support you with any concerns you may have during your studies with us. Feel free to talk to them about your adjustment to student life and study in Australia and any other problems that may be affecting your studies. They will advise or refer you appropriately.

## Student Study Group

The student study group is a self-help mechanism that is facilitated by the Student Support Officer and Student Representative who conduct regular fortnightly meetings each lasting approximately one hour. In between these meetings, students can meet the Student Representative in their own time.

During the fortnightly meetings, informal discussions are held with the students on the units covered in the course. Study difficulties are paired together with the sharing of the students' experiences in their home country. Students are encouraged to resolve their own problems however trainers are on call to assist with resolution.

Study Group members are encouraged to communicate with each other using email.

## Student Association

The aim of the Student Association is to advance the social, educational, and general welfare of the Academy's student body using principles of social justice and equal opportunity.

The objectives of the Student Association are to:

a) provide a recognised means of communication between the student body and the International Australian Academy

b) ensure the effective representation of the student body in the Academy's decision-making processes

c) maintain and improve students' rights

d) plan social activities for the student body

*There's more to being a student than studying! Meeting people, seeing the sights, exercising, and participating in the campus community is not only fun, it's also a vital part of achieving a balanced student lifestyle!*

The Academy encourages all students to join the Student Association, which is specifically established for international students and is run by the students themselves with the support of the Student Support Officer. The Association is comprised of students who have been elected to represent the welfare and cultural interests of fellow students. They provide information on activities, plan events and services, and help international students build connections with the wider Australian community.

## Use of Computer Facilities

Students have access to computer facilities any time during the Academy's opening hours. There are rules that must be followed to enable the efficient use of these resources:

- No food or drink is permitted in the computer lab
- Only IAA students are allowed access to the computers. Friends are not permitted
- Students are required to protect their access codes and passwords. These are not to be shared with others
- The internet must not be used for unlawful purposes
- Any damage to the computers will result in disciplinary action
- Any misuse of the computer facilities, such as downloading inappropriate material, using someone else's login or inappropriate software will result in disciplinary action

## Photocopying

Students have access to photocopying facilities at the Academy. Assessment copying is free of cost. Any personal printing and photocopying will be charged at 20 cents per page (black and white) and 40 cents per page for coloured copy. All students are required to conform to regulations regarding copyright. Please see reception staff for an access code.

## Use of Mobile Phones in Class

Mobile phones must not be used whilst on campus unless authorised by a trainer.

## Student ID Cards

Your Student ID card is used for identification and you must carry it on campus always. If you lose your card, the replacement cost is $50.

## Personal Property

The Academy takes no responsibilities for lost or stolen property. It is the student's responsibility to take care of personal possessions.

## Minimum Dress Standards

Dress standards should reflect a professional attitude. Students must wear appropriate clothing at all times while on IAA premises.

## Textbooks and Learner Guides

These are considered essential tools for learning. The Academy will provide these learning materials and resources for you. It is essential that you bring any learning resources, workbooks and handouts with you to every class, unless advised otherwise by your trainer. Students who lose or misplace their unit workbooks will need to purchase a replacement workbook.

## Facilities and Equipment

The Academy has fully functional training rooms with facilities and equipment that is set-up, checked, and maintained regularly to ensure effective and efficient operation. Students have access to necessary instructional and assessment facilities, materials, and equipment.

Training facilities include:

- Fully resourced training rooms
- Suitable training equipment set up safely and securely
- Adequate acoustics, ventilation, and lighting
- Amenities for meal breaks
- Toilet facilities
- Accessible references and resources
- Student Resource Centre with computers and access to the Internet
- Library

## Course Training and Learning Evaluation

As part of our continuous improvement procedures students are asked to complete feedback surveys. These provide an opportunity to give feedback on the course, the trainers and guest speakers, the course administration, the training facilities, the training activities, resources and materials, and the assessment procedures. Comments are welcome and valued as they enable us to make sure that student expectations are being met and to improve our services.

The Academy actively seeks and welcomes all feedback including negative feedback. Any negative feedback is used by us to improve our performance and ultimately your learning experience. Your comments enable us to make sure that your expectations are being met and that you achieve the goals you have set.

Feedback is welcome at any time during your studies by placing suggestions in the Suggestion Box in the Reception area on Level 1 or via the Academy intranet webpage at the following address: https://sites.google.com/a/iaa.sa.edu.au/student-course-evaluation/

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# Course Details

## BSB30120 Certificate III in Business
**CRICOS Code 107151G**

### Introduction
This qualification is designed for students looking to develop office skills from a junior/entry level role, and build the skills and knowledge necessary to be an effective office team member. Working with our trainer, students can further enhance their technical skills in document production and broaden the knowledge in general office procedures and operational systems such as complaint handling, continuous improvement, and information knowledge.

### Course Aim
This qualification reflects the varied roles of individuals across different industry sectors who apply a broad range of competencies using some discretion, judgement, and relevant theoretical knowledge. They may provide technical advice and support to a team. Where the student has a specialisation in Customer Engagement, the job roles that relate to this qualification may include Customer Service Representative.

During this course, you will learn how to:

- Increase your confidence and knowledge in business operations
- Deliver quality customer service to your customers
- Work effectively with your team members and managers
- Apply solutions to a defined range of unpredictable problems
- Analyse and evaluate information from a variety of sources
- Provide leadership and guidance to others

All course work and assessments are done in the context of a business and there is plenty of opportunity to develop skills and tools relevant to the daily running of a business.

All courses at IAA are designed in consultation with employers, industry groups and our university partners. This ensures that participants will be up to date with industry practices and trends, and that the skills and knowledge included are current.

### Qualification Rules
As part of the Australian Qualifications Framework this program is nationally recognised. Graduates will be awarded the BSB30120 Certificate III in Business (Customer Engagement). A statement of attainment will be awarded to those who do not complete all units.

Participants **must complete thirteen (13) units of competency** in accordance with the guidelines published in the BSB Business Services Training Package Qualification Rules which requires:

- **6 core units** and **7 elective units**

| | | |
|---|---|---|
| BSBCRT311 | Apply critical thinking skills in a team environment | Core |
| BSBPEF201 | Support personal wellbeing in the workplace | Core |
| BSBSUS211 | Participate in sustainable work practices | Core |
| BSBTWK301 | Use inclusive work practices | Core |
| BSBWHS311 | Assist with maintaining workplace safety | Core |
| BSBXCM301 | Engage in workplace communication | Core |
| BSBTEC303 | Create electronic presentations | Elective |
| BSBTEC301 | Design and produce business documents | Elective |
| BSBPEF301 | Organise personal work priorities | Elective |
| BSBOPS305 | Process customer complaints | Elective |

| SIRXCEG002 | Assist with customer difficulties | Elective |
| SIRXMKT001 | Support marketing and promotional activities | Elective |
| SIRXPDK001 | Advise on products and services | Elective |

## Course Duration / Delivery Method

This program is delivered over 26 weeks which includes orientation, public and term break holidays. Set assessment tasks may sometimes need to be completed outside of class times. Trainers will provide any additional learning materials where gaps are identified in either a participant's underpinning knowledge or the training resources.

All students must attend a minimum of 20 class contact hours per week.

## International Student Entry Requirements

- Language, literacy, and numeracy test required as condition of enrolment
- Completion of Year 10 / HSC or equivalent
- Minimum IELTS 5.5 (overall) or equivalent

## Tuition Fee

$11,000 AUD (International Students)

## Enrolment Fee (non-refundable)

$250 AUD

## Intakes

February, April, July, October

## Assessment Methods

Participants will be provided with a timetable at the commencement of the course which will detail the assessment submission deadlines. As the course is competency-based, assessments are provided throughout the course and participants must achieve competency in each assessment. If competency cannot be achieved, further training may need to be identified and addressed accordingly.

A variety of methods will be used to assess the competency of participants, including:

- Case studies
- Projects (simulated work environment)
- Assignments
- Observation
- Presentations
- Role plays
- Questions/activities

## Delivery Mode

- Classroom

## Training Pathways

Students who complete BSB30120 Certificate III in Business can then undertake BSB40320 Certificate IV in Entrepreneurship and New Business and/or BSB40120 Certificate IV in Business at IAA.

## Employment Pathways

Our BSB30120 Certificate III in Business (Customer Engagement) provides the practical skills required to start and run a small business.

## BSB40120 Certificate IV in Business
**CRICOS code 107150H**

**Introduction**

This qualification is suited to those working as administrators and project officers. In this role, individuals use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

**Course Aim**

This qualification is designed for students to build key skills and knowledge to support student success in a variety of Business Services job roles.

During this course, you will learn how to:

- Develop the ability to supervise the performance of others
- Carry out a variety of administrative or operational tasks that require self-development skills
- Provide leadership and guidance to others
- Be responsible for the productivity of other staff in the workplace

**Qualification Rules**

As part of the Australian Qualifications Framework this program is nationally recognised. Graduates will be awarded the BSB40120 Certificate IV in Business (Operations). A statement of attainment will be awarded to those who do not complete all units.

Participants **must complete twelve (12) units of competency** in accordance with the guidelines published in the BSB Business Services Training Package Qualification Rules which requires:

- **6 core units** and **6 elective units**

| | | |
|---|---|---|
| BSBCRT411 | Apply critical thinking to work practices | Core |
| BSBTEC404 | Use digital technologies to collaborate in a work environment | Core |
| BSBTWK401 | Build and maintain business relationships | Core |
| BSBWHS411 | Implement and monitor WHS policies, procedures and programs | Core |
| BSBWRT411 | Write complex documents | Core |
| BSBXCM401 | Apply communication strategies in the workplace | Core |
| BSBPEF502 | Develop and use emotional intelligence | Elective |
| BSBPEF402 | Develop personal work priorities | Elective |
| BSBOPS404 | Implement customer service strategies | Elective |
| BSBSTR402 | Implement continuous improvement | Elective |
| BSBMKG433 | Undertake marketing activities | Elective |
| SIRXSLS003 | Achieve sales results | Elective |

**Course Duration / Delivery Method**

This program is delivered over 43 weeks which includes orientation, public and term break holidays. Set assessment tasks may sometimes need to be completed outside of class times. Trainers will provide any additional learning materials where gaps are identified in either a participant's underpinning knowledge or the training resources.

All students must attend a minimum of 20 class contact hours per week.

**International Student Entry Requirements**
- Language, literacy, and numeracy test required as condition of enrolment
- Completion of Year 11 / SACE 1 / HSC or equivalent
- Minimum IELTS 5.5 (overall) or equivalent

**Tuition Fee**
$13,000 AUD (International Students)

**Enrolment Fee (non-refundable)**
$250 AUD

**Intakes**
February, April, July, October

**Assessment Methods**
Participants will be provided with a timetable at the commencement of the course which will detail the assessment submission deadlines. As the course is competency-based, assessments are provided throughout the course and participants must achieve competency in each assessment. If competency cannot be achieved, further training may need to be identified and addressed accordingly.

A variety of methods will be used to assess the competency of participants, including:

- Case studies
- Projects (simulated work environment)
- Assignments
- Observation
- Presentations
- Role plays
- Questions/activities

**Delivery Mode**
- Classroom
- Online

**Training Pathways**
Students who complete BSB40120 Certificate IV in Business (Operations) can then undertake BSB50120 Diploma of Business and/or BSB50420 Diploma of Leadership and Management and/or BSB50820 Diploma of Project Management at IAA.

**Employment Pathways**
Participants who complete this qualification may be able to gain positions in a wide variety of industries and business sectors such as: Project Officer, Administrator, Supervisor, Team leader, and/or Front desk manager.

## BSB40320 Certificate IV in Entrepreneurship and New Business
**CRICOS code 104030G**

### Introduction
This course is suitable for those planning to set up a small business or may be in the early stages of running a small business. All coursework and assessments are done in the context of a business and there is plenty of opportunity to develop skills and tools relevant to the daily running of a business.

### Course Aim
This qualification is designed for individuals to discover practical skills for every step in their entrepreneurial journey.

Covering aspects of a new business, students will learn how to:

- Negotiate contracts
- Create a business plan
- Recruit your team
- Manage finances
- Promote your product or service

### Qualification Rules
As part of the Australian Qualifications Framework this program is nationally recognised. Graduates will be awarded the BSB40320 Certificate IV in Entrepreneurship and New Business. A statement of attainment will be awarded to those who do not complete all units.

Participants **must complete ten (10) units of competency** in accordance with the guidelines published in the BSB Business Services Training Package Qualification Rules which requires:

- **4 core units** and **6 elective units**

| BSBESB401 | Research and develop business plans | Core |
|-----------|-------------------------------------|------|
| BSBESB402 | Establish legal and risk management requirements of new business ventures | Core |
| BSBESB403 | Plan finances for new business ventures | Core |
| BSBESB404 | Market new business ventures | Core |
| BSBESB301 | Investigate business opportunities | Elective |
| BSBESB405 | Manage compliance for small businesses | Elective |
| BSBFIN401 | Report on financial activity | Elective |
| BSBINS401 | Analyse and present research information | Elective |
| BSBLDR412 | Communicate effectively as a workplace leader | Elective |
| BSBLDR413 | Lead effective workplace relationships | Elective |

### Course Duration / Delivery Method
This course is delivered over 38 weeks which includes orientation, public and term break holidays. Set assessment tasks may sometimes need to be completed outside of class times. Trainers will provide any additional learning materials where gaps are identified in either a participant's underpinning knowledge or the training resources.

### International Student Entry Requirements
- Language, literacy, and numeracy test required as condition of enrolment
- Completion of Year 11 / SACE 1 / HSC or equivalent
- Minimum 5.5 IELTS (overall) or equivalent

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**Tuition Fee**
$13,000 AUD (International Students)

**Enrolment Fee (Non-refundable)**
$250 AUD

**Intakes**
February, April, July, October

**Assessment Methods**
Participants will be provided with a timetable at the commencement of the course which will detail the assessment submission deadlines. As the course is competency-based, assessments are provided throughout the course and participants must achieve competency in each assessment. If competency cannot be achieved, further training may need to be identified and addressed accordingly.

A variety of methods will be used to assess the competency of participants, including:

- Case studies
- Projects (simulated work environment)
- Assignments
- Observation
- Presentations
- Role plays
- Questions/activities

**Delivery Mode**
- Face-to-face (Classroom)
- Online

**Training Pathways**
On successful completion of the BSB40320 Certificate IV Entrepreneurship and New Business qualification, students may choose to enrol in the BSB50120 Diploma of Business and/or BSB50420 Diploma of Leadership and Management and/or BSB50820 Diploma of Project Management at IAA.

**Employment Pathways**
Participants who complete this qualification may gain practical skills required to start and run a small business.

# BSB50120 Diploma of Business
**CRICOS code 107152F**

## Introduction
This qualification would apply to individuals with various job titles including executive officers, program consultants and program coordinators.

Individuals in these roles may possess substantial experience in a range of settings, but seek to further develop their skills across a wide range of business functions. Conversely, it may also apply to those with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop in order to create further educational and employment opportunities.

## Course Aim
In this qualification, students will learn how to:

- Identify their personal goals, vision, and business idea
- Review the basic principles of entrepreneurship
- Actively validate their idea on the market

## Qualification Rules
As part of the Australian Qualifications Framework, this program is nationally recognised. Graduates will be awarded the BSB50120 Diploma of Business (Operations). A statement of attainment will be awarded to those who do not complete all units.

Participants **must complete twelve (12) units of competency** in accordance with the guidelines published in the BSB Business Services Training Package Qualification Rules which requires:

- **5 core units** and **7 elective units**

| | | |
|---|---|---|
| BSBCRT511 | Develop critical thinking in others | Core |
| BSBFIN501 | Manage budgets and financial plans | Core |
| BSBOPS501 | Manage business resources | Core |
| BSBSUS511 | Develop workplace policies and procedures for sustainability | Core |
| BSBXCM501 | Lead communication in the workplace | Core |
| BSBFIN601 | Manage organisational finances | Elective |
| BSBOPS502 | Manage business operational plans | Elective |
| BSBHRM525 | Manage recruitment and onboarding | Elective |
| BSBOPS504 | Manage business risk | Elective |
| BSBOPS601 | Develop and implement business plans | Elective |
| BSBPMG430 | Undertake project work | Elective |
| BSBTWK503 | Manage meetings | Elective |

## Course Duration / Delivery Method
This course is delivered over 43 weeks which includes public and term break holidays. Set assessment tasks may sometimes need to be completed outside of class times. Trainers will provide any additional learning materials where gaps are identified in either a participant's underpinning knowledge or the training resources.

All students must attend a minimum of 20 class contact hours per week.

**International Student Entry Requirements**
- Language, literacy, and numeracy test required as condition of enrolment
- Completion of Year 12 / SACE 2 / HSC or equivalent
- Minimum 5.5 IELTS (overall) or equivalent

**Tuition Fee**
$16,000 AUD (International Students)

**Enrolment Fee (Non-refundable)**
$250 AUD

**Intakes**
February, April, July, October

**Assessment Methods**
Participants will be provided with a timetable at the commencement of the course which will detail the assessment submission deadlines. As the course is competency-based, assessments are provided throughout the course and participants must achieve competency in each assessment. If competency cannot be achieved, further training may need to be identified and addressed accordingly.

A variety of methods will be used to assess the competency of participants, including:

- Case studies
- Projects (simulated work environment)
- Assignments
- Observation
- Presentations
- Role plays
- Questions/activities

**Delivery Mode**
- Face-to-face (Classroom)
- Online

**Training Pathways**
On successful completion of this qualification, students may choose to enrol in the BSB60420 Advanced Diploma of Leadership and Management at IAA, or take advantage of the precedent credit arrangements available with the University of South Australia and other universities in South Australia.

**Employment Pathways**
Participants who complete this qualification may be able to gain positions in a range of different and interesting roles including Executive Officer, Program Consultant, Program Coordinator, Office Manager, and/or Business Executive.

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# BSB50420 Diploma of Leadership and Management
**CRICOS Course Code 104232H**

## Introduction
This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts.

## Course Aim
In this qualification, students will learn how to:

- Use initiative and judgement to plan and implement a range of leadership and management functions
- Monitor their own workload and the workload of others
- Use communication skills to support individuals and teams to meet organisational and enterprise requirements
- Plan, design, apply, and evaluate solutions to unpredictable problems
- Identify, analyse, and synthesise information from a variety of sources

## Qualification Rules
As part of the Australian Qualifications Framework this program is nationally recognised. Graduates will be awarded the BSB50420 Diploma of Leadership and Management. A statement of attainment will be awarded to those who do not complete all units.

Participants **must complete twelve (12) units of competency** in accordance with the guidelines published in the BSB Business Services Training Package Qualification Rules which requires:

- **6 core units** and **6 elective units**

| BSBCMM511 | Communicate with influence | Core |
| BSBCRT511 | Develop critical thinking in others | Core |
| BSBLDR523 | Lead and manage effective workplace relationships | Core |
| BSBOPS502 | Manage business operational plans | Core |
| BSBPEF502 | Develop and use emotional intelligence | Core |
| BSBTWK502 | Manage team effectiveness | Core |
| BSBFIN501 | Manage budgets and financial plans | Elective |
| BSBLDR522 | Manage people performance | Elective |
| BSBOPS505 | Manage organisational customer service | Elective |
| BSBPEF501 | Manage personal and professional development | Elective |
| BSBSTR502 | Facilitate continuous improvement | Elective |
| BSBWHS521 | Ensure a safe workplace for a work area | Elective |

**Course Duration / Delivery Method**

This course is delivered over 52 weeks which includes public and term break holidays. Set assessment tasks may sometimes need to be completed outside of class times. Trainers will provide any additional learning materials where gaps are identified in either a participant's underpinning knowledge or the training resources.

**International Student Entry Requirements**
- Language, literacy, and numeracy test required as condition of enrolment
- Completion of Year 12 / SACE 2 / HSC or equivalent
- Minimum 5.5 IELTS (overall) or equivalent

**Tuition Fee**

$16,000 AUD (International students)

**Enrolment Fee (Non-refundable)**

$250 AUD

**Intakes**

February, April, July, October

**Assessment Methods**

Participants will be provided with a timetable at the commencement of the course which will detail the assessment submission deadlines. As the course is competency-based, assessments are provided throughout the course and participants must achieve competency in each assessment. If competency cannot be achieved, further training may need to be identified and addressed accordingly.

A variety of methods will be used to assess the competency of participants, including:

- Case studies
- Projects (simulated work environment)
- Assignments
- Observation
- Presentations
- Role plays
- Questions/activities

**Delivery Mode**
- Face-to-face (Classroom)
- Online

**Training Pathways**

On successful completion of the BSB50420 Diploma of Leadership and Management qualification, students may choose to enrol in the BSB60420 Advanced Diploma of Leadership and Management at IAA, or take advantage of the precedent credit arrangements available with the University of South Australia and other universities in South Australia.

**Employment Pathways**

After achieving the BSB50420 Diploma of Leadership and Management, candidates will have achieved the skills to gain employment in the following occupational positions: Manager, Officer Manager, Operations Manager, Production, Public Sector, Senior Manager (Public Sector), Transport Manager, Business Development Manager, Corporate Services, Distribution Centre Manager, Information Services, Legal Practice Manager, and/or Warehouse Manager.

## BSB50820 Diploma of Project Management
**CRICOS Course Code 104050C**

### Introduction
This qualification reflects the role of individuals who apply project management skills and knowledge in a variety of contexts, across several industry sectors. Job roles related to this qualification may include Project Manager and Project Team Leader.

### Course Aim
This qualification is designed for individuals who desire a career in a project leadership and management role and achieving project objectives. Students will gain a set of skills relating to project management including in-depth studies of a project's scope, time, costs, quality, HR, IT and communication, risk, stakeholder engagement, governance, and procurement.

In this qualification, students will learn how to:

- Display project leadership and management
- Become responsible for achieving project objectives
- Hone a sound theoretical knowledge base
- Use a range of specialised, technical, and managerial competencies to initiate, plan, execute, and evaluate their own work and/or the work of others

### Qualification Rules
As part of the Australian Qualifications Framework, this program is nationally recognised. Graduates will be awarded the BSB50820 Diploma of Project Management. A statement of attainment will be awarded to those who do not complete all units.

Participants **must complete twelve (12) units of competency** in accordance with the guidelines published in the BSB Business Services Training Package Qualification Rules which requires:

- **8 core units** and **4 elective units**

| | | |
|---|---|---|
| BSBPMG530 | Manage project scope | Core |
| BSBPMG531 | Manage project time | Core |
| BSBPMG532 | Manage project quality | Core |
| BSBPMG533 | Manage project cost | Core |
| BSBPMG534 | Manage project human resources | Core |
| BSBPMG535 | Manage project information and communication | Core |
| BSBPMG536 | Manage project risk | Core |
| BSBPMG540 | Manage project integration | Core |
| BSBPEF501 | Manage personal and professional development | Elective |
| BSBSTR502 | Facilitate continuous improvement | Elective |
| BSBTWK502 | Manage team effectiveness | Elective |
| BSBLDR523 | Lead and manage effective workplace relationships | Elective |

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## Course Duration / Delivery Method

This course is delivered over 52 weeks which includes public and term break holidays. Set assessment tasks may sometimes need to be completed outside of class times. Trainers will provide any additional learning materials where gaps are identified in either a participant's underpinning knowledge or the training resources.

## International Student Entry Requirements

- Language, literacy, and numeracy test required as condition of enrolment
- Completion of Year 12 / SACE 2 / HSC or equivalent
- Minimum 5.5 IELTS (overall) or equivalent

## Tuition Fee
$16,000 AUD (International students)

## Enrolment Fee (Non-refundable)
$250 AUD

## Intakes
February, April, July, October

## Assessment Methods
Participants will be provided with a timetable at the commencement of the course which will detail the assessment submission deadlines. As the course is competency-based, assessments are provided throughout the course and participants must achieve competency in each assessment. If competency cannot be achieved, further training may need to be identified and addressed accordingly.

A variety of methods will be used to assess the competency of participants, including:

- Case studies
- Projects (simulated work environment)
- Assignments
- Observation
- Presentations
- Role plays
- Questions/activities

## Delivery Mode
- Face-to-face (Classroom)
- Online

## Training Pathways
On successful completion of this qualification students may choose to enrol in the BSB60420 Advanced Diploma of Leadership and Management at IAA, or take advantage of the precedent credit arrangements available with the University of South Australia and other universities in South Australia.

## Employment Pathways
After achieving the BSB50820 Diploma of Project Management, candidates may be able to gain positions from a range of different roles including Construction manager, Contract, Program and Project administrators, ICT project manager, Change management leader, and Project Manager. In Australia, the range and number of specialist project managers are growing as our economy transitions from resources-based to service-based.

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## BSB60420 Advanced Diploma of Leadership and Management
CRICOS Course Code 107149A

### Introduction
This qualification reflects the role of individuals who apply specialised skills and knowledge, along with leadership and management experience, in a variety of industry sectors.

### Course Aim
In this diploma, students will learn how to:

- Use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters
- Use cognitive and communication skills to identify, analyse, and synthesise information from a variety of sources
- Transfer knowledge to others
- Express ideas and perspectives to respond to complex problems

### Qualification Rules
As part of the Australian Qualifications Framework this program is nationally recognised. Graduates will be awarded the BSB60420 Advanced Diploma of Leadership and Management. A statement of attainment will be awarded to those who do not complete all units.

Participants **must complete ten (10) units of competency** in accordance with the guidelines published in the BSB Business Services Training Package Qualification Rules which requires:

- **5 core units** and **5 elective units**

| | | |
|---|---|---|
| BSBCRT611 | Apply critical thinking for complex problem solving | Core |
| BSBLDR601 | Lead and manage organisational change | Core |
| BSBLDR602 | Provide leadership across the organisation | Core |
| BSBOPS601 | Develop and implement business plans | Core |
| BSBSTR601 | Manage innovation and continuous improvement | Core |
| BSBXCM501 | Lead communication in the workplace | Elective |
| BSBHRM614 | Contribute to strategic workforce planning | Elective |
| BSBPEF501 | Manage personal and professional development | Elective |
| BSBSTR602 | Develop organisational strategies | Elective |
| BSBFIN601 | Manage organisational finances | Elective |

**Course Duration / Delivery Method**

This course is delivered over 46 weeks which includes public and term break holidays. Set assessment tasks may sometimes need to be completed outside of class times. Trainers will provide any additional learning materials where gaps are identified in either a participant's underpinning knowledge or the training resources.

All students must attend a minimum of 20 class contact hours per week.

**International Student Entry Requirements**

- Language, literacy, and numeracy test required as condition of enrolment
- Completion of Year 12 / SACE 2 / HSC or equivalent
- Minimum 5.5 IELTS (overall) or equivalent
- Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions),
  or
- Have 2 years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise

**Tuition Fee**

$14,000 AUD (International students)

**Enrolment Fee (Non-refundable)**

$250 AUD

**Intakes**

February, April, July, October

**Assessment Methods**

Participants will be provided with a timetable at the commencement of the course which will detail the assessment submission deadlines. As the course is competency-based, assessments are provided throughout the course and participants must achieve competency in each assessment. If competency cannot be achieved, a further training need may be identified and addressed accordingly.

A variety of methods will be used to assess the competency of participants, including:

- Case studies
- Projects (simulated work environment)
- Assignments
- Observation
- Presentations
- Role plays
- Questions/activities

**Delivery Mode**

- Face-to-face (Classroom)
- Online

**Training Pathways**

On successful completion of the BSB60420 Advanced Diploma of Leadership and Management qualification students may take advantage of the credit transfer arrangements available with the University of South Australia and other universities in South Australia.

**Employment Pathways**

After achieving the BSB60420 Advanced Diploma of Leadership and Management, candidates will have achieved the skills to gain employment in the following occupational positions: Area Manager, Department Manager and/or Regional Manager.

# General English
**CRICOS Course Code 091159A**

## Introduction
Our General English course (Elementary to Upper Intermediate) is designed to help students develop language skills for real life situations. We will help you develop the confidence to live, travel, and work in Australia. You will graduate with real-world English skills you can use anywhere.

We offer flexible course durations, which reflects our commitment to student support and well-being. From 10 weeks per year to 40 weeks per year, with a rolling intake, students can be assured that they will have the opportunity to learn English with the Academy. There are 4 levels of English that students can select from.

## Course Aim
The General English course aims to provide core English language skills. All students will develop the necessary skills to communicate effectively and confidently in a diverse range of topics encountered every day.

The comprehensive course curriculum is designed to assist students to improve their English in:

- Formal and informal settings
- Grammar and vocabulary
- Reading comprehension
- Confidence in using the English language
- Learning the Australian culture and way of life

## Structure of the Course
Classes are offered year-round at each different English level (Elementary, Pre-Intermediate, Intermediate, and Upper-Intermediate) to accommodate students at a wide variety of skill levels. Classes are structured around 46 weeks. Students spend on average 12 weeks at each level before progressing to the next level.

To ensure their success, students need to be proactive and engaged learners, complete assigned homework and assignments, work closely with their class teacher and attend classes on a regular basis. Upon successful completion of the program, students have the option of graduating or moving in further Business or Management leadership programs.

| Entry Level (approximate IELTS equivalents) | General English Course Level | Course Duration | English Language Proficiency Required |
|---|---|---|---|
| 5-6 | Upper-Intermediate | 10 weeks | Intermediate |
| 4-5 | Intermediate | 10 weeks | Pre-Intermediate |
| 3-4 | Pre-Intermediate | 10 weeks | Elementary |
| 2-3 | Elementary | 10 weeks | None |

## Outcome
The General English course at IAA assists students to achieve their career or educational goals. The course is carefully designed to address all the macro skills (reading, listening, writing, and speaking) as well as grammar, vocabulary, pronunciation skills, and intercultural communication.

**Course Duration / Delivery Method**

This course is delivered over 10-46 weeks which includes public and term break holidays. Set assessment tasks may sometimes need to be completed outside of class times. Trainers will provide any additional learning materials where gaps are identified in either a participant's underpinning knowledge or the training resources.

All students must attend a minimum of 20 class contact hours per week.

**International Student Entry Requirements**
- Language, literacy, and numeracy test required as condition of enrolment

**Tuition Fee**
$340 AUD (Per Week)

**Enrolment Fee (Non-refundable)**
$250 AUD

**Intakes**
February, April, July, October

**Assessment Methods**

Participants will be provided with a timetable at the commencement of the course which will detail the assessment submission deadlines. As the course is competency-based, assessments are provided throughout the course and participants must achieve competency in each assessment. If competency cannot be achieved, further training may need to be identified and addressed accordingly.

A variety of methods will be used to assess the competency of participants, including:

- Group discussions or work
- Projects
- Assignments
- Seminars
- Self-study
- Questions/activities

**Delivery  Mode**
- Face-to-face (Classroom)
- Online

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# Australian and Overseas Recognition of your Qualification

Thousands of international students enrol at an Australian education institution every year. When you graduate, your qualification will be recognised by international employers and leading education institutions around the world.

This is because all Australian education qualifications are included under one national system - Australian Qualifications Framework (AQF). The AQF links school, vocational, and university qualifications, making it easier to progress to the next AQF level anywhere in Australia.

The AQF also makes it easy for overseas governments to recognise your qualification. When international employers see it, they know what it stands for: a world-class education in a modern, democratic, and technologically advanced society.

Australia has a system to recognise your qualifications from other countries. The Australian Government organisation, National Office of Overseas Skills Recognition (NOOSR) helps Australian institutions to recognise qualifications from overseas, allowing for recognition of your previous studies. You can find out more about skills recognition by visiting the Australian Skills Recognition Information https://info.australia.gov.au/information-and-services/education-and-training/qualifications-and-skills-recognition

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# Enrolment procedure at IAA

**Step 1:**     **Contact the International Australian Academy**

Browse our wide range of courses and email the Academy at enquiries@iaa.sa.edu.au to find out more about your course selections.

**Step 2:**     **Check your eligibility**

Check each Academic entry requirement and English language requirement for the selected course.

**Step 3:**     **Complete the online enrolment application form**

Complete the online International Student Enrolment Application Form (available on our website https://www.iaa.sa.edu.au/).

All enrolment applications must be accompanied by:

- Certified copies of your academic qualifications (testamurs)
- Certified copies of your academic transcripts
- English language test results
- Photocopy of your current passport
- Copy of visa (if already issued)
- Change of name certificate (if you have any)

Documents submitted in a language other than English must be accompanied by a complete English translation made by an accredited translator with a government body or the Registrar of the issuing institution.

**Step 4:**     **Submit the application**

Once applications have been processed, an *Offer and Acceptance Agreement* will be issued with an invoice for payment for your course fees.

The *Offer and Acceptance Agreement* confirms your acceptance into your course of study, and gives the key dates, including course commencement and orientation dates.

Please note: the Academy does not accept enrolments from students who have yet to complete the first 6 months of their course with another provider.

**Step 5:**     **Accept your offer**

Read your Letter of Offer and sign it, then email it back to us.

**Step 6:**     **Pay your fees**

Once we have received your signed offer letter, you will need to pay the fee as shown on the offer letter to our Bank account.

Payment can be made to the following account:

Bank name:          ANZ Banking Group
Account number:     454910869

|            |          |
|------------|----------|
| Swift code: | ANZBAU3M |
| BSB:        | 015025   |

If you wish to pay using a credit card, **please call our reception staff on +61 8 7008 9666**. You card details will be taken verbally over the phone and the payment handled manually via our EFT terminal. Your card details will not be recorded. A receipt will be emailed to you.

**Step 7:**      **Get Confirmation of Enrolment (CoE)**

A CoE will be issued to assist with student visa application along with relevant course of study details (ie. Dates and start times).

After you have accepted your offer, you'll receive a Confirmation of Enrolment (CoE). You need to submit it to the Department of Home Affairs with your student visa application. It includes important information about your course and will reflect the details outlined in your Letter of Offer from IAA.

**Step 8:**      **Obtain a Student Visa**

Obtain a Student Visa from the Australian Embassy or high Commission using the CoE issued on enrolment. This student visa will be for the length of time the student continues to study at the Academy.

You must continue to meet the conditions of your visa. The following conditions apply to all student visas:

- Remain enrolled in a registered course
- Maintain satisfactory attendance in the course and maintaining course progress for each study period
- Continue to satisfy the requirements for grant of the student visa, including continuing to have sufficient financial capacity to support your study and stay in Australia
- Notify your education provider of your residential address in Australia and any changes in your residential address within 7 days of the change
- Maintain health insurance during your stay in Australia: this usually means having an up-to-date health insurance policy for Overseas Student Health Cover (OSHC)
- Comply with work limitations

For more information on obtaining a student visa, go to
https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500

Your CoE will include the date you're expected to finish your course. The duration of your student visa will be based on this date. You must complete your course within the time granted by your student visa. Except in extremely limited circumstances, you cannot stay in Australia beyond your visa expiry date.

**Step 9:**      **Plan your travel**

Get all your documents ready and book the accommodation arrangements and purchase a flight ticket.

**Step 10:**     **Attend Orientation**

All new students are to meet at the Academy on their first day to meet the CEO who will welcome you and introduce you to key staff and get your student ID cards and apply for USI.

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# ESOS Legislative Framework: International Students' Rights and Responsibilities

The Australian government laws promote quality education and consumer protection for overseas students. In particular, the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2007 are laws which will be referred to from time to time.

IAA Education Pty Ltd's (trading as International Australian Academy) CRICOS Number is 03211J. CRICOS Registration guarantees that the course and the education provider meet high standards.

The Australian Government and IAA is dedicated to providing you with an excellent education experience during your stay in Australia. As an overseas student on a student visa, you have a number of rights and responsibilities, as outlined in the ESOS Framework.

The ESOS Framework factsheet for international students is available on https://www.dese.gov.au/esos-framework/resources/international-students-factsheet for students to understand their rights and responsibilities while studying in Australia.

**Overall, as an overseas student on a student visa, you have responsibilities to:**

- Satisfy all of your student visa conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your education provider
- Inform your provider if you change your address
- Maintain satisfactory attendance and course progress as per your visa conditions

# International Student Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Completing the course within the duration specific in the COE
- Maintaining satisfactory attendance. You must attend a minimum 20 hours per week of schedule classes
- Maintaining approved Overseas Student Health Cover (OSHC) while in Australia
- Remaining with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notifying your training provider of your Australian address and any subsequent changes of address within 7 days

*Note: family members are also subject to visa conditions which relate to them.*

Conditions of your student visa are outlined in detail below, but please note, below is not the full list of conditions that you must adhere.

For a full list of mandatory and discretionary student visa conditions please visit: https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500

- **Keep your visa current**
    - o The expiry date is printed on the visa label in your passport
    - o Changes in your enrolment may affect your visa
    - o You must renew your visa before your current visa expires

- **Change of contact details**
    - o Inform your education provider of your residential address within seven days of arriving in Australia
    - o Any further change of address must be lodged with the provider within seven days

- **Enrol full time and be expected to finish your course within the date specified on your visa**

- **Complete six months of your principal study before considering a change of provider**
    - o You will need a Letter of Release if you are seeking release before this six-month period and a Letter of Offer from the new provider

- **Understand your Work Rights**
    - o You must have a valid student visa with Permission to Work issued by DoHA
    - o You can work a maximum of 40 hours per fortnight during study periods

- **Overseas Student Health Cover**
    - o You are expected to maintain adequate Overseas Student Health Cover for the duration of your visa. It is your responsibility to ensure your cover does not lapse. The Student Support Officer can assist to organise a renewal

- **Attendance**
    - o You must attend at least 80% of classes as detailed in IAA's Monitoring Course Progress Policy for all courses

- **Satisfactory Course Progress**
    - o You are required to achieve satisfactory academic results in each term of your study, or you will be required to fully participate in an Intervention Plan, so that you can complete your studies within the expected duration of your course

## Reporting requirements

Under Australian Government Law, IAA is required to enter the enrolment of all international students into PRISMS, a database reporting system linked to Department of Home Affairs (DoHA). The reporting required by PRISMS is exception reporting. This occurs when a student:

- Does not commence on time, in other words, the student may not turn up or has not arranged for a later start because of compelling and compassionate reasons; or
- Terminates their study before course completion; or
- Changes their program or duration; or
- Fails to comply with their visa conditions regarding attendance or academic performance.

IAA has an obligation to report these situations into the PRISMS system. If a student is considered to be non-compliant, the PRISMS system will generate a non-compliance notice which is sent to the student. This may result in a <u>cancellation of the visa</u>.

# Emergency, Health and Medical Information

## Student Health

It is the responsibility of the students and staff of IAA to monitor their own health and safety. Anyone suffering from sickness such as colds or flu should not come to IAA campus until fully recovered. If students are unable to attend IAA due to sickness, they must inform their trainer immediately. Appropriate evidence (i.e., a medical certificate) will be required for any absences, and must be produced on or before the next class. Students can contact IAA reception for a list of available doctors.

## Emergencies

In Australia there is a single emergency telephone number **000** (or **112** from mobile phones) used to contact any of these services:

- Ambulance
- Fire
- Police

*Please note: this number should only be used in case of emergency and not for general medical assistance or advice.*

### Ambulance
Ambulances are available to provide immediate medical attention and/or emergency transportation to hospital. To call an ambulance, dial **000**.

### Fire
The South Australian Metropolitan Fire Service and SA Country Fire Service serve to extinguish fires and rescue people from dangerous situations caused by fire or chemical and gas leaks. To call the fire service, dial **000**.

### Police
The South Australian Police (SAPOL) protect people and property, detect and prevent crime and preserve civil peace in the community. Members of the police force can provide directions and are charged with helping the community to feel safe. For **all non-emergency issues** or advice, contact SAPOL on 131 444. In an emergency, dial **000**.

### State Emergency Service
The State Emergency Service (SES) is a volunteer organisation dedicated to providing emergency and rescue response services to the community. The SES works alongside the ambulance, fire, and police services in providing assistance during natural disasters, serious road crashes and extreme weather conditions. For emergency assistance during bushfire, flood, or storm, dial 132 500.

### Poisons Information Line
The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide **Poisons Information Centre** have a common telephone number: **13 11 26**.

### Lifeline
Lifeline offers counselling and support services to callers and its professional responders are ready to listen and talk about any issues, no matter how big or small. These trained counsellors are here to provide assistance 24 hours 7 days a week from anywhere in Australia. Lifeline believes that

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everyone deserves the right to be heard and offers emotional support in times of difficulty. To contact Lifeline, call 13 11 14.

**Translating and Interpreting Service**
The Translating and Interpreting Service (TIS National) is an interpreting service for those who do not speak English or need assistance communicating in English. In an emergency, dial 131 450 (within Australia) or +61 3 9268 8332 (outside Australia) and follow the prompts.

## Coronavirus (COVID-19) and Student Welfare

IAA closely follows the government and SA Health regulations and recommendations as an RTO and CRICOS provider with international students. IAA accommodates a mixed delivery of its courses, supporting students through online and face-to-face learning where appropriate.

Mask-wearing and QR check-ins are strongly recommended when entering IAA premises, and self-monitoring of symptoms and health is important. If you experience any symptoms, follow the SA Health guidelines, get tested, and inform your IAA trainer. More details can be found on the SA Health website: https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/covid-19/covid-19

# Overseas Student Heath Cover (OSHC)

Overseas Student Health Cover is a requirement of entry into Australia for all international students and their dependents. It is your responsibility to ensure that you have adequate cover for the entire duration of your student visa.

All students are free to choose their own health care provider, but IAA's preferred health care provider is Medibank. In general, OSHC covers treatment by a doctor, either in a public hospital or in a doctor's surgery. It also covers pathology and x-rays, ambulance transport and a limited amount of prescription medication. Please check with reception staff to receive updated information and brochures on what is covered by your health cover insurance.

You must have health insurance while in Australia. Health insurance can be provided by obtaining Overseas Student Health Cover (OSHC) which provides medical and hospital insurance.

IAA can arrange health cover for you before you come to Australia if you choose to pay the health cover charges with your tuition fees, or you can select an approved OSHC provider yourself. Please be mindful that IAA does not take any responsibility if you do not pay or make prior arrangements for your OSHC. Your OSHC must cover the full period of your student visa.

For more information, please visit: https://oshcaustralia.com.au/en

If you have a child born after your arrival in Australia, and you only have a single OSHC policy you must change to a family policy. If family members join you after your arrival in Australia, they will have to demonstrate that they have an OSHC policy for the duration of their visas.

**Proof of insurance:** When you lodge your application, you must provide a receipt or other proof of your OSHC payment. The OSHC should commence when you arrive in Australia.

Which insurers offer OSHC?

- Medibank: https://www.medibank.com.au/
- BUPA Australia: https://www.bupa.com.au/
- ahm: https://ahm.com.au/
- Allianz: https://www.allianzcare.com.au/en/student-visa-oshc.html
- nib OSHC: https://www.nib.com.au/overseas-students
- CBHS: https://www.cbhsinternationalhealth.com.au/overseas-students-oshc

**Health Care Card**
Your OSHC fee is paid with your initial tuition fees before arrival in Australia. You will be issued with your health care card at enrolment. It usually takes two weeks from the receipt of your application.

**What if you get sick before receiving your card?**
All international students are covered from the date of their arrival in Australia. However, if you need to see a doctor before a card has been issued for you, provide your membership details to your doctor. You may have to pay for your treatment, but make sure to keep your receipt so you can make a claim for reimbursement once you receive your card.

**Why do you need health cover?**
- Medical treatment in Australia is expensive and if you have an accident or get sick, OSHC will cover many of your expenses
- It is a requirement of your student visa condition set out by DoHA
- If you don't have OSHC and you let your cover lapse, your visa could be cancelled
- Ensures peace of mind

# Medical Help

## Doctor (GP)

If you are sick and it is not an emergency, you can visit a GP (General Practitioner). GPs take care of non-emergencies and can refer you to specialists if needed. To find a GP closest to you, ask our reception staff for a list of local GPs. If you need an interpreter during your medical visit, your doctor may be able to provide you one from the Translating and Interpreting Service (TIS) at **131 450.** At times, there may be a cost involved.

## Health Direct

Health direct Australia provides a Nurse on Call phone service that gives immediate, expert health advice from a registered nurse, 24 hours a day, and 7 days a week. The service, staffed by registered nurses, is available from any landline for the cost of a local call. (Mobile phone calls may be charged at a higher rate). Some examples of when you may need this service:

- You or someone you're caring for is feeling unwell
- You are not sure if you should seek medical help
- You're away from home or situated a long way from medical help
- You simply want advice or information about health services in your area

The service provides access to interpreting services for callers not confident with English. Visit https://www.healthdirect.gov.au/ for more information. For health advice, call **Health Direct: 1800 022 222.**

If you are sick, your doctor may prescribe medicines such as antibiotics. Prescription medication is available at the chemist or pharmacist. Your OSHC will only pay for limited prescriptions. Make sure you show your health card when paying for your prescriptions. If you have any questions about medicines, speak to the chemist or phone the **SA Pharmacy Medicines Information Service on (08) 8161 7555** Monday to Friday, 9am to 5pm.

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

## Dentists/Optometrists/Physiotherapists

Your Overseas Student Health Cover does not generally cover these services. You should consult the SA Health website: https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet and search for these services that are nearest to you, or check with our reception staff for assistance.

## Physical Wellbeing

Studying and working can be stressful at times. Make sure you eat and drink plenty of water. A balanced diet of fruit and vegetables does not have to be expensive. Find a sport or recreation activity that will help you to relax. If you are ill, you should visit the doctor and always ask for a medical certificate.

For further information on health matters, please visit the following websites:

- Nutrition Australia: www.nutritionaustralia.org/
- Wellbeing SA: https://www.wellbeingsa.sa.gov.au/
- Heart Foundation: www.theheartfoundation.net

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## Alternative Therapies

A range of alternative therapies, such as massage, acupuncture, homeopathy etc, is available in any capital cities, CBD and suburbs. Please refer to the Yellow Pages Directory https://www.yellowpages.com.au/ for services in your area, or check with the reception staff for assistance.

## Mental Health

The Student Support Officer can provide counselling for general issues. For more serious issues, your GP or medical health centre can refer you to professionals who can help. Online resources and other self-help databases can also be very useful.

The SA Health website contains a list of mental health services on:
https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/services

Support services such as Lifeline are also available:

- **Lifeline**: https://www.lifeline.org.au/ or call 13 11 14, available 24 hours, 7 days a week
- **Beyond Blue**: https://www.beyondblue.org.au/ or call 1300 22 4636, available 24 hours, 7 days a week
- **1800RESPECT:** https://www.1800respect.org.au/ or call 1800 737 732, available 24 hours, or chat online 24 hours service

## Sexual Health

In the first instance, you may wish to speak with a GP/Doctor, who can assist you or refer you to another specialist for any sexual health related matters. There are a number of other agencies that can help as well. Please refer to the Yellow Pages Directory https://www.yellowpages.com.au/ to select a service close to you or refer to our reception staff for assistance.

# Student Code of Conduct

## Overview

The IAA Student Code of Conduct provides a framework for the standard of conduct expected of students of IAA with respect to their academic integrity and behaviour. It outlines the primary obligations of students, and directs staff and students to the code and related procedures.

Where a student breaches this Code, IAA may take disciplinary action. Such matters will be handled in accordance with the IAA Deferring, Suspending or Cancelling Policy.

IAA's Student Code of Conduct aims at providing a learning culture that prepares students to learn effectively and to gain the necessary skills for employment or further studies. Providing superior education in which students are encouraged to strive for excellence.

IAA expects students and trainers will help to contribute to this aim. Students will practice the qualities that IAA and their employers seek, and always act in a respectful and courteous manner. An environment free of harassment, discrimination and threatening behaviour will operate at all times.

IAA recognises the values of diversity and differences, co-operation, respect, tolerance and freedom of expression and that students should be well established in social responsibility.

## Expected Behaviour while on Campus

Whilst on campus, all students are expected to behave in a considerate and respectful manner towards other students, staff, and visitors. Unacceptable behaviour restricts academic progress and hinders the work performance of others.

Students are encouraged to:

- Be respectful and courteous to everyone
- Be punctual and attend all classes
- Be willing to learn, ask questions, and seek feedback on your learning performance
- Complete the tasks assigned to you by your trainer
- Maintain steady progress in all units and courses undertaken
- Arrive and leave class at scheduled times, otherwise seek permission from your trainer
- Allow everyone an opportunity to learn
- Listen and avoid interrupting others
- Submit all work on time
- Attend all classes. If you miss class, then it is your responsibility to catch up
- Turn off your mobile phones (unless authorised by a trainer)
- Adhere to the required dress and safety standards in your relevant course
- Refrain from alcohol, drugs and smoking on campus
- Place all rubbish in the bins provided in the classroom
- Eat and drink only in the designated kitchen or student lounge areas
- Inform the Academy of any changes to personal details
- Refrain from unacceptable behaviour including plagiarism, academic misconduct, discrimination, harassment, or bullying to students and IAA staff

Likewise, IAA staff are expected to hold responsibilities for students. Students can expect:

- To be treated with courtesy and respect
- IAA to address all student needs within reason regardless of gender, age, disability, race, background, or ethnic origin
- To be provided with a harmonious study environment that is free of discrimination, harassment, and bullying

- To have their personal privacy respected
- To be provided with accurate and up-to-date information regarding their course, assessments, enrolments, and study
- To be provided with a safe classroom environment in which any student concerns and complaints are addressed accordingly
- That their course program and content is up-to-date and relevant
- To be provided with assessment feedback from their course trainer to further improve their studies
- To be provided with student access to IAA learning resources and facilities
- That all IAA facilities and equipment are safe to use

## Security for Students

Please do not leave your own possessions and learning materials unattended. Carry your bag, purse, or wallet with you always.  You are welcome to rent a student locker for a fee of $50 to safely place your belongings.

# Unacceptable Behaviour or Misconduct

IAA categorises two types of misconduct or unacceptable behaviour as listed below:

- Academic misconduct
- General misconduct

## Academic Misconduct

The following gives an indication to the types of behaviour that constitute 'Academic Misconduct' at IAA:

**Assessment tasks**
- Students must not copy or paraphrase any document, audio-visual material, computer-based material, or artistic piece from another source except in accordance with the conventions of the field of study
- Students must not use another person's concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work (not group work), students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment
- Students must not ask another person to produce an assessable item for them
- Any other way of academic misconduct as per IAA's Plagiarism Policy

**Tests/examinations**
- Students must not help or receive assistance from other students
- Students must not request the loan of or lend materials or devices to other students
- Students must not bring any materials into the examination room other than those specified for that examination
- Students must not use computer software or other devices during an examination other than those specified
- A student may be excluded from a final examination in a unit for any of the following reasons:
  - Unauthorised absence from class
  - Failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-term tests (if applicable)

## General Misconduct

The following examples indicate the kinds of behaviour which constitute 'General Misconduct'. They are for illustrative purposes and are not intended to be exhaustive. General student misconduct occurs when a student:

- Contravenes any rules or acts
- Prejudices the good name or reputation of IAA
- Prejudices the good order and governance of IAA or interferes with the freedom of other people to pursue their studies
- Wilfully disobeys or disregards any lawful order or direction from IAA personnel
- Refuses to identify him or herself when lawfully asked to do so by an officer of IAA
- Fails to comply with any penalty imposed for breach of discipline
- Misbehaves in a class, meeting or other activity under the control or supervision of IAA, or on IAA premises or other premises to which the student has access as a student of IAA
- Obstructs any member of staff in the performance of their duties
- Acts dishonestly in relation to admission to IAA
- Knowingly makes any false or misleading representation about things that concern the student as a student of IAA or breaches any of IAA rules
- alters any documents or records

- Harasses or intimidates another student, a member of staff, a visitor to IAA, or any other person while the student is engaged in study or other activity as an IAA student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason
- Breaches any confidence of IAA
- Misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from IAA premises while acting as IAA student, in a manner which is illegal or which is or will be detrimental to the rights or property of others
- Steals, destroys, or damages a facility or property of IAA or for which IAA is responsible, or
- Is guilty of any improper conduct

## Consequences of Student Misconduct

In relation to disciplinary matters listed above, IAA may suspend or cancel a student's enrolment, according to IAA Deferring, Suspending or Cancelling Policy.

**Please refer to IAA Deferring, Suspending or Cancelling Policy for further information.**

# Complaints and Appeals

All students are to be given the opportunity to access the IAA complaints and appeals procedure before reporting any provider-initiated suspensions or cancellations of enrolments via PRISMS. The students must be advised that they have 20 working days to lodge an appeal from the issue of final notification.

Where a student decides to access this procedure within 20 working days of notification, IAA will maintain the student enrolment until the process has finalised before going ahead with the reporting of the student's enrolment changes via PRISMS.

Where a student decides not to access this procedure within 20 working days of notification, IAA will continue with the reporting process.

# Key staff at IAA

## Austin Perrot

CEO | Principal | Senior Trainer/Assessor

Austin is the CEO and Principal of IAA, and Trainer/Assessor for the BSB60420 Advanced Diploma of Leadership and Management. He provides support in understanding the learning activities and interpreting the assessment criteria for this course.

Austin is available to students who require advice on issues relating to their:

- Choice of careers
- University pathways
- University selection

**Email:** austin@iaa.sa.edu.au

**Phone:** +61 8 7008 9666

## Cooper Lin

Student Support Officer

All courses offered by the Academy are delivered in English. Cooper will help students who have difficulty in interpreting and understanding social English and in developing students' understanding of the English language. Cooper will help you settle in Adelaide and teach you how to use the public transport system. Cooper will also help support your integration into the Adelaide community and is the first point of contact for help with:

- Class attendance and progress requirements
- Assessment requirements
- eLearning support
- Assistance with personal issues
- Complaints and Assessment Appeals
- Living and study arrangements
- Student Association
- Study Group

The Student Support Officer will try to help you with any matter you would like to raise with them, so just ask and if they can't help you, they will arrange for you to meet with someone who can.

**Email:** student.support@iaa.sa.edu.au

**Phone:** +61 8 7008 9666

| Doc | **IAA Student Handbook** | Code | **IA-S6-D1** | Version# **4.4** | Modified **24/01/2022** | 57 |
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# Schedule of Fees

All students at the Academy must make fee payments based on the scheduled course fees which include:
- Course materials
- Issue of qualification or statement (1 only)

At the time of enrolment students are required to pay the following fees:
- Enrolment Application fee
- Tuition fee

| Course | Total Tuition Fee (AUD) |
|---|---|
| BSB30120 Certificate III in Business | $11,000.00 |
| BSB40320 Certificate IV in Entrepreneurship and New Business | $13,000.00 |
| BSB40120 Certificate IV in Business | $13,000.00 |
| BSB50120 Diploma of Business | $16,000.00 |
| BSB50420 Diploma of Leadership and Management | $16,000.00 |
| BSB50820 Diploma of Project Management | $16,000.00 |
| BSB60420 Advanced Diploma of Leadership and Management | $14,000.00 |

If you wish to make part payment arrangements, please contact reception at enquiries@iaa.sa.edu.au

| Course | Tuition Fee (AUD) (Per Week) |
|---|---|
| General English (CRICOS course code 091159A) | $340.00 |

## Non-Tuition Fees

| | |
|---|---|
| Enrolment Application Fee (non-refundable) | $250 |
| Re-issue of Parchment | $25 |
| Re-issue of Transcript | $25 |
| Airport Pickup | $50 |
| Additional Statement of Attainment | $45 |
| Student ID Card replacement | $50 |
| Finding Homestay | $250 |
| Changing Homestay | $250 |
| Student Locker Rental | $50 |
| RPL Assessment | Fees upon request |
| Late payment of overdue fees | $300 |

## Payment Schedule

At the time of enrolment, a payment schedule will be included in your enrolment agreement indicating when your fees are due and the amount due. Students will pay the same fee throughout their course unless there are adjustments or re-scheduling of the course, in which case additional costs may be incurred. Students are required to pay their tuition fees by the due dates shown on their fee schedule. If fees are not paid by the due date, IAA may charge additional late fees or IAA may withdraw the enrolment and report the student to DoHA.

The payment of all fees and charges is receipted and dated at the time of payment.

Records of fees receipted and dated are maintained and secured for two years after the student ceases to be a student and is kept within the financial management system software for up to five years as required by taxation legislation.

# Academic Calendar 2022

Students are enrolled on a full-time basis. Students are only permitted to take breaks during the public holidays and nominated IAA academic holidays.

**Class Commencement:**     Monday 14 February 2022
**Class End:**                      Friday 16 December 2022

Above dates apply for all IAA courses except for General English.

## Class Schedule

Classes are scheduled in 6-hour blocks:

Monday - Friday          09:30am – 4.00pm (1-hour lunch break)

The Academy resources are freely available for student use from 9:30am to 5.00pm Monday to Friday (except on public holidays).

Students can verify class locations by referring to the timetables at reception or on the Academy Intranet.

Each student must attend all classes. The course learning materials will follow the general themes presented in your text, but additional, supplementary information will be a routine part of class.

# Delivery Options

At IAA, we offer training via different delivery methods to best suit all students. These include:
- Scheduled face-to-face classroom delivery
- Distance learning methods, which may include web-based or via communication applications
- A hybrid mode of both face-to-face and online learning

Attendance for lecture sessions is an assessed requirement and satisfactory attendance (at least 80% of the total scheduled course contact hours) at scheduled classes is mandatory to meet the visa requirements. All teaching instructions are in English.

Students have access to necessary instructional and assessment facilities, materials, and equipment.

## Face-to-Face Classroom Delivery

Face-to-face classroom delivery is where a student will attend lessons in a classroom environment on IAA campus.

- Students will be provided with a schedule of their course prior to the commencement of their class
- Classes typically run from 9:30am to 4pm, however this may vary slightly
- A qualified IAA trainer leads the class
- A translator may be present to assist with communication between trainer and student
- The trainer will provide the learning resources required for the training
- The classroom environment is interactive
- Students are encouraged to participate and ask questions
- Trainer can issue homework, projects, and assignments to students and are completed in the student's own time

## Distance Delivery

Distance delivery allows students to work through the course using online access through the Academy's eLearning portal, where students can work through the assigned material safely at home outside of IAA campus.

- Students are provided with login and password details to their online student portal, where they will have access to learning resources, documents, and assessments
- Trainers will provide their own method of distance communication via telephone or email
- To be successful in the course, students are required to be proactive and self-motivated in their learning, and use the support services that IAA offers

## Hybrid Delivery

Hybrid delivery allows flexibility for the student to undertake training using a variety of learning modes as offered by the trainer. This may include both face-to-face learning for onshore students blended with online Zoom interactions for offshore students.

## Volume of Learning

For students to complete all their learning, they will have to spend time outside the formal scheduled activities. In the extra hours, students are expected to allocate time to self-study via researching, reviewing existing cases, and preparing formal summative assessment material presented by the trainer. Some training may be self-directed and self-motivated.

The total hours listed in each of the qualifications is the amount of training scheduled for campus-based activities that the student is expected to attend. This time covers tuition time and group activities/discussions.

# About the Unique Student Identifier (USI)

All students undertaking nationally recognised training delivered by a registered training organisation need to have a Unique Student Identifier (USI). You will not receive your qualification if you do not have a USI. A USI gives students access to their online USI account, which is made up of ten numbers and letters. It will look something like this: 2XY92FK2B9.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost. The USI is available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed.

A USI account will contain all of a student's nationally recognised training records and results from 1 January 2015 onwards.

When applying for a job or enrolling in further study, students will often need to provide their training records and results. One of the main benefits of the USI is that students will have easy access to their training records and results throughout their life.

Students can access their USI account online from a computer, tablet, or smart phone anywhere and anytime at no cost.

For more information, visit https://www.usi.gov.au/

The USI initiative:

- seamlessly links information about a student's VET achievements, regardless of where they studied
- enable students to easily access more secure digital transcripts of their achievements
- give students access to, and more control over, their educational information

## Who Needs a USI?

Students who need a USI include:

- Students who are enrolling in nationally recognised training for the first time
- School students completing nationally recognised training
- Students continuing with nationally recognised training

A student who is continuing study is a student who has already started their course in a previous year (and not yet completed it) and continued studying after 1 January 2015.

Once a student creates their USI they will be able to:

- Give their USI to each training organisation they study with
- View and update their details in their USI account
- Give their training organisation permission to view and/or update their USI account
- Give their training organisation access to their transcript
- Control access to their transcript
- View online and download their training records and results in the form of a transcript

## How to Get a USI

It is free and easy for students to create their own USIs online. While students may create their own USI, IAA is also able to create USIs for students. IAA may do this as part of the enrolment process or when students begin studying. Where this service is provided, IAA will advise its students. Students only need to apply for a USI once and application only takes a few minutes.

## Steps to Create a USI

The following steps show how students can create a USI:

**Step 1**      Have at least one form of Australian ID ready from the list below:

- Australian passport
- Non-Australian passport (with valid and current Australian visa)
- Australian birth certificate
- Australian driver's licence
- Medicare card
- Certificate of registration by descent
- Centrelink concession card
- Citizenship certificate
- ImmiCard

IMPORTANT: To make sure we keep all student's training records together, the USI will be linked to the student's name as it appears on the form of ID used to create the USI. The personal details entered when a student creates a USI **must match exactly** with those on their form of ID.

If a student has no proof of ID from the list above, they will be required to contact their training organisation about other forms of ID they can accept to help a student get a USI.

**Step 2**      Have contact details ready (e.g. email address, mobile number and/or address).

**Step 3**      Visit the USI website at https://www.usi.gov.au/

**Step 4**      Select the "Create a USI" link and follow the steps

**Step 5**      Read and agree to the Terms and Conditions

**Step 6**      Follow the instructions to create a USI – it should only take a few minutes. Make sure you enter your personal details exactly as they appear on your form of ID

**Step 7**      Confirm your identity. The USI Registry System will check and confirm your identity

**Step 8**      Secure your account by setting up a USI password and security questions.

Upon completion, the USI will be displayed on the screen. It will also be sent to the student's preferred method of contact.

**Step 9**      The student should then write down the USI and keep it somewhere handy and safe. IAA will need to collect and verify your USI once you have created one

For more information, please visit https://www.usi.gov.au/students/get-a-usi

## USI Privacy

If you do not already have a Unique Student Identifier (USI) and you want IAA to apply for a USI to the Student Identifiers Registrar on your behalf, IAA will need one of the following acceptable forms of ID:

- Australian passport
- Non-Australian passport (with valid and current Australian visa)
- Australian birth certificate
- Australian driver's licence
- Medicare card
- Certificate of registration by descent
- Centrelink concession card
- Citizenship certificate
- ImmiCard

IAA will provide to the Registrar the following items of personal information about you:

- Your name, including first of given name(s), middle name(s) and family name as they appear in your identification document
- Your date of birth, as it appears, if shown, in the chosen document of identity
- Your city or town of birth
- Your country of birth
- Your gender
- Your contact details

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process.

If you do not have a document suitable for the DVS and we authorised to do so by the Registrar, we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf, and you should then contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made, or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask IAA to make an application for a USI on your behalf, IAA will have to declare that IAA has complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that IAA has given you the following privacy notice on the next page:

| | | | | | |
|---|---|---|---|---|---|
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**USI Privacy Notice**

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- Is collected by the Student Identifiers Registrar for the purposes of:
    - processing my application for, verifying and giving a USI;
    - resolving problems with a USI, and
    - creating authenticated VET transcripts;
- May be disclosed to:
    - Commonwealth and State government departments and agencies, Boards of Study, and specified Higher Education and VET-related bodies for:
        - The purposes of administering and auditing Vocational Education and Training (VET) and Higher Education, including education and training providers, VET programs, and higher education courses;
        - Education related policy and research purposes; and
        - To assist in determining eligibility for education and training subsidies, funding or financial assistance;
    - VET and Higher Education Regulators to enable them to perform their VET and Higher Education regulatory functions;
    - VET Admission Bodies for the purposes of administering VET and VET programs;
    - Tertiary Admission Centres (TAC) for the purposes of administering Higher Education courses;
    - Current and former registered education and training providers to enable them to deliver VET and Higher Education courses to the individual, meet their reporting obligations under the VET and Higher Education standards and government contracts and assist in determining eligibility for training subsidies and higher education funding;
    - Schools for the purposes of delivering VET courses to the individual and reporting on these courses;
    - The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation, and auditing of national VET statistics;
    - Researchers for education and training related research purposes;
    - Any other person or agency that may be authorised or required by law to access the information;
    - Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- Will not otherwise be disclosed without your consent unless authorised or required by or under law.

For more information on the privacy terms and conditions related to creating/accessing a USI, visit
https://www.usi.gov.au/terms/accessing-your-usi-account

## USI Privacy Policies and Complaints

You can find further information on how the Registrar collects, uses, and discloses the personal information about you in the Registrar's Privacy Policy https://www.usi.gov.au/about-us/privacy or by contacting the Registrar through https://www.usi.gov.au/documents/privacy-notice

The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you, and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- Misuse or interference of unauthorised collection, use, access, modification, or disclosure of USIs
- A failure by us to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

For information about how IAA collects, uses, and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to IAA's privacy policy which can be found in IAA Privacy Policy, IAA Complaints and Appeals Policy, and IAA Records Management Policy.

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# IAA POLICIES

The following pages outline IAA Policies and Procedures.

| Date adopted | 23/09/2015 | Date reviewed | 28/04/2016 |
|---|---|---|---|
| Next review | 23/09/2017 | Review frequency | 3 years |
| Authorised by | Austin Perrot CEO | Reviewed by | James Perrot |
| Review process | CEO and Admin Officer | Doc management | G:\RTO\Policies |

## POLICY STATEMENT

| Declaration | Plagiarism is the intentional use of the work of other persons, copying (in whole or in part) the work or data of other persons, or presenting substantial extracts from written, printed, electronic, or other media in a student's written, oral, electronic/online, or group assignment work without due acknowledgement. Plagiarism involves giving the impression that the student has thought, written, or produced something that has, in fact, been taken from another source. Any act of plagiarism constitutes a breach of this policy. |
|---|---|
| Purpose | To provide a systemic approach to the treatment of plagiarism in academic work at IAA. The policy is intended to promote honesty in learning and assessment and respect for the work of others. Contravention of this policy will result in students being penalised. |
| Scope | This policy applies to all past, current, and prospective students of IAA. |

## POLICY GUIDELINES

| | **IAA Responsibilities**<br><br>• Make IAA Plagiarism Policy and Procedures accessible to staff and students, including its implementation within IAA.<br>• Establish processes to support the consistent implementation of IAA Plagiarism Policy<br>• Provide processes for students to appeal decisions arising from plagiarism<br>• Maintain confidential records of any breaches. |
|---|---|
| | **Staff Responsibilities**<br><br>• Know and consistently enforce the IAA Plagiarism Policy and Procedures.<br>• Ensure that students understand the difference between cooperative learning, group work, and plagiarism<br>• Be vigilant in the detection of plagiarism<br>• Be aware of, and respect, the practices of other cultures/cultural backgrounds |
| | **Student Responsibilities**<br><br>• Acknowledge, understand, and comply with the IAA plagiarism policy and procedures and seek help if unclear about their requirements<br>• Ensure that all sources of information are appropriately acknowledged<br>• Take all reasonable precautions to ensure work cannot be copied |
| **Processes for Identified Cases of Plagiarism** | **Process for Identified Cases of Plagiarism (Intentional and Unintentional)**<br><br>Students, who cheat, plagiarise, or collude on any piece of assessment, will be deemed **Not Yet Competent** and their names will be registered on a database for future monitoring of similar occurrences. Depending on the level of severity |

| | |
|---|---|
| | and the student's history in relation to these behaviours, another opportunity may be given for a reassessment, as per reassessment fees structure.

Where a student is suspected of plagiarism by a Trainer/Assessor, the following process will apply:

**First Offence**

1. The student will be invited to discuss the matter with the person assessing the assignment or document. The student may elect to have a support person accompany them to the meeting. The purpose of this meeting will be to establish the circumstances, nature, and effects of the problem. The confidential meeting will be documented.

2. If the finding of plagiarism is upheld, the student will be considered to have failed to complete the requirements of the assignment in question and will be required to resubmit the assignment. In all cases the finding of plagiarism will be recorded on the student's academic file at IAA.

3. If the finding of plagiarism is not upheld and is found to be an honest mistake, the student will be cautioned and counselled on academic honesty. A note of this warning will be recorded on his or her academic file at IAA and the student will be required to resubmit the assignment.

**Second Offence**

1. In the event of a second offence, the student will be required to attend a formal meeting with the course coordinator.

2. If the finding of plagiarism is upheld, the student will be asked to show cause as to why his or her name should not be reported to for such academic breach.

3. The reconsideration and review process and IAA appeals process (refer to IAA Complaints and Appeals Policy (PO15)) will be available to the student should they remain dissatisfied with the outcome of the review of the situation. |
| **Implementation** | **Step 1:** The person assessing the assignment contacts the CEO to advise of suspicion of plagiarism in relation to work submitted by an IAA student.

**Step 2:** The student is asked to provide a confidential account of the reasoning behind their suspicion of plagiarism.

**Step 3:** The CEO reviews the student's academic record to ensure that there have been no previous cautions on academic honesty or findings of plagiarism. If there is a previous record the case is dealt with as a second offence.

**Step 4:** The student is sent a letter outlining the alleged offence and invitation to attend a meeting with the course coordinator. Details of the proposed date, time and place of the meeting are provided along with copies of the Plagiarism Policy, and the assessment/item in question.

**Step 5:** If the student elects to have a support person accompany them to the meeting, they should contact the support person to ascertain their availability and willingness to attend. |

Note: The investigation is not a legal process and as such neither party has legal representation

**Step 6:** The student may submit documentation in support of their case prior to the meeting for review by the CEO.

**Step 7:** The circumstances, nature, and effects of the problem are discussed at the meeting, and these are documented by the CEO during the meeting. The student has an opportunity to present their case.

**Step 8:** At the conclusion of the meeting the CEO will make two possible determinations:

- **Scenario 1:** If the finding of plagiarism is upheld, the student will be considered to have failed to complete the requirements of the assignment in question and will be required to resubmit the assignment. In all cases the finding of plagiarism will be recorded on the student's academic file at IAA.

- **Scenario 2:** If the finding of plagiarism is not upheld and is found to be an honest mistake, the student will be cautioned and counselled on academic honesty. A note of this warning will be recorded on his or her academic file at IAA and the student will be required to resubmit the assignment.

**Step 9:** The person assessing the assignment submits a written recommendation to the course coordinator within one week of the meeting.

**Step 10:** The student is notified of the outcome of the meeting in writing within two weeks of meeting.

**Step 11:** The reconsideration and review process and IAA appeals process (refer to IAA Complaints and Appeals Policy (PO15)) is available to the student should they remain dissatisfied with the outcome of the review of the situation.

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| **Date adopted** | 23/09/2015 | **Date reviewed** | 28/04/2016 |
| **Next review** | 23/09/2017 | **Review frequency** | Annually |
| **Authorised by** | Austin Perrot CEO | **Reviewed by** | James Perrot |
| **Review process** | CEO and Admin Officer | **Doc management** | G:\RTO\Policies |

**POLICY STATEMENT**

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| **Declaration** | IAA provides assessment strategies to facilitate student learning and to assess achievement against learning outcomes or competency aims.<br><br>Assessment supports student-centred approaches to learning. Assessment practices include the provision of constructive and timely feedback to students to provide students with a measure of their progress against the stated learning outcomes and assist in their preparation for future assessment. IAA uses relevant and diverse forms of assessment. |
| **Purpose** | This policy/procedure supports **Standard 1, Clauses 1.8-1.12** of the **Standards for Registered Training Organisations 2015** focusing on quality of training and assessment services provided by IAA as well as delivering maximum educational value to its clients receiving education services.<br><br>This policy establishes IAA's framework for quality assurance in the management of the assessment system, responsibilities, and obligations for assessment, quality assurance, and procedures for the effective conduct of assessment practices.<br><br>IAA maintains an assessment system that is conducted in accordance with the **Principles of Assessment** and the **Rules of Evidence**. |
| **Scope** | The scope of this policy includes assessment conducted in each of the qualifications offered by IAA. This policy addresses matters related to:<br><br>1. Management of the Assessment System<br>2. The Responsibilities and Obligations of Assessment<br>3. Quality Assurance: Adjustment, Moderation, and Validation<br>4. Procedures: Recording, Extensions, Overdue Assessments, Re-submissions |

**POLICY GUIDELINES**

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| | **IAA Responsibilities**<br><br>IAA is responsible for coordinating and monitoring the practice of assessment and to ensure that fair, effective, consistent and appropriate assessment practices are in place. Trainers/assessors will review the Assessment Plan developed for each course and ensure the weighting and timings of assessments are fair, equitable and consistent with specifications outlined in the accredited course documents or Training and Assessment Strategies.<br><br>IAA will carry out this policy by ensuring that assessments are conducted in accordance with the following:<br><br>**Principles of Assessment**:<br><br>**Fairness**<br>• Each student's' needs are considered in the assessment process;<br>• Reasonable adjustments are applied, where appropriate, which take into |

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consideration individual student needs; and

- Students can challenge their assessment result and be reassessed if appropriate.

**Flexibility**

Assessment provides flexibility for the individual learner by:

- Reflecting the learner's needs;
- Assessing competencies held by the learner no matter how or where they have been obtained; and
- Drawing from a range of assessments methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

**Validity**

Any assessment decision of IAA is justified, based on the evidence of performance of the individual learner. Validity requires:

- Assessment against the unit(s) of competency and the associated assessment requirements cover the broad range of skills and knowledge that are essential to competence performance:
- Assessment of knowledge and skills is integrated with their practical application;
- Assessment is based on evidence that demonstrates that a learner can demonstrate the required skills in other similar situations; and
- Judgment of competence is based on evidence of learner performance that is aligned to the unit(s) and associated assessment requirements.

**Reliability**

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Using the Rules of Evidence in the assessment process where the assessor is confident that:

- **Validity:**
  - The learner can demonstrate the skills, knowledge, and attributes as described in the unit and associated assessment requirements.

- **Sufficiency**:
  - The quality, quantity, and relevance of the assessment evidence enables a judgment to be made of the learner's competency.

- **Authenticity**
  - The evidence presented for assessment is the learner's own work.

- **Currency**
  - The assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or very recent past.

**Responsibilities of the CEO**

- Review and approve Assessment Plan
- Conduct assessment validations and moderations

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| | • Ensure all students and assessors are aware of their obligations during a study period<br>• Represent IAA in training and assessment, manage the development and review of assessments to ensure students are given appropriate details such as: types of assessment, instructions, length (words/duration), weighting and submission timeframes<br>• Approve reasonable adjustments as per the Access and Equity Policy and Procedure (PO14) |
| | **Responsibilities of Trainers/Assessors**<br><br>• Contribute to the development of an Assessment Plan and Training and Assessment Strategy with the CEO<br>• Provide constructive and timely feedback on assessments submitted by students<br>• Adhere to assessment strategies and their submission timeframes<br>• Report on student progress and achievement in an honest, clear, and objective manner and based only on relevant data<br>• Report on assessment outcomes<br>• Apply the Complaints, Grievance and Appeals Policy and Procedure and the plagiarism Policy and Procedure (if required)<br>• Classroom Management: Decisions related to both classroom management and assessments are the responsibility of the class trainer/assessor |
| | **Responsibilities of Students**<br><br>• Be aware of all requirements to be deemed competent in a unit of competency.<br>• Be aware of mechanisms within IAA for seeking assistance and advice, in particular in relation to problems in meeting assessment timeframes, withdrawal from a course and/or unit of competency and special consideration due to illness or other misadventure<br>• Practice academic integrity and avoid plagiarism<br>• Accept fair, helpful, and timely feedback on assessment tasks including evaluation of performance and progress in a unit of competency<br>• Be aware of the IAA Plagiarism Policy and Procedure and the IAA Complaints, Grievance and Appeals Policy and Procedure which includes the procedure for appealing academic decisions<br>• Students are expected to comply with trainer/assessor's instructions<br>• Students are encouraged to speak with their trainer/assessor about any learning and assessment issue which may be affecting their progress<br>• Issues related to course progress, attendance and participation in a unit can be discussed with the trainer/assessor<br>• Students can also speak with the Student Support Officer about these matters |
| **Processes** | **Quality Assurance: Adjustment, Moderation and Validation**<br><br>The Training and assessment team is responsible for the regular review of assessment practices and activities. IAA has in place a variety of quality assurance systems and mechanisms to ensure that feedback and input from assessor, academic staff, students, and external advisers is collated, analysed, and acted upon. Information received in relation to course progress analysed and reported on each term. IAA employs internal and external monitoring and evaluation activities to inform the process of continual improvement of courses, |

delivery processes, and assessment strategies.

**Adjustment**:
Assessment tasks may be subject to Reasonable Adjustment where a student has a specific disability or special need. Adjustments are measures or actions taken in order to provide substantive equality for students with a disability. The obligation on IAA to implement any adjustments is subject to provision by the student, of timely and relevant advice of the student's individual requirements. In determining the reasonableness of an adjustment to assessment, the vocational and professional outcomes of the course must be considered in order to ensure assessment decisions are appropriate. (Refer to the IAA Access and Equity Policy).

**Moderation:**
Assessment moderation is the review of assessment decision-making to ensure consistency in measuring competency. A group of assessors will meet to discuss their assessment processes and tasks with a view to identify issues and making improvement.

**Validation:**
Assessment validation involves comparing, evaluating, and reviewing assessment processes, methods and tools and the subsequent assessment decisions.

IAA will carry out the validation process by:

- Implementing a plan of ongoing, systematic validation practices and judgments for each training product on IAA's scope of registration that include:
  - when assessment validation will occur;
  - which training products will be the focus of the validation;
  - who will lead and participate in validation activities; and
  - how the outcomes of these activities will be documented and acted upon.

- Validating each training product at least once every five (5) years:
  - with 50% of products being validated within the first three (3) years of each five (5) year cycle,
  - taking into account the relative risks of all training products on IAA's scope of registration, including the risks identified by the VET regulator.

- Systematic validation of IAA's assessment practices and judgments by one or more persons who are not directly involved in the particular instance of delivery and assessment of the training product being validated and who collectively have:
  - vocational competencies and current industry skills relevant to the assessment being validated;
  - current knowledge and skills in vocational teaching and learning; and
  - the training and assessment qualification or assessor skill set as stipulated in the Standards for RTOs;
  - inviting industry experts to be involved in validation to ensure there is a combination of expertise;
  - offering recognition of prior learning (RPL) to individual learners.

| Implementation | **Procedures for implementation** |
| --- | --- |

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| Owner | **IAA Education Pty Ltd RTO 40364** | Approved **CEO** | Created **10/09/2009** | Revision **01/02/2023** | |

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**Recording**:
Assessors are required to make assessment decisions and formally record those decisions. Assessors complete a Competency Record Sheet (CRS) for each unit of competency. The CRS is submitted to Administration Officer at the conclusion of each study period.

**Extensions**:
Students who require an extension of time to complete an assessment must seek approval from the trainer/assessor. The trainer/assessor must approve such extension date. Extension can only be granted due to compassionate or compelling circumstances that are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- A traumatic experience which could include involvement in, or witnessing of a serious accident
- Witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by a police or psychologists' reports)

**Overdue Assessments:**
An assessment is 'overdue' when it is not submitted by the due date or by the agreed extension date. Should the student fail to submit an assessment by the agreed date, penalties may be applied, and it will be recorded in the students' academic file.

**Re-submission or Re-assessment:**
Should a student fail to pass an assessment during a study period, then a student may re-submit the assessment. Only one resubmission or re-assessment Is permitted per assessment. The student and the assessor must negotiate a specific timeframe for the resubmission of the assessment task and note, and sign the re-submission timeframe on the Assessment Cover Sheet.

**Appealing an Assessment Result:**
If a student is dissatisfied with the assessment result, the student must use IAA Complaints and Appeals Procedure. Please refer to the IAA Complaints and Appeals Policy for further information regarding the process.

**Assessment Grading Criteria – Vocational Education Courses:**
Assessments for all Vocational Programs are assessments according to the rules outlined in each of the Training Package and accredited course unit of competency. Each unit of competency is allocated as a result as follows:

- **Competent (C)**
  Competent is awarded to student who has achieved all of the learning outcomes specified for that unit/module to the specified standard.

- **Not Yet Competent (NYC)**
  Not Yet Competent is awarded to student who failed to achieve all of the learning outcomes specified for that unit/module to the specified standard.

**Definitions**

**Competency**: A broad concept that describes a student's ability in a range of areas. It covers:
- Task skills: How do students perform individual tasks?
- Task management skills: How do students manage a number of different tasks within a job?
- Employability skills: How would students deal with responsibilities and expectations of the workplace?

**Competency based training** is aimed at providing students with the skills, knowledge and understanding to demonstrate competence against standards, which are national and industry endorsed.

**Competency standards** reflect the knowledge and skills and the application of such knowledge and skills to the standard of performance required in employment and against the same standards. Students are not compared with one another. Standards are developed by industry, based on the organisation of work, expressed in terms of workplace outcomes, and regularly reviewed to ensure their continuing relevance to the workplace.

**Competency based assessment** is the process of collecting evidence and making judgments on whether competency has been achieved. This is based on the student being informed about the assessment process and includes the provision of information detailing the requirements for successful performance to be assessed.

**Methods of Assessment**

Student assessment is conducted using a variety of strategies. IAA uses learner friendly resources and provides additional support where required. We provide information relating to the requirements of the training program, including assessment details at the beginning of the term. All assessment tools are design to closely link the training program with the requirements in industry.

The objectives of the assessment process are to confirm that students have acquired the competencies identified and to demonstrate that students are competent to the agreed industry standard.

Students are assessed using a variety of methods to ensure reliability and validity. At all times, student's trainer will give student explicit instructions on how each assessment are to be done. These methods could include, but are not limited to those described in the following table:

| Type of Assessment | Description |
|---|---|
| Written assignments | Students will be required to construct a written piece of work on a topic to demonstrate understanding.<br><br>Your trainer should help you to construct the format of the assignment. |
| Tests | Tests may be practical or theoretical, closed or open book, short answers, multiple choices or a close comprehension activity. |
| Trainer observations | At times, trainers will make observations in class in order to formulate a judgement about competency. |

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| | Portfolios | These are a collection of evidence using a variety of formats to establish evidence of a competency.<br><br>Examples might include projects, videos, peer evaluations, USB drives, and photos. |
| | Group Project Work | Group membership (such as leader, scribe, and reporter) may be assigned or may be a free choice.<br><br>All members are to commit equally to the project. Successful team or group work is an integral part of both the learning and working environment. |
| | Journals | Journals take many formats and can represent a factual piece of evidence over time. |
| | Oral presentations | Students are expected to deliver oral presentations in order to refine techniques as well as impart information. Generally oral presentations include visual or audio material, allow some audience involvement, show evidence of planning, and conform to time constraints. |
| | Demonstration | Practical demonstrations to reveal knowledge of the topic. Some competencies must be demonstrated in a practical manner. |
| | Case studies | This approach to assessment usually analyses evidence using real life situations. |
| | Research | You may need to interview people in order to gather data. Your trainer will instruct you on a format for interviewing. |
| | Practical demonstrations | To reveal knowledge of topic. Some competencies must be demonstrated in a practical manner. |
| | Self-paced learning | Some units require students to engage in the self-paced learning approach in which instruction and assistance are provided for students to work independently through material at their own speed. Specific outcomes such as assessments and timelines must be met. |

**Competency Based Training and Assessment**
In keeping with the principles and practices of competency-based assessment, the determination of competency will be made on an aggregate of evidence, not in isolation.

Once the student has been assessed against these standards, the student will receive a grade of "C" for Competent and "NYC" for Not Yet Competent.

Not Yet Competent means that the student has not met the requirements and will be given the opportunity to fill any competency gaps to obtain competency. If the student does not fulfil all requirements of a qualification, the student will receive a Statement of Attainment, rather than a qualification.

All units in the student's course are delivered and assessed strictly in accordance with unit outlines issued to the student at the beginning of the term. Delivery and assessment of competency is strictly in accordance with the relevant training package.

Each part of a unit of competency must be addressed for a student to be graded as "Competent". If a student is deemed "Not Yet Competent", under competency based training and assessment, students are provided with three opportunities to achieve competence. Failing this, the student will need to repeat the unit of study.

**What evidence is required?**
Trainer/assessors will gather evidence throughout the student's course. There are a variety of assessment tasks that will need to be administered.

Assessment tasks are designed to ascertain how the student is progressing and what progress the student has made towards achieving the required competencies.

**Absence on the day of assessment**
If a student is absent on the day of assessment, the student must inform the trainer or IAA (prior to the day if possible). Appropriate evidence to show the cause of absence must be produced on or before the next class.

If the student does not provide satisfactory cause or evidence the student will fail that part of the assessment but will be allowed a re-assessment.

The re-assessment will be scheduled at a time suitable for the student, trainer, and IAA. A Fail in the reassessment will mean one last chance to re-sit the assessment.

**Late for a test**
If a student is late for a test or exam, the student will be required to complete the test/exam in the specified time period. No extensions will be granted.

**Due date for assignments**
All assignments must be handled in on or before the due date and time specified by the trainer.

If the student is not able to hand in the assignment on the due day and requires special consideration, such as if a student is ill, the student will need to discuss the matter with the trainer for exceptional circumstances and the student may also need to provide a medical certificate.

**Record keeping and confidentiality**
Records of assessment results are stored electronically in the Student Management System and archived for a period of at least 30 years in line with ASQA requirements.

## PO17.   IAA Recognition of Prior Learning(RPL) Policy   Version 4.0

| Date adopted | 23/09/2015 | Date reviewed | 28/04/2016 |
|---|---|---|---|
| Next review | 23/09/2017 | Review frequency | Annually |
| Authorised by | Austin Perrot CEO | Reviewed by | James Perrot |
| Review process | CEO and Admin Officer | Doc management | G:\RTO\Policies |

## POLICY STATEMENT

| Declaration | Course credit, national recognition and/or RPL may be granted to students who are able to demonstrate appropriate prior learning or experience. In the interests of ensuring that students are fully informed, registered providers are to give students a copy of the course credit for their records. Where course credit is granted, the duration in which the student is expected to complete the course must reflect any consequent reduction in the period of study. |
|---|---|
| Purpose | This policy/procedure supports **Standard 1, Clauses 1.8-1.12** of the **Standards for Registered Training Organisations 2015.** |
| Scope | This policy implements a procedure for IAA to process any student's applications for course credit and document any results, including student verification of the outcome. It will provide a process that ensures that students receive written verification of the outcome of the course credit application and records are kept with student files. It also ensures that any changes to course duration that occur from granting a course credit, after a Student Visa is granted, are reported to DoHA via PRISMS. |

## POLICY GUIDELINES

| Definitions | **National Recognition**<br>Recognition by an RTO of the AQF qualifications and statements of attainment issued by all other RTOs, thereby enabling national recognition of the qualifications and statements of attainment issued to any person.<br><br>From enrolling in units as a result of having completed units at another Registered Training Organisation, within the AQF framework, and from the same Training Package, where those units are included in the course in which they are enrolled. The granting of exemption or credit by a Registered Training Organisation (IAA) to students for units of competency completed under accredited training. These unit codes must identically match the units that you are applying for credit.<br><br>**Credit Transfer (CT)**<br>Credit transfer assesses the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the client's initial course or subject 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 Australian Qualification Framework (AQF).<br><br>**Recognition of Prior Learning (RPL)**<br>RPL is the acknowledgement of a person's current skills and knowledge acquired through previous training, work, or life experience. Briefly, RPL is a method, approved under the Australian Qualifications Framework, to establish a candidate's competency against a set of national standards using a range of alternative assessment criteria. RPL therefore recognises candidate's life skills and the practical knowledge that the candidate have acquired no matter how or where. Most importantly, these skills and knowledge need not have been gained in a formal education setting. |
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| Owner | **IAA Education Pty Ltd RTO 40364** | | Approved **CEO** | Created **10/09/2009** | Revision **01/02/2023** | |

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| | Recognition of prior learning (RPL) may be defined in a number of ways, some more expansive than others. However, all definitions include the key notion that RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. RPL assesses this unrecognised learning against the requirements of a qualification, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, RPL encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes.<br><br>The AQF sets out the qualification standards upon which RPL ultimately relies for its credibility. Under the AQF, each qualification guideline provides for an RPL pathway as an 'alternative' or 'non-institutional' access point or source of credit. This keeps the system of qualifications open to recognition of the value of learning achieved outside the formal system, as part of everyday living in a continuum of learning throughout one's life. |
| **Procedure** | All students are made aware of their ability to apply for course credit, RPL or national recognition at the time of their enrolment and at the time of orientation. This is supported with information provided in the Student Handbook.<br><br>Students are to place any applications for course credit, RPL or national recognition by the 2nd week of the first term of study in their enrolled course.<br><br>All applications are to be submitted to the Student Support Officer and include original documents to be sighted and copied by Student Support Officer. Applications will not be accepted unless all required information is included. Where RPL is being applied for the students must include all relevant evidence of work experience and where learning has occurred.<br><br>A Credit Transfer application must be accompanied by nationally recognised certificates with detailed Statements of Attainment indicating the units successfully completed including unit codes, titles, and dates of completion.<br><br>Applications are received by Student Support Officer in the first instance and the application and supporting documentation is copied and placed into the student file. Where originals are required to be sighted, the Student Support Officer will sight the originals and indicate copies that originals have been sighted, and return originals to the student. IAA will at no time keep original certificates.<br><br>The application is then forwarded to the relevant Trainer/Assessor to be assessed and outcomes determined.<br><br>Where any application for course credit is received by IAA, either RPL or CT, IAA is to assess the application and provide an outcome to the applicant within 14 days of receiving it, or as soon as practical where further information is required to determine the outcome.<br><br>Where either of the above, Credit Transfer or Recognition of Prior Learning, applications are received, the following must occur:<br><br>• Student Support Officer must adjust the student's COE to reflect any reduction in the period of study the student is enrolled.<br><br>• IAA needs to provide the student a 'Confirming Outcome of Credit Application'. The students must sign this letter to indicate agreement with the outcomes of Credit Transfer or Recognition of Prior Learning applications |

| | and a copy is to be kept in the student's file. |
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| | **RPL Costs**: $250 course enrolment fee (Non-refundable) + 50% of total fees per unit. All fees are payable before or upon submission of evidence portfolio. If RPL is granted, the candidate will then become competent in the given unit. If RPL is not granted, the 50% fees will then go towards the full payment of the given unit, and the candidate is required to complete the unit as per IAA terms. |
| | **Credit Transfer Costs:** $250 course enrolment fee (Non-refundable). |

| Date adopted | 23/09/2015 | Date reviewed | 28/04/2016 |
|---|---|---|---|
| Next review | 23/09/2017 | Review frequency | Annually |
| Authorised by | Austin Perrot CEO | Reviewed by | James Perrot |
| Review process | CEO and Admin Officer | Doc management | G:\RTO\Policies |

**POLICY STATEMENT**

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| **Declaration** | IAA management and staff are committed to determining client needs through initial contact and/or interview and providing services to meet those needs. IAA staff will provide timely and accurate advice to all potential and enrolling students. IAA staff and management will at all times respond in a responsible manner to all reasonable requests for information about IAA's education services.<br><br>The recruitment of students follows general marketing principles and is the first step in establishing a formal relationship between the student and IAA. It is important that the recruitment is ethical and upholds the integrity of Australian education and training. Intending students need to be able to access information about the course, fees, facilities, services, and resources offered by the registered provider prior to enrolment in order to make an informed choice about their education options. At this point, IAA also needs to be satisfied that the student's English language proficiency, qualifications, and experience are appropriate for the course. |
| **Purpose** | This policy/procedure supports **Standard 5, Clauses 5.1-5.4** of the **Standards for Registered Training Organisations 2015** |
| **Scope** | All Students and Staff |

**POLICY GUIDELINES**

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| **Procedure** | On receiving initial enquiry from a potential or enrolling student, IAA staff will provide a copy of the Student Handbook to the student. IAA will enquire concerning any specific needs e.g., disability and ensure that the student is provided with the relevant terms and conditions to their course enquiry.<br><br>Students must also be advised of the relevant course information on the IAA website.<br><br>All enrolment applications are received electronically and assessed by reception staff. Original documents must be sighted or the student must provide certified copies.<br><br><ul><li>Enrolment applications are not accepted without appropriate supporting documentation. All international students are required to submit the following documents with their application form:<ul><li>A certified copy of their passport and visa</li><li>Evidence of English proficiency</li><li>Completed Year 12 (SACE Stage 2 / HSC or equivalent)</li><li>Any other supporting information such as previously attained qualifications</li></ul></li><li>An international student's English proficiency is required to be evidenced by a recognised English Language testing score (IELTS greater than or equal to 5.5. band or equivalent).</li><li>A copy of the above English Proficiency Test score and other supporting</li></ul> |

documents are to be kept on student files.

- On receiving a request for information concerning RPL, IAA staff will ensure that enquirers are provided 'RPL Application form' and information about the process of RPL through RPL kit.

- The reception staff must ensure that the terms and conditions of enrolment with IAA are understood and agreed to by the student prior to enrolment.

Within the enrolment process, the following fee information must be provided to each student (available on the IAA website):

- The total amount of all fees including course fees, application fees, and any other charges collected by IAA.

- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit, application fee; mentioned in student fees plan.

- The nature of the guarantee given by the registered training organisation to complete the training and/or assessment once the student has commenced study in their chosen qualification or course. This guarantee is governed under the Tuition Protection Service (TPS) framework. IAA has a statutory obligation to report to the TPS Director and the Secretary about provider and student defaults. This is the first layer of tuition protection for students. One of the main objectives of the TPS is to ensure that the placement and refund processes for students are quick and streamlined. The default notification requirements are to ensure students are looked after following a default in a timely way.

- The fees and charges for additional services, such as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment.

- The organisation's refund policy as outlined in the Acceptance Declaration:

    i. Enrolling students must indicate to the reception staff that they have read/understood the relevant IAA course terms and conditions by signing the Acceptance Declaration.

    ii. All students enrolled at IAA have access to their own records that relate to their current or past training and assessment records. Students may contact reception during office hours and may request a copy of their student records.

    iii. All acceptances of enrolment will be accompanied with details of the relevant course commencement details.

**Student Engagement and Enrolment Review Procedures**

- Following each completed enrolment, the Administration Officer will send (via mail or email or in person) an offer letter to study at IAA.

- If the student is satisfied with the terms and conditions of the offer letter then an Enrolment Agreement will be provided to the student (via mail, email or in person) which must be signed by the enrolling students and returned to IAA.

- When a completed enrolment agreement form is received by IAA, the form will be reviewed by the Administration Officer and forwarded to the CEO for

the final review and issuing of electronic confirmation of enrolment (CoE).

All actions taken to improve client services and enrolment processes will be recorded in the Continuous Improvement Register and discussed at IAA staff meetings.

**Language, Literacy and Numeracy and Initial Skills Assessment**

IAA recognises the importance of ensuring that students are assisted to identify the most suitable course for their needs and that many potential students require assistance with the development of their English language, literacy, and numeracy (LLN) skills prior to or in conjunction with their enrolment.

IAA, through the application of its Initial Skills Assessment (Language, Literacy and Numeracy) Policy, will:

- accurately describe each qualification and its potential vocational outcomes,

- provide prospective students with guidance on the recommended or required prior educational levels and the resources or work environment required for the course,

- determine and publish minimum language, literacy and language requirements for various qualification levels using plain English descriptors,

- determine and publish minimum LLN requirements that apply for specific qualifications and delivery methods e.g., correspondence learning,

- establish a range of methods to assist students to measure their language, literacy, and numeracy skills,

- implement effective and sensitive procedures which allow for the identification of individual student language, literacy or numeracy needs so that students are provided with advice and support services,

- train staff in language, literacy and numeracy skills gap identification as required within their roles.

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### POLICY STATEMENT

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|---|---|
| **Declaration** | Standard 6 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 states:<br><br>*"Registered providers support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course."* |
| **Purpose** | This policy/procedure supports **Standard 1, Clause 1.7** of the **Standards for Registered Training Organisations 2015.**<br><br>This policy ensures that all students are given support while studying in Australia. This support includes both learning support and personal support.<br><br>IAA determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in the training packages or VET accredited courses. |
| **Scope** | IAA will also conduct an orientation program for all new students. |

### POLICY GUIDELINES

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| **Nominated Student Support Officer** | Whilst all staff employed by IAA have the responsibility to provide support to all students, The Student Support Officer will be available to all students through the standard IAA hours of business.<br><br>Students can access the Student Support Officer directly or via reception. Currently the following person maintains the role and responsibility of Student Support Officer:<br><br>**Name:** Cooper Lin<br>**Phone:** +61 8 7008 9666<br><br>As part of their responsibility, they ensure up-to-date information is available for the services listed and are current. |

### Student Support Services

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| | The following support services are to be available and accessible for all students studying at IAA, which are also available in the Student Handbook. IAA will provide students with contact details to refer any matters that require further follow up with relevant professionals. IAA conducts any referrals at no cost to the student, but fees and charges may apply where the student uses an external service and the student, prior to using such services outside of IAA, should clarify this.<br><br>Students can contact the Student Support Officer for various support services listed below. Students are also advised to do their own research while choosing the following recommended services. |

| Learning Issues | IAA will provide support to learners by: |
|---|---|
| | • identifying any support that individual learners need prior to their enrolment and throughout the duration of the training and assessment |
| | • providing equitable access and support to individual learners throughout their training that may include, but is not limited to:<br>  ○ Language, Literacy and Numeracy (LLN) support<br>  ○ Assistive technology<br>  ○ Additional tutorials, and/or study support and study skills programs<br>  ○ Mediation services or referrals to these services<br>  ○ Flexible scheduling and delivery of training and assessment<br>  ○ Student assistance services or advice to seek counselling services where required<br>  ○ Information and communication technology (ICT) support<br>  ○ Learning materials in alternative formats, e.g., in large print |
| | • making clear to potential learners, prior to enrolment, any costs associated with the provision of additional support |
| | • ensuring that if there are any limitations to the support we provide, it is contained in the information provided to potential learners |
| | • providing identified support either directly or via arrangements with a third party |
| | • providing equitable access to the amount of support necessary for each learner regarding:<br>  ○ The learner's existing skills, knowledge, and experience<br>  ○ The mode of delivery<br>  ○ Access to learning resources though G-Suite to enable learners to meet the requirements for each unit of competency or VET accredited course |
| | • including it as an integral part of the induction process |
| | • including it with the staff induction pack |
| | • following the principles of fairness and flexibility in workplace assessment |
| | • staff members will report the conflict to the CEO |
| | • identifying any special needs of clients:<br>  ○ on initial contact with IAA staff,<br>  ○ via questions included as part of the application and enrolment forms, and<br>  ○ at orientation events and prior to the start of training and assessment. |
| | • reporting to the next staff meeting any training and assessment adjustments |
| | Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students can gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies. Students can contact the Student Support Officer |

for any related matters who can guide the student in the right direction.

All students' progress and attendance are monitored, and guidance and support provided where non-satisfactory results are identified. A student can access the Student Support Officer to discuss any academic, attendance, or other issues related to studying at IAA at any time. The Student Support Officer will be able to provide advice and guidance, or referral, where required. In the first instance IAA will try to resolve the matter and in case further assistance or support in relation to academic progress is required, then students can choose to take tutoring services available as listed below. Students are advised to conduct their own research to find a tutoring service, which may suit their needs.

**Referral Services Available**: Tutoring
**Name and Location**: Adelaide Tutors, 98 Currie St, Adelaide, SA 5000
**Phone**: 0423 050 072

| **Personal / Social Issues** | There are many issues that may affect a student's social or personal life and students have access to the Support Officer through normal class hours to gain advice and guidance on personal issues, accommodation issues, or family/friend issues. IAA will provide basic counselling to students. Where the Student Support Officer believes further support should be gained, a referral to an appropriate support service will be organised. Students are advised to conduct their own research to find a suitable counselling service provider for their different requirements.

**Referral Services Available**:  Counselling Service
**Name and Location**: Welling & Healing Psychology & Counselling Centre, 221/33 Pirie St, Adelaide, SA 5000
**Phone**: 0456 738 894 |
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**Accommodation**

While IAA does not offer accommodation services or take any responsibility for accommodation arrangements, IAA is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements. All students are encouraged to have accommodation organised prior to arrival in Australia but the Student Support Officer can refer students to appropriate accommodation services.

| Referral Services Available | Name and Location | Contact Phone |
|---|---|---|
| Hotel | Ambassadors Hotel 107 King William Street, Adelaide SA 5000 | +61 8 7078 4427 |
| Homestay Organisation | Adelaide Homestay Network | +61 8 8373 3725 |
| Backpackers | Adelaide Travellers Inn 220 Hutt St, Adelaide SA 5000 | +61 8 8224 0753 |
| Real Estate (Rental) | Adelaide Residential Rentals 6/191 Melbourne Street North Adelaide SA 5006 | +61 8 8404 3111 |

**Medical Issues**

Reception staff will always have an up-to-date list of medical professionals within easy reach of IAA's campus, and any student with medical concerns should inform the Student Support Officer who will assist them in finding an appropriate medical professional. Local medical services are as follows:

| Referral Services | Name and Location | Contact Phone |
|---|---|---|

| | **Available** | | |
|---|---|---|---|
| | Hospital (Emergency) | Royal Adelaide Hospital<br>Port Rd, Adelaide SA 5000 | +61 8 7074 0000 |
| | Doctor/GP | University Health Practice<br>Ground Floor, Horace Lamb<br>Building, North Terrace Campus.<br>The University of Adelaide | +61 8 8313 5050 |
| | Dentist | Gawler Place Dental<br>Level 6, 55 Gawler Place,<br>Adelaide SA 5000 | +61 8 8231 2606 |
| | Optometrist | Laubman and Pank Rundle Mall<br>Plaza<br>50 Rundle Mall, Adelaide, SA<br>5000 | +61 8 8223 5611 |

The emergency phone number for an ambulance in Australia is **000** or **112** from a mobile phone. (This number should only be dialled in an emergency for ambulance, police, or fire services attendance.)

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| **Legal Services** | IAA can provide some advice and guidance on a limited range of situations. Where the Student Support Officer believes it is appropriate for students to gain professional legal advice, they will refer students to an appropriate legal professional.<br><br>**Referral Services Available**: Legal Aid<br>**Name and Location**: Adelaide Lawyers, 138 South Terrace, Adelaide SA 5000<br>**Contact**: 08 7231 6000 |

| PO6. | | IAA Records Management Policy | | Version 2.0 |
|---|---|---|---|---|

| Date adopted | 23/09/2015 | Date reviewed | 28/04/2016 |
|---|---|---|---|
| Next review | 23/09/2017 | Review frequency | Annually |
| Authorised by | Austin Perrot CEO | Reviewed by | James Perrot |
| Review process | CEO and Admin Officer | Doc management | G:\RTO\Policies |

## POLICY STATEMENT

| Declaration | IAA is committed to implementing best practices in its records management practice and systems. IAA Administration Officer will maintain all students records on IAA's AVETMISS compliant student records management database (VETtrak). |
|---|---|
| Purpose | This policy/procedure supports **Standard 3, 8 and Schedule 5** of the **Standards for Registered Training Organisations 2015.**<br><br>IAA recognises its obligation to maintaining the records of delivery of training and assessment services to its clients. The maintenance of a well-structured records retention system supports the continuous improvement of our operation and provides a basis for compliance with legal and quality assurance requirements. IAA is committed to ensure that the record's accuracy and integrity is upheld at all times. |
| Scope | All students and staff. |

## POLICY GUIDELINES

| Definition of the Records | For the purpose of this Policy and Procedure, Records include:<br><br>**Training and Assessment Records**<br>• Client Enrolments and personal details;<br>• Client progress, training and assessment activities and outcomes;<br>• Corporate/client relations;<br>• Complaints and appeals;<br>• Issuing of certification documentation;<br>• Total VET Activity;<br>• Training Delivery;<br>• Recognition;<br>• Client fees;<br>• Refunds.<br><br>**Compliance Records**<br>• Continuous improvement activities and systems;<br>• Training and assessment strategies;<br>• Validation plan, activities and outcomes;<br>• Industry consultation;<br>• Training and assessment resources;<br>• Quality Indicators;<br>• Evaluation;<br>• Audit.<br><br>**Business Records**<br>• Business planning processes;<br>• Financial management records;<br>• RTO compliance and auditing;<br>• Staff records; including selection, induction; professional development, performance review; |
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| Doc | **IAA Student Handbook** | Code | **IA-S6-D1** | Version# **4.4** | Modified **24/01/2022** | 88 |
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| Owner | **IAA Education Pty Ltd RTO 40364** | | Approved **CEO** | Created **10/09/2009** | Revision **01/02/2023** | |

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|  | • Third party Partnership arrangements;<br>• Marketing and advertising approvals;<br>• Legislative and regulatory requirements;<br>• Workplace health and safety.<br><br>**Electronic Records**<br>• IAA Student Management System (VEtrak) is remotely hosted and backed up daily.<br>• All IAA documents, emails are saved to the G-Suite network (server), which is backed up at the COB daily and secured and encrypted through password only access.<br>• Electronic Records will be uploaded to relevant reporting databases in accordance with the reporting requirements.<br>• Quality Indicator Reports are to be uploaded in accordance with the Quality Indicator Guidelines.<br><br>**Paper-based Records**<br>• Paper Records are stored in secure/lockable cabinets for a period of not less than 60 months.<br>• Paper Records can be destroyed after five (5) years. |
|---|---|
| **Records Management Responsibility** | All staff employed by IAA are required to comply with written procedures and safeguard confidential and personal information (under guidelines of Privacy and Protection of Personal Information Act 1988 and IAA Privacy Policy) to ensure the integrity and accuracy of records. IAA is committed to maintaining best practice of records retention, archiving and document destruction.<br><br>**CEO**<br>The CEO has the ultimate responsibility for the management of corporate and RTO administration including student records management.<br><br>It is the responsibility of the CEO to ensure that IAA meets the requirements of the IAA Record Management Policy, Privacy Policy, Continuous Improvement Policy, Document Version Control Policy, and relevant legislations.<br><br>The CEO will conduct quarterly review of IAA records management practices along with administrative and training staff and work with them towards continuous improvement to accurately manage records.<br><br>It is the responsibility of the CEO to ensure that:<br><br>• Stakeholders are aware and comply with this policy<br><br>• Stakeholders are provided with appropriate and complete information in relation to records management and as a minimum as part of the induction process<br><br>• All persons tasked with any or all components of the record management system are provided with clear direction in the form of work instructions to ensure the correct and consistent recording and management of information.<br><br>• The Quality Assurance and Continuous Improvement process is operational at all times including that all stakeholders are aware of and encourage to provide feedback in monthly meeting or at any time they find it appropriate.<br><br>• Records management complies with legislative requirements such as: |

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| | <ul><li>○ Archives Act 1983</li><li>○ Electronic Transactions Act 1999</li><li>○ Financial Management and Accountability Act 1997</li><li>○ Freedom of Information Act 1982</li><li>○ Privacy Act 1988</li><li>○ Australian Information Commissioner Act 2010</li></ul><p>• Relevant information/records are entered in the VETTrak system in a timely manner</p><p>• Hardcopy information/records safely and securely filed</p><p>• Student files and administrative files are stored in a safe and secure location in accordance with storage procedure mentioned above.</p><p>**Trainer/Assessor(s)**</p><p>It is the responsibility of the Trainer/Assessor(s) to:</p><p>• Ensure that all student-related and other required information and records are completed via the appropriate forms accurately, completely, and in a timely manner</p><p>• Report/feedback to the CEO on any issues or concerns in relation to process or standard documentation relating to records and information collection</p><p>• Store completed Student Assessment Work submitted by students in hard copy and/or electronic form</p> |
| **Access of Records** | <ul><li>Only designated IAA staff will have access to student records</li><li>Upon request and sufficient cause IAA reception staff will provide a student with access to their personal records and academic progress information</li><li>Upon receipt of written consent by a student only, IAA staff will provide a third party with student's personal details/records</li><li>Access to student records may be provided where the Standards for Registered Training Organisations or an officer of the law require IAA to do so</li></ul> |
| **Storage of Records** | <p>To ensure records are maintained in a safe and suitable condition, the following is to apply:</p><ul><li>Records must be kept securely to prevent them from being accessed by non-authorised personnel</li><li>Records will be stored in an easily retrievable manner and safe from natural and manmade hazards</li><li>Records will be kept confidential to safeguard information and to protect the privacy of participants and IAA</li><li>Filing cabinet or locked room will be used for storing records available in hardcopy. A password-restricted server/directories with access limited to a "need to know basis" will be used for electronic data</li><li>Upon enrolment, each student's personal details will be entered into the IAA</li></ul> |

| | student database VETTrak |
|---|---|
| | • VETTrak will be used to store student results, Qualifications/Statements of Attainment as well as Student personal details |
| | • Student personal details and records will be maintained in a current and up-to-date condition. Student personal details like address, contact details etc. will be updated upon receipt of student's request. |
| | Student records are backed up and maintained electronically on the IAA server on a daily basis. |
| **Archiving Procedure** | In order to ensure the safety, ease of management, and retrieval, IAA's records will be archived regularly. The following procedure is to be followed by all IAA staff when archiving participant records: <br><br> Where files require archiving, they will be adequately protected, boxed and recorded, and approved by the CEO, prior to being removed from IAA premises. |
| **Retention** | The following time periods will apply to the retention of participant records at IAA after which records may be destroyed: <br><br> • Designated IAA staff will ensure that all student records are maintained in an accurate manner providing for the safekeeping of all student's units of competency and qualification records for a term no less than 30 years. <br><br> • IAA will securely retain the student assessment items for all students for a period of six months from the date on which the judgment of competence for the student was made, or for the duration of the student's enrolment as per ASQA guidelines. <br><br> • After the retention period has elapsed, the hard copy of the records if any may be shredded to safeguard the privacy of IAA and participant as well as integrity of records. |
| **External Reporting Records** | • IAA staff will comply with all external reporting responsibilities at the required date to do so. (i.e., AVETMISS and Quality Indicator Reporting) including returns of its client records of attainment of units of competence and qualifications to the National VET Regulator on a regular basis (as determined by ASQA). <br><br> • Documentation that provides evidence of appropriate finance and AVETMISS compliant VET student records management systems. On cessation of services and the discontinuation of its business, the CEO will ensure that all student records are made available to the National VET Regulator on a timely basis. <br><br> • CEO will complete and submit the Annual Declaration on Compliance to the Regulator at the required time, each year. |
| **Procedure to ensure accuracy and integrity of records** | IAA will verify the accuracy and integrity of all records management system by completing a review of a sample of student records once every 3 months. <br><br> The review process will review student files and relevant records to ensure all required paperwork is included in each student file and this information has been accurately entered into the Student Data Management System (VETTrak), and that all assessment records are accurately completed and recorded. The review will be undertaken in the following areas: |

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| | <ul><li>Enrolment Records: Hardcopy (including evidence of meeting entry requirements)</li><li>Administrative Records: Electronic (including data entered into VETTrak)</li><li>Academic Records: Hardcopy and Electronic (including assessment results)</li><li>RTO Management Records (General RTO record keeping requirements)</li></ul><br>The process of reviewing student records will be undertaken by the CEO and will be recorded using the 'IAA Record Management Checklist'.<br><br>The number of student files to be reviewed will be 10% of current student enrolments.<br><br>Any issues identified within IAA Record Management Checklist will be documented and rectified immediately. |

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| Date adopted | 23/09/2015 | Date reviewed | 22/04/2016 |
|---|---|---|---|
| Next review | 23/09/2017 | Review frequency | Annually |
| Authorised by | Austin Perrot CEO | Reviewed by | James Perrot |
| Review process | CEO and Admin Officer | Doc management | G:\RTO\Policies |

## POLICY STATEMENT

| Declaration | IAA is committed to working within a fair and transparent framework with the charging of fees, for all courses offered by IAA. Under section 47A of the ESOS Act, an overseas student or intending overseas student defaults, in relation to a course at a location, if: as per the registered provider of the course refuses to provide, or continue providing, the course to the student at the location in case the student failed to pay an amount payable to the provider for the course. |
|---|---|
| Purpose | This policy/procedure supports **Standard 7** of the **Standards for Registered Training Organisations.**<br><br>The purpose of this policy is to define consequences in case of Non-payment of fees and charges associated with it. |
| Scope | Each student agrees to the terms and conditions of the fee payment requirements and consequences of non-payments by signing the Offer of Admission and Acceptance. |

## PROCEDURAL GUIDELINES

| Fees Payment Overview | International students are considered to be enrolled when they have paid, by the prescribed date, all fees owed to which is provided at the time of enrolment along with enrolment agreement.<br><br>International students who have made a part payment by the prescribed date or who have been granted an extension of time to pay, will be considered enrolled, but may be subject to certain sanctions pending receipt of full payment. |
|---|---|
| Payment and Extensions | 1. All international students must pay their tuition fees by the prescribed date. International students will be provided a copy of their fees account at the time of their enrolment which must be signed by the student and a copy to be kept on student file.<br><br>2. International students who are unable to pay their tuition fees by the prescribed date musk seek an extension for payment from the CEO. Failure to pay fees on time may incur late fees of **$100 per week** on any outstanding fees.<br><br>3. The CEO may grant an extension to the payment of tuition fees under certain circumstances.<br><br>4. International students who are unable to pay their tuition fees even after the extension may have their enrolment cancelled by IAA. |
| Cancellation Process | 1. CEO will send a first reminder to the student who has not paid his or her tuition fees as per the fees payment plan listed in the enrolment agreement.<br><br>2. CEO will send a second reminder to the student who has not paid his or her tuition fees by the prescribed date in the first notice. The CEO will give the international student 7 days from the date of the reminder letter |

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|  | to pay the outstanding amount. |
|  | 3. CEO will then send a Final Notice to an international student who has not paid his or her tuition fees by 7 days from the date of the second reminder letter. The Final Notice will state that as the CEO has approved the student's cancellation of enrolment, the student has 20 working days to access IAA's internal complaints and appeals procedure should the student wish to submit an appeal. |
|  | 4. Where an international student has not accessed IAA's internal complaints and appeals procedure within 20 working days after the Final Notice was issued, and has not paid the tuition fees by the end of that period, the RTO will:<br>• Cancel the student's enrolment<br>• Notify DoHA that the international student is not enrolled and is in breach of his or her student visa |
|  | 5. However, if the student accesses IAA's internal complaints and appeals process in the 20-working day period after the Final Notice was issued, the suspension or cancellation of the student's enrolment under this procedure cannot take effect until the internal/external appeals process is completed. |
| **Reinstatement** | 1. An international student whose enrolment has been cancelled may apply to the CEO for reinstatement within the current term if payment is received within two weeks of cancellation of his or her enrolment; this is subject to CEO approval.<br><br>2. If reinstatement is requested after the two-week period and all reinstatement criteria has been satisfied, reinstatement will take place in the following term only.<br><br>IAA reserves the right to withhold any Certification or qualifications achieved by the student if student fees remain outstanding.<br><br>Any information provided by the student to IAA or that IAA collects about the student can be given to an authorized State and Commonwealth Agency and Tuition Protection Services (TPS) Manager. |
| **Complaints and Appeals** | A student has the right to access IAA's Complaints and Appeals Policy to get complaints or appeals addressed, regarding decisions made due to non-payment of fees. |

## PO7.       IAA Transfer of Student Between Providers Policy    Version 2.0

| Date adopted | 23/09/2015 | Date reviewed | 22/04/2016 |
|---|---|---|---|
| Next review | 23/09/2017 | Review frequency | Annually |
| Authorised by | Austin Perrot CEO | Reviewed by | James Perrot |
| Review process | CEO and Admin Officer | Doc management | G:\RTO\Policies |

**POLICY STATEMENT**

| Declaration | This policy/procedure supports **Standard 7** of the **National Code of Practice for Registration Authorities** and **Providers of Education and Training to Overseas Students 2007.**<br><br>IAA is committed to ensuring that it will not enrol any student in its courses until the student has completed six months of their primary course. |
|---|---|
| Purpose | The policy is to ensure that IAA does not enrol any transferring international student prior to the six (6) months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer and the below procedures will be implemented. |
| Scope | This policy details the procedures for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal, and no letters of release need to be sighted or produced.<br><br>The following procedures have been separated into 'Incoming students' and 'Outgoing students'. |

**PROCEDURAL GUIDELINES**

| Incoming Students | The following procedure is relevant to any student who applies for a course within IAA and is currently studying onshore with another registered provider. For this procedure to be completed the applicant must provide a copy of their Student Visa. Once this information is obtained, the following steps are taken:<br><br>1. They are to ascertain if the length of studies completed in their current principle course of study is greater than 6 months. They also use the copy of the student visa and their passport to ascertain what the principle course is and when they arrived in Australia.<br><br>2. If they have completed more than 6 months of their principle course of study, the application process proceeds as for all offshore students.<br><br>3. Where a student has **NOT** completed 6 months of their principle course of study, they are asked to provide an appropriate letter of release in support of their application.<br><br>4. To support the application they can be provided with a 'Conditional' Letter of Offer, which clearly states that an offer of a place is contingent on their obtaining a letter of release.<br><br>5. Note: if they are in receipt of a government scholarship, they should provide written support from this government agreeing to the change that will stand in lieu of any letter of release.<br><br>6. If such a letter of release is received and the student has no outstanding fees to be paid to the previous institution or other outstanding matters of concern, the application proceeds as for all offshore applicants. |
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| | 7. If no satisfactory letter of release is obtained from such students, the application process is halted, and the student is informed that they are unable to transfer at this time. They are welcome to re-activate their application when they have completed a 6-month period of their principle course.<br><br>8. Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required. Evidence of this occurrence would need to be placed in the student file. |
| **Outgoing Students** | The following procedure is relevant to those students wishing to transfer to another education provider prior to completing six months of their principle course of study at IAA.<br><br>1. Students make a written request to the CEO to transfer to another provider. The only reason a 'release letter' will be issued if:<br><br>   a. The RTO has cancelled/ceased to offer your program (letter from RTO supplied).<br><br>   b. Government sponsor considers the change to be in your best interest, if you are a sponsored student (written confirmation from sponsor required).<br><br>   c. Exceptional circumstances (documentation required to support circumstances and a letter of offer from another provider is required).<br><br>2. The student is asked to provide a valid 'Offer of Enrolment' from the new provider authenticating the transfer and the student is able to provide a letter indicating the benefits of transferring from their current course of study.<br><br>3. If the student is under 18, their parent or guardian must support this request in writing. If they are under 18 and the RTO currently provides accommodation and welfare, they must also provide written evidence that the new provider will accept responsibility for their accommodation and welfare arrangements.<br><br>4. In assessing the application for transfer, the CEO will ensure that the student has met the following criteria in order to be granted a release letter:<br><br>   a. Student must have attended an interview with the CEO to explain the reason for the transfer.<br><br>   b. IAA will issue a Release Letter only if:<br><br>      i. A course is academically unsuitable for a student – e.g. Where a student is better suited to a different learning environment, or the course does not meet his or her educational or developmental needs.<br><br>      ii. Compassionate or compelling reason for the transfer exist.<br><br>      iii. Check student records to ensure the student is not trying to avoid being reported to DoHA due to lack of course progress |

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|  | or poor attendance records. |
|  | iv. Any outstanding fees are paid. |
|  | 5. Once the above points have been addressed by the CEO, a 'Letter of Release' will be granted at no charge to the student. The student will also be advised of the need to contact DoHA and obtain a new visa if the course they transfer to is not a Higher Education/VET course. |
|  | a. Ensure the student is fully aware of their student visa conditions and all other issues relating to the transferring of providers. |
|  | 6. In accordance with the ESOS National Code, Standard 7.2(b), IAA may refuse the issue of a Release letter in the first six months of the principle course of study if the transfer would be considered detrimental to the student and the circumstances (below mentioned but not limited to) for approving the grant of a Release Letter have not been satisfied: |
|  | a. Student has a change of mind. |
|  | b. Student expresses difficult with course progress or seeks release letter due to personal problems but has not sought assistance from the Trainer/Assessor or Student Support Officer. |
|  | c. IAA forms the view that the student is trying to avoid being reported to DoHA for failure to meet the provider's academic progress and attendance requirements. |
|  | d. The student does not have a valid enrolment offer from a CRICOS registered provider. |
|  | e. The course for which the student is intending to enrol in with the other provider, is similar to or the same as the course in which the student is currently enrolled at IAA. |
|  | 7. If the student's application for the release letter is rejected by the IAA, IAA will notify the student in writing explaining the reasons for the refusal and the student will also be notified of his or her right to access the IAA's complaints and appeals process within 20 working days. |
| **General** | • The above process should not take more than 48 hours once the student has provided the necessary documentation. |
|  | • All requests, considerations, decisions, and copies of letters of release should be placed in the student's file. |
|  | • The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the Refund Policy independent of this policy. |

| PO8. | | **IAA Written Agreement Policy** | | Version 2.0 |
|------|---|-------------------------------------|---|-------------|

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|---|---|---|---|
| **Date adopted** | 23/09/2015 | **Date reviewed** | 22/04/2016 |
| **Next review** | 23/09/2017 | **Review frequency** | Annually |
| **Authorised by** | Austin Perrot CEO | **Reviewed by** | James Perrot |
| **Review process** | CEO and Admin Officer | **Doc management** | G:\RTO\Policies |

**POLICY STATEMENT**

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| **Declaration** | As a formalisation of enrolment, a written agreement is entered into by IAA and student and is the final step of the pre-enrolment activities. This agreement aims to ensure the obligations and rights of both the registered provider and student are clearly set out and include reference to the course money payable and services to be provided. |
| **Purpose** | This policy/procedure supports **Standard 5, Clauses 5.1-5.4** of the **Standards for Registered Training Organisations 2015** and **Standards 2 and 3 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007** which states:<br><br>*"Written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money."* |
| **Scope** | The following procedures indicate the requirements of the acceptance agreement that is to be accepted prior to collecting course money from students. |

**PROCEDURAL GUIDELINES**

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| **Acceptance Declaration** | • In following the requirements of Standard 3 of the National Code all students are to complete the Acceptance Declaration contained in their Offer of Admission and Acceptance letter on acceptance into any course offered by the RTO and prior to paying any fees to the RTO. The student will previously have submitted an application form and received all information relating to living in Australia and studying at the RTO.<br><br>• All students must receive and understand the Student Handbook document (Standard 2).<br><br>• This agreement is to be signed and submitted by the student with appropriate payment and documentation to support their enrolment.<br><br>• The Offer of Admission and Acceptance will contain as a minimum the following information:<br><br>a) Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment.<br><br>b) Provide an itemised list of course money payable by the student.<br><br>c) Refund policy.<br><br>d) Provide information in relation to refunds of course money.<br><br>e) Set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the Tuition Protection Services (TPS) Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any |

suspected breach by the student of a student visa condition.

f) Advise the student of his or her obligation to notify the registered provider of a change of address while enrolled in the course.

g) Amounts that may or may not be repaid to the student (including any course money collected by education agents on behalf of the registered provider) processes for claiming a refund.

h) A plain English explanation of what happens in the event of a course not being delivered, and

i) A statement that *"This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws".*

- This agreement will be signed and returned to the RTO as an indication that the student accepts the terms and conditions imposed when studying with the RTO.

- The student must be of 18 years of age to be able to complete this agreement and sign the declaration.

- The signed declaration indicates the student agrees with following which must be stated on the enrolment agreement:

  o That the information provided by the Applicant in their application is complete and correct.

  o Agrees to be bound by the RTO rules and regulations and any amendments made to the rules and regulations.

  o Agrees to undertake a testing requirement prior to any course entry, if deemed necessary by the RTO and adhere to any other pre-requisites identified above.

  o Agrees to observe Department of Home Affairs student visa requirements.

  o Agrees to pay all fees required on or by the due date as notified in writing by the RTO or as per the invoice.

- The RTO will access these fees in accordance with the procedures established by the State Government and the DEEWR.

- Changes or variations to this contract may attract an administrative fee.

- The RTO reserves the right to accept or reject any application for enrolment at its discretion.

- The RTO reserves the right to cancel any course prior to the commencement date of the course should it deem it necessary and in that event, will refund all payments received from the Applicant.

- Refunds are made in when a student application supports one of the reasons for refund. Any refundable amounts owed to the student will be made within 14 days.

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| | - Where a student's contact details change while studying with the RTO the student must advise the RTO of these changes within 5 working days. These details include but are not limited to details such as address and contact phone details. |
| | - The enrolment agreement will also include information relating to the documented refund policy and procedures. |
| | - The signed enrolment agreement will be kept on the student's file along with their initial application and all other documents relevant to the student's enrolment. |

| PO9. | **IAA Critical Incident Policy** | | **Version 3.0** |
|------|------|------|------|

| Date adopted | 23/09/2015 | Date reviewed | 24/04/2016 |
|---|---|---|---|
| Next review | 23/09/2017 | Review frequency | Annually |
| Authorised by | Austin Perrot CEO | Reviewed by | James Perrot |
| Review process | CEO and Admin Officer | Doc management | G:\RTO\Policies |

**POLICY STATEMENT**

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| **Declaration** | Providers of education to overseas students are required by legislation to have documented critical incident policy and procedures, which outline the action to be taken in the event of critical incident. This includes the initial response, follow-up, reporting, review, and improvement. |
| **Purpose** | The purpose of the Critical Incident Policy and Procedures is to identify the personnel, structures, and procedures for managing a critical incident. |
| **Scope** | This policy applies to all IAA staff, students and visitors who have been exposed to a critical incident – either on-campus or off-campus including staff on business related travel interstate or overseas. Critical incidents include but are not limited to: <br><br> • Missing students <br><br> • Severe verbal or psychological aggression <br><br> • Death, serious injury or threat <br><br> • Natural disaster <br><br> • Issues such as domestic violence, sexual assault, drugs, or alcohol abuse <br><br> • Non-life-threatening events that could qualify as a critical incident <br><br> In the event of a critical incident, IAA will: <br><br> o Assess risks and delineate a response action <br><br> o Develop a critical management plan to manage the various aspects of the incident <br><br> o Liaise with emergency and other services <br><br> o Contact student's relative or other appropriate contacts <br><br> o Liaise with other bodies such as home care, foreign embassies, or consulates <br><br> o Counsel and manage students and staff not directly involved in the incident <br><br> o Maintain records on the student's file |
| **Communication** | This policy is to be made available to all staff. There will be an ongoing professional development and educational strategy to accompany the implementation of this policy such as professional development days where risk identification, critical incidents are discussed and assigned. |

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| **Definitions** | **Critical Incident**: is any sudden or progressive development (event) which requires immediate attention and decisive action to prevent/minimise any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:<br><br>• Death/suicide<br><br>• Serious accident or injury<br><br>• Deprivation of liberty, threats of violence, assault, rape/sexual assault<br><br>• Aggravated burglary, biological or chemical weapons<br><br>• Fire, bomb, explosion, gas/chemical hazards, discharge of firearms<br><br>• Threat of widespread infection or contamination<br><br>• Civil unrest<br><br>• Severe Work Health and Safety (WHS) risk<br><br>• Serious damage to essential facilities<br><br>• Disruption to operations of IAA<br><br>• Information which has the potential to negatively affect the reputation of IAA in the media and/or wider community |
| **Designated Officer** | Any IAA staff member who is either a witness to, or first to be informed about an actual or potential critical incident must immediately notify the CEO who will assume control of a critical incident site and assign duties to available persons (such as calling emergency services, alerting other staff, assisting with first aid, crowd control etc).<br><br>Internal training sessions conducted by the CEO to all staff at the time of staff induction as well as on a regular basis who are involved in providing education services for overseas students. |
| **IMPLEMENTATION** | |
| **Risk Reduction Measures** | • IAA will endeavour to ensure that there is at least one member of current staff with First Aid training.<br><br>• Staff undertaking travel for business related purposes will be given information on what to do and who to contact should they experience a critical incident whilst interstate or overseas.<br><br>• IAA will provide, at minimum, annual staff training and/or awareness sessions on critical incident response and management. |
| **Assumptions** | • If emergency services attend the event, they will be given authority to assume control of the critical incident upon arrival. If a Designated IAA officer is in attendance, their role will be to act in the best interests of any student/staff member/visitor affected by the incident.<br><br>• Under the Privacy Act 1988, individuals are entitled to the protection of their personal and private information. Where a critical incident raises the issue of |

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| | confidentiality, IAA is committed to maintaining this right to privacy in line with legal requirements, however, IAA may exercise its discretion and disclose information as necessary to prevent or lessen a serious and imminent threat to the life or health of a student or of another person if required by law. |
| **Responsibility: Critical Incident Team** | This team will convene as soon as possible to plan an immediate response, allocate responsibilities, and determine ongoing strategies.<br><br>• **CEO**<br>• **First Aid Officer (Nominated by the CEO)**<br>• **Policy, Fire, Ambulance Contact Phone:** 000 |

| **PO10.** | **IAA Completion Within Expected Duration Policy** | | Version 2.0 |
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| **Date adopted** | 23/09/2015 | **Date reviewed** | 22/04/2016 |
|---|---|---|---|
| **Next review** | 23/09/2017 | **Review frequency** | Annually |
| **Authorised by** | Austin Perrot CEO | **Reviewed by** | James Perrot |
| **Review process** | CEO and Admin Officer | **Doc management** | G:\RTO\Policies |

**POLICY STATEMENT**

| **Declaration** | The National Code 2007 supports the integrity of the Australian Government's migration laws by requiring students to complete their course within its expected duration. This duration is to be based on the normal time required to complete the course. The normal duration of a course may be established by the appropriate quality assurance framework for that sector (e.g., the Australian Qualifications Framework, relevant state and territory government legislation or guidelines).<br><br>This approach offers IAA and its students some flexibility to vary the enrolment load to suit the student's needs and course requirements.<br><br>However, it also recognises that students may not always be able to complete the course within the expected duration of study and provides for extensions in a limited range of circumstances. |
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| **Purpose** | This policy/procedure supports **Standard 9: Completion within Expected Duration** of the **National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007** which states:<br><br>*"Registered providers monitor the workload of students to ensure they complete the course within the duration specified in their CoE and do not exceed the allowable portion of online or distance learning."*<br><br>To enable compliance with the National Code 2007 (Standard 9), international students are required to complete their studies within the expected duration of the program, as specified on the student's Confirmation of Enrolment (CoE). |
| **Scope** | All students. |

**POLICY GUIDELINES**

| **Procedure** | Students are required to complete their studies within the timeframe indicated on their CoE and student visa. IAA will endeavour to ensure all students are given the opportunity to complete their studies within this timeframe. A copy of each student's CoE will be kept on the student's file and variations to the CoE will also be retained within the student file. No student will be able to enrol in less than 20 hours of full-time study per week.<br><br>All students are required to attend IAA on a full-time basis to ensure they meet their attendance and academic requirements. The attendance and academic progress are monitored through IAA Monitoring Academic Progress Policy respectively.<br><br>• IAA will only extend the duration of the student's study where the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:<br><br> a) Compassionate or compelling circumstances (for example, illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);<br><br> b) The registered provider implementing its intervention strategy for |
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students who were at risk of not meeting satisfactory academic course progress/attendance requirements; or

c) An approved deferment or suspension of study has been granted under Standard 13.

IAA will follow the steps outlined in the following policies where a student is identified as any of the above circumstances:

- International Student Academic Progress Policy

- Deferment, Suspension and Cancellation of Enrolment Policy

All changes to a student's course duration are to be reported to the Department of Home Affairs via the PRISMS reporting system and records/documents of reasons and the decision process to be kept in student files.

| IAA Intervention Strategy | **Introduction** |
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**Introduction**
This document outlines IAA's procedures for monitoring course progress of international students and the implementation of intervention strategies for students identified as being at risk of not making satisfactory course progress. The procedures documented here are intended to meet the requirements of Standard 9 and 10 of the National Code of the Education Services for Overseas Students legislative framework (ESOS National Code). It is to be made available to all staff and students.

**Actions**

| | Steps | Who is responsible? | Comments |
|---|---|---|---|
| 1. | Student has been assessed as at risk of not completing course within expected duration | Student Support Officer | Assessment undertaken according to: <br> • Monitoring Academic Progress Policy <br> • Attendance Monitoring Policy |
| 2. | Intervention Strategy activated | CEO | Student must be contacted by letter, email, or personal contact. <br><br> Student should be advised that they are currently at risk of not meeting satisfactory academic course progress or attendance requirements. <br><br> Students must meet to discuss an intervention strategy. <br><br> A student's enrolment cannot be cancelled due to not meeting satisfactory program/course progression if an intervention strategy has not been activated. If student does not meet to discuss an intervention strategy, a second contact with the student should be |

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| 3. | Tailoring of Intervention Strategy | Student Support Officer | Intervention Strategies should be tailored to suit each individual student's needs. |
| 4. | Intervention Strategies | CEO | Based on the risk assessment and proposed treatment, the following one or more intervention strategies (but not limited to) will be implemented, in order to improve the student's attendance or academic progression so that he or she can complete the course within the expected duration:<br><br>**4.1:** Transition support<br>**4.2:** Welfare support<br>**4.3:** Study skills support<br>**4.4:** Reduction in course load<br>**4.5:** Change of course<br>**4.6:** Increase in student-trainer contact hours<br>**4.7:** Attend training during term break<br>**4.8:** Extend student's CoE duration |
| 4.1. | Intervention Strategy: Transition support | Student Support Officer | Students requiring transition support may be directed to the Student Support Officer for assistance with:<br><br>• Accommodation problems<br>• Cultural shock, home sickness<br>• Local customs and etiquette<br>• Balancing work commitments and studies |
| 4.2. | Intervention Strategy: Welfare support | Student Support Officer | Students will be directed to the Student Support Officer who then will guide and refer the student to a relevant person or authority such as, Medical Doctor or Counsellor to receive assistance with personal issues affecting progress. |
| 4.3. | Intervention Strategy: Study skills support | Trainer/Assessor | Students requiring assistance with study skills may be directed to a trainer/assessor for the following support:<br><br>• Assessment expectations (e.g., Due dates)<br>• Exam preparation<br>• Time management<br>• Class attendance and participation<br>• Academic referencing and plagiarism<br>• Reading and note taking skills<br>• Research, web searching and |

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| | | | | | library skills | | |

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| 4.4. | Intervention Strategy: Reduction in course load | CEO | Where it is believed the above intervention strategies will not assist a student in meeting satisfactory program/course progression, a reduction in course load may be considered.<br><br>This process will be implemented through direct meetings with student, trainer/assessor, and CEO. CEO will make changes to length of student CoE, if required. |
| 4.5. | Intervention Strategy: Change of course | CEO | A student may transfer to a suitable alternative program/course as part of an intervention strategy. Student will be required to complete the new application, receive a new letter of offer, and sign a new Student Agreement. CEO will then cancel the original CoE and issue a new CoE. |
| 4.6. | Intervention Strategy: Increase in student-trainer contact hours | CEO | Where IAA has assessed the student to be at risk of academic progression, IAA will propose possible treatment option of attending extra study hours per week apart from his or her normal classes, in order to achieve satisfactory academic progress. |
| 4.7. | Intervention Strategy: Attend training during term break | CEO | Where IAA has assessed the student to be at risk of academic progression, IAA will propose possible treatment option of attending extra study hours during term break, in order to achieve satisfactory academic progress. This process will be governed by a study plan. |
| 4.8. | Intervention Strategy: Extend student CoE duration | CEO | Where it is believed the above intervention strategies will not assist a student in meeting satisfactory program/course progression, IAA will consider extending duration of the student's CoE as per IAA's Deferring, Suspending or Cancelling Policy. |
| 5. | Study Plan | CEO | An amended study plan may be required for a student who has an intervention strategy in place. The student will get a copy of the study plan and a copy must be in the student's file. |
| 6. | Evidence of Intervention Strategy | CEO | When an intervention strategy has been activated for a student, documentary evidence such as files notes, minutes of meeting with student, counselling form, study plan, |

| | | | | must be kept in the student's file for all follow up meetings, support provided, and strategies undertaken by the student. |
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| | | | | Student should receive a copy. |

**Students who do not make satisfactory course progress:**
Student must complete their studies within the duration of their Confirmation of Enrolment (CoE). However, if an approved intervention strategy has been implemented, students may apply for a visa extension if they cannot catch up through study in non-compulsory period.

If it is noted that the student is not following the intervention strategy in place for the student, it is recommended that the student is sent a letter reminding that if they do not meet academic progress requirements he or she will be reported to Department of Home Affairs as required by the ESOS National Code which may result in their student visa being cancelled. The written notice must inform the student that he or she is able to access the registered provider's complaints and appeals process as per Standard 8 (Complaints and Appeals) and that the student has 20 working days to do so.

## PO11.   IAA Deferring, Suspending or Cancelling the Student's Enrolment Policy  V2.0

| Date adopted | 23/09/2015 | Date reviewed | 28/04/2016 |
|---|---|---|---|
| Next review | 23/09/2017 | Review frequency | Annually |
| Authorised by | Austin Perrot CEO | Reviewed  by | James Perrot |
| Review process | CEO and Admin Officer | Doc management | G:\RTO\Policies |

**POLICY STATEMENT**

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| **Declaration** | Students may, through formal agreement with IAA, be given permission to defer commencement, take a leave of absence or temporarily suspend their studies during the course. Such absences, however, may affect the student's visa status. IAA may also decide to cancel the student's enrolment due to student misconduct. |
| **Purpose** | This policy/procedure supports Standard 13: Deferring, suspending or cancelling the student's enrolment of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 which states:<br><br>*"Registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances."* |
| **Scope** | The following procedures will ensure IAA follows the required process when a student wishes to defer, suspend, or cancel their enrolment with IAA. Students can initiate deferral, suspension, or cancellation of their studies during their stay in Australia only in certain limited circumstances as described below.<br><br>Students may also have their enrolment suspended due to misbehaviour, which can also be grounds for cancellation of enrolment. Students have the right to appeal a decision by IAA to defer, suspend or cancel their studies and IAA will not notify DEEWR of a change to the enrolment status until IAA complaints and appeals process is completed. |

**POLICY GUIDELINES**

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| **Student Initiated Deferral, Suspension or Cancellation of Enrolment** | IAA is only able to defer the enrolment of the student on the grounds of compassionate or compelling circumstances. These circumstances could include but are not limited to:<br><br>• Serious illness or injury, where a medical certificate states that the student was/is unable to attend classes.<br><br>• Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided).<br><br>• Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.<br><br>• A traumatic experience which could include:<br>    ○ Involvement in, or witnessing of a serious accident, or<br>    ○ Witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)<br><br>• Where the Academy is unable to offer a pre-requisite unit.<br><br>• Inability to begin studying on the course commencement date due to delay in |

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| | receiving a student visa.<br><br>**Please Note:** The above are only some of examples of what may be considered compassionate or compelling circumstances. The CEO will use their professional judgement and to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, IAA will consider documentary evidence provided to support the claim, and should keep copies of these documents in the student's file.<br><br>Based on the circumstances, the student can initiate:<br>• Deferment of Enrolment<br>• Cancellation of Enrolment |
| **Student Initiated Deferment of Enrolment** | • Students will be required to complete an 'Application to defer, suspend or cancel enrolment form' and submit to Reception. Students will also be required to provide evidence of the compassionate or compelling circumstances in support of their application (i.e., medical certificate or police reports etc.)<br><br>• Students who would like to defer their studies must first speak to a staff member in reception to gain an application form and to ensure that they understand the consequences once the deferment is granted. An 'application to defer' form must be completed which will need to be approved by the CEO. This application to defer must include in detail the compassionate or compelling circumstances.<br><br>• Where a deferment is granted, the Academy will suspend the enrolment for an agreed period – to a maximum of 12 months. If the deferment is required for longer than 12 months the student will have to re-apply once the initial deferment period has expired.<br><br>• Department of Home Affairs' policy is that if a student's enrolment is deferred for a period of 28 days or longer, the student must return home (unless special circumstances exist). Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to Department of Home Affairs.<br><br>• Students are to be informed in writing of the outcome of their application for deferment and informed that it may affect their student visa.<br><br>• All application documentation for the deferment will be kept on the students file and the Department of Home Affairs will be notified via PRISMS of the decision to suspend the enrolment as a result of the student's request. |
| **Student Initiated Cancellation of Enrolment** | • Students wishing to cancel their enrolment must complete an 'Application to defer, suspend or cancel enrolment' and submit to Reception.<br><br>• Students wishing to cancel their enrolment prior to completing 6 months of study in their principle course must provide a letter of offer from an alternative provider. This is required under Standard 7 of the National Code and further information can be gained from the 'Transfer between Providers Policy/Procedure'.<br><br>• All application documentation for the cancellation will be kept on the students' file and the Department of Home Affairs will be notified via PRISMS of the decision to cancel the enrolment as a result of the student's |

| | request. |
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| **Provider Initiated Deferral, Suspension or Cancellation of Enrolment** | **Provider Deferral**<br>• The Academy may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason IAA deems necessary to cancel the enrolment.<br><br>**Provider Suspension**<br>IAA has the ability to suspend a student's enrolment on the grounds of misbehaviour. This misbehaviour may include but is not limited to acts to discrimination, sexual harassment, and vilification or bullying as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories.<br><br>• Academic misconduct<br>• General misconduct<br>• Non-payment of fees |
| **Academic Misconduct** | The following gives an indication to the types of behaviour that constitute 'Academic Misconduct' within IAA:<br><br>**Assessment tasks**<br>• Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of their field of study.<br>• Students must not use another person's concepts, results or conclusions and pass them off as their own.<br>• In cases where the assessment task is intended to be individual work, not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.<br>• Students must not ask another person to produce an assessable item for them.<br>• Any other way of academic misconduct as per IAA's Plagiarism Policy.<br><br>**Examinations**<br>• Students must not help or receive assistance from other students.<br>• Students must not request the loan of or lend materials or devices to other students.<br>• Students must not bring any materials into the examination room other than those specified for that examination.<br>• Students must not use computer software or other devices during an examination other than those specified.<br><br>A student may be excluded from a final examination in a unit for any of the following reasons:<br><br>• Unauthorised absence from class.<br>• Failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-term tests (if applicable). |
| **General Misconduct** | General misconduct is where a student acts dishonestly, harasses other students or staff, interferes with students or staff, prevents, or disrupts learning, disobeys/fails to comply with contractual or legal requirements. Misuses, damages, or steals IAA's property or the property of others, alters/defaces IAA's documents or records, prejudices the good name of IAA, or otherwise acts in an improper manner. |

The following examples indicate the kinds of behaviour that constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive.

Student misconduct occurs when a student:

- Contravenes any rules or acts.
- Prejudices the good name or reputation of IAA.
- Prejudices the good order and governance of IAA or interferes with the freedom of other people to pursue their studies.
- Wilfully disobeys or disregards any lawful order or direction from Academy personnel.
- Refuses to identify him or herself when lawfully asked to do so by an officer of IAA.
- Fails to comply with any penalty imposed for breach of discipline.
- Misbehaves in a class, meeting or other activity under the control or supervision of IAA, or on IAA premises or other premises to which the student has access as a student of IAA.
- Obstructs any member of staff in the performance of their duties.
- Acts dishonestly in relation to admission to IAA.
- Knowingly makes any false or misleading representation about things that concern the student as a student of IAA or breaches any of IAA's rules.
- Alters any documents or records.
- Harasses or intimidates another student, member of staff, a visitor to IAA, or any other person while the student is engaged in study or other activity as an IAA student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason.
- Breaches any confidence of IAA.
- Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from IAA premises while acting as an IAA student, in a manner which is illegal or which is or will be detrimental to the rights or property of others.
- Steals, destroys or damages a facility or property of IAA or for which IAA is responsible.
- Is guilty of any improper conduct.

**Consequences of Student Misconduct**
- Where a student has been identified of Academic or General Misconduct the CEO will be informed and will decide the penalty and the severity of the penalty. The CEO may consider the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.
- Where a student has been identified with Academic or General Misconduct, IAA will ensure the following:
  - Students must be treated fairly, with dignity and with due regard to their privacy.
  - Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found guilty by proper inquiry by the CEO to have so behaved.
  - Past misconduct is not evidence that student has behaved in the same manner again.
  - Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instances of misconduct will be penalised more leniently than subsequent instances of misconduct.
  - Students are able to access the IAA Complaints and Appeals

procedure if they feel that the decision is unfair or they have other groups to appeal the decision.

- o The penalties the CEO can impose are:
  - Academic Misconduct could include a warning, a reduction in grades, receiving zero for an assessment, deemed NYC in the unit, or suspension of enrolment.
  - A charge for any costs that the general misconduct may have caused.
  - Temporary exclusion from IAA in the form of suspending enrolment for a period.
- Department of Home Affairs' policy is that if a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exit). Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to Department of Home Affairs.
- Where the level or misconduct is severe, the CEO may decide to cancel the enrolment and follow the reporting procedures on PRISMS.
- Where the CEO has decided the misconduct is severe enough for cancellation the following must occur:
  - o The student must be informed in person (where possible), and in writing of the decision of the Academy to cancel the student's enrolment.
  - o Students must also be informed that IAA is obliged to inform DEEWR/Department of Home Affairs via PRISMS after the 20-working day period and those they will be at risk of having their visa cancelled.

| Non-Payment of Fees | International students who do not meet the fees payment requirement as per the agreement with IAA, IAA may cancel the student's enrolment as governed by IAA Non-Payment of Fees Policy. |
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| Recording and Reporting Deferments, Suspension or Cancellation of Enrolments | <ul><li>All applicants of deferment and outcomes are to be kept on the student's file.</li><li>All reports of misconduct, decisions and actions taken in relation to misconduct, and other related documentation must be kept on file.</li><li>Any decisions to initiate deferral, suspension or cancellation of an enrolment must be reported to Department of Home Affairs via PRISMS.</li></ul> |
| Complaints and Appeal | <ul><li>All students are to be given the opportunity to access the IAA complaints and appeals procedure before reporting any provider-initiated suspensions or cancellations of enrolments via PRISMS. The students must be advised that they have 20 working days to lodge an appeal from the issue of final notification.</li><li>Where a student decides to access this procedure within 20 working days of notification, IAA will maintain the student enrolment until the process has been finalised before going ahead with the reporting of the student's enrolment changes via PRISMS.</li><li>Where a student decides not to access this procedure within 20 working days of notification, IAA will continue with its reporting process.</li></ul> |

| Date adopted | 23/09/2015 | Date reviewed | 28/04/2016 |
|---|---|---|---|
| Next review | 23/09/2017 | Review frequency | Annually |
| Authorised by | Austin Perrot CEO | Reviewed by | James Perrot |
| Review process | CEO and Admin Officer | Doc management | G:\RTO\Policies |

## POLICY STATEMENT

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| **Declaration** | The National Code supports the integrity of the Australian Government's migration laws by requiring students to complete their course within its expected duration. This duration is to be based on the normal time required to complete the course.<br><br>IAA will systematically monitor student's course progress and will proactively notify and help students who are at risk of failing to meet their course progress requirements. IAA will report students to DoHA, under section 19 of the ESOS Act, who have breached the course progress requirements. |
| **Purpose** | <ul><li>The progress of each student is monitored, recorded, and assessed.</li><li>IAA has documented course progress policies and procedures.</li><li>IAA assesses each student at the end point of each study period according to its course progress policy.</li><li>To ensure that IAA has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress.</li><li>Where IAA has assessed the student as not meeting satisfactory course progress after the failure of intervention process, IAA informs the student in writing of its intention to report the student to DoHA for breaching the student visa conditions and that he or she is able to access IAA's complaints and appeals process within 20 working days.</li></ul> |
| **Scope** | All IAA students. |

## POLICY GUIDELINES

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| **Monitoring Student Academic Performance** | CEO will monitor student academic performance via the Student Academic Performance Record Report (VETTrak). |
| **Student Academic Progress Management (Steps Involved)** | At the end of every term, CEO will review the academic progress of all students and monitor the following points:<br><br><ul><li>Any student falls below 60% academic progress for a single term.</li><li>When a student's academic progress falls below 50% for a single term.</li><li>Any student who is below 75% academic progress in their current term after falling below 50% in their previous term.</li><li>When a student's projected academic progress falls below 50% for 2 consecutive terms.</li></ul>This monitoring will occur once per term for each course and will be supported by the CEO who will also monitor the student's academic progress regularly and will be |

involved in the counselling and reporting process as outlined below:

- **Any student falls below 60% academic progress for a single term:**
  - o Student's will be sent a Notification Letter indicating that they have fallen below 60% academic performance for the term to date, and failure to achieve Competency in further units undertaken the current term may result in failing to achieve academic progress for the term. Failing to achieve this academic progression in two consecutive terms will be deemed in breach of Visa requirements and be reported to DoHA. At this point, the students are advised to contact their trainer/assessor to arrange a meeting and implement a strategy to improve the student's course progress. The students are given the opportunity to be counselled in their progress if required.
  - o At this point IAA Intervention Strategy will be activated.

- **When a student's academic progress falls below 50% for a single term:**
  - o When a student's academic progress falls below 50% for a single term, the Student Support Officer will notify the CEO and a 'First Warning Letter' will be sent indicating the student has to contact IAA and organise an appointment with the Course Coordinator to discuss their poor academic progress and strategies to ensure they stay above the 50% academic progress requirement for the following term.
  - o If the student does not respond within 7 days, the Student Support Officer will attempt to contact the student via telephone. When this fails the matter will be forwarded to the CEO, who then will take corrective action to resolve the matter.

- **Any student who is below 75% academic progress in their current term after falling below 50% in their previous term:**
  - o Students will be sent a 'Second Warning Letter' notifying them they are at risk of breaching their requirement to maintain academic progression for each term they are enrolled.
  - o They are informed they have fallen below 75% academic progress in the current term after falling below the required academic progression in the previous term. They are informed that if they fall below the required academic progression in two consecutive terms, they will be reported to DoHA.
  - o They are also informed that they are required to organise an appointment with the Student Support Officer to discuss their poor academic progress and strategies to ensure they stay above the 50% Academic requirement for the term.
  - o If the student does not respond within 7 days, the Student Support Officer will attempt to contact the student via telephone. When this method of contact fails the matter will be forwarded to the CEO.

- **When a student's projected academic progress falls below 50% for 2 consecutive terms:**
  - o The student will be sent a 'Breach Recorded' letter indicating they are going to be reported to DoHA for unsatisfactory academic progress in their course of study.
  - o IAA will follow step 2.4 Reporting 'Breach of Student Attendance' as described below.

**Note**: Where there are 2 or less units to be assessed for the term, and a student is deemed NYC in a single unit, the student will directly be served with a 'First Warning Letter' and the IAA Intervention Strategy will be activated. This is due to the fact that if they are deemed NYC in 1 or more unit, they will fall below the 50% requirement

| | for the term.<br><br>All staff is made aware of the requirements of this policy through induction, staff handbook, regular meetings, and updates and continuous improvement practices. Students are made aware of the academic progress requirements through enrolment processes, student handbook, and orientation and throughout the program. |
|---|---|
| **Reporting Breach of Student Attendance** | **Expulsion and Reporting**<br>Where a student has unsatisfactory performance while subject to IAA intervention strategies, the Student Support Officer will send the student an Academic Performance Breach Recorded Letter.<br><br>In the breach letter:<br>&bull; They are informed that this has occurred as they have failed to be deemed Competent in more than 50% for two consecutive terms.<br>&bull; They are also informed of their ability to access the IAA complaints and appeals process and have 20 working days to do so.<br>&bull; If the student does not access IAA complaints and appeals process within 20 working days, the student must be reported to DoHA via PRISMS.<br><br>This process of reporting breaches into PRISMS is the responsibility of CEO who monitors the actual academic progress.<br><br>A copy of all letters, details of phone calls made (file notes), and any reports are to be kept in the student files. |

## PO13.        IAA Under 18 Students Policy     Version 2.0

| Date adopted | 23/09/2015 | Date reviewed | 21/04/2016 |
|---|---|---|---|
| Next review | 23/09/2017 | Review frequency | Annually |
| Authorised by | Austin Perrot CEO | Reviewed by | James Perrot |
| Review process | CEO and Admin Officer | Doc management | G:\RTO\Policies |

**POLICY STATEMENT**

| Declaration | IAA must comply with Standard 5 of the National Code regarding the welfare of students who are under eighteen years of age. |
|---|---|
| Purpose | To inform DoHA about the arrangements mentioned in the Declaration of Appropriate Arrangements for Under-18 Students form. |
| Scope | All IAA students. |

**POLICY GUIDELINES**

| General | The International Australian Academy must comply with Standard 5 of the National Code regarding the welfare of students who are under eighteen years old.<br><br>IAA is required to inform DoHA about the arrangements in place via PRISMS. IAA will sign a declaration confirming that these arrangements are appropriate by using a pro forma called the Declaration of Appropriate Arrangements for Under-18 Students. Under-18 students will be required to live in an approved accommodation setting and/or under a caregiver as per the approval of the Under-18 Welfare Officer.<br><br>Parents may organise accommodation arrangements for their child and in such cases the Academy will not be responsible for ensuring if the relative/guardian assigned is genuine or not as the DoHA has processes in place to determine the authenticity of such relationships. In such cases, the Academy has responsibility to ensure that the said student's welfare needs are being met. Where the parent has assigned a relative/guardian to look after the student, the respective guardian/relative must comply with this policy and sign an agreement with IAA. This ensures that all parties are aware of their obligations and responsibilities. |
|---|---|
| **Standards: Accommodation** | IAA has a set of standards for determining appropriate accommodation requirements. Accommodation should:<br><br>• Provide students with necessities such as: a kitchen, bathroom, sleeping/bedroom, washing facilities.<br><br>• Be of a reasonable state of cleanliness and tidiness - i.e., does not pose health-risks and maintains a decent standard of hygiene in all areas of the home.<br><br>• Provide the student with a reasonable personal living space – i.e., the student should have some level of privacy at certain times of the day.<br><br>• Be located in an area that is safe and provides convenient access to the Academy, to shops and to public transport. |
| **Pre-arrival and upon arrival and Orientation** | Prior to the arrival of the under-18 student, the Academy will:<br><br>• Identify all said students and allocate them into a separate master list in order to facilitate the implementation of policies and procedures related to under-18 students. |

| Doc | **IAA Student Handbook** | Code | **IA-S6-D1** | Version# **4.4** | Modified **01/03/2017** | 117 |
|---|---|---|---|---|---|---|
| Owner | **IAA Education Pty Ltd RTO 40364** | | Approved **CEO** | Created **10/09/2009** | Revision **01/09/2018** | |

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| | <ul><li>Include in such records full details of the students and their approved guardians; and ensure that these details be continually updated.</li><li>Ensure that under-18 students sign a Code of Conduct form and are aware of the Academy's Under-18 Students Policy.</li></ul>IAA will be responsible for providing under-18 students with an orientation of the school:<ul><li>Develop a tailored made 'Under-18 Student' orientation programme.</li><li>Familiarise these students with student support and compliance.</li></ul> |
| **Welfare Officer** | Each under-18 student should be assigned a Welfare Officer from the Academy to oversee their needs and to resolve issues as they arise. The Welfare Officer will be responsible for:<ul><li>Initiating contact with the students and their guardians upon their arrival, and for organising monthly meetings with the respective students and/or with their guardians.</li><li>Coordinating with Student Support to monitor the student's course progress as per the Academy's Course Progress Policy and Procedures.</li><li>Ensuring that the student's accommodation arrangements are in line with the standards outlined in this policy on a continual basis.</li></ul>The Welfare Officer will conduct monthly meetings with under-18 students to identify any issues as they arise regarding accommodation, general health and welfare, general behaviour, course progress, contact with parents and/or guardian and to ensure that all relevant details are updated and correct. They will encourage the student to provide them with any information regarding the aforementioned.<br><br>Such information should be documented, signed by both the Officer and the student, and then will be filed away. The student's parents/guardian will be provided with a copy of the meeting notes for their reference. |
| **Training Requirements** | Trainers/Assessors at the Academy are required to be aware of any students who are under-18 in their respective classes. Trainers/Assessors will regularly monitor, evaluate, and report on the student's achievements and course progress. This can be achieved via:<ul><li>Providing students with feedback regarding their performance.</li><li>Engaging with parents and guardians about the progress of the student's studies.</li></ul> |

| Date adopted | 23/09/2015 | Date reviewed | 28/04/2016 |
|---|---|---|---|
| Next review | 23/09/2017 | Review frequency | Annually |
| Authorised by | Austin Perrot CEO | Reviewed by | James Perrot |
| Review process | CEO and Admin Officer | Doc management | G:\RTO\Policies |

## POLICY STATEMENT

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| **Declaration** | IAA will provide an environment that is:<br><br>• Safe and equitable through zero tolerance of any form of harassment, bullying, discrimination and/or racial vilification<br><br>• A child safe environment<br><br>• As a minimum, aligned with State and Federal legislation<br><br>IAA's Access and Equity is based in the following principles:<br><br>• All stakeholders will be treated with respect in a workplace and learning environment free of harassment and intimidation<br><br>• All personnel and learner decisions will be fair, reasonable, non-discriminatory and based on merit<br><br>• No individual or group will be treated less favourably than another<br><br>• All communications and interactions will be free of bias, prejudice and discriminatory language<br><br>• All stakeholders including children will be encouraged to participate in the development and improvement of services |
| **Purpose** | This policy/procedure supports Standard 1, Clause 1.7 of the Standards for Registered Training Organisations 2015.<br><br>The purpose of this policy is to establish IAA's ethical and legal position in regards to the provision of open access and equity to all stakeholders of the organisation.<br><br>To fulfil its obligations under South Australian and Federal legislation, IAA maintains a commitment to providing an inclusive and supportive learning environment for its students and staff regardless of race, religion, gender, disability, socio-economic status, language, literacy, or numeracy. |
| **Scope** | All IAA stakeholders. |

## POLICY GUIDELINES

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| **Zero Tolerance** | **Definition**<br>For the purposes of this document 'zero tolerance' means the potential for instant dismissal from employment or expulsion from study if allegations of misconduct in relation to this policy are proven to be true and the mediation process is unsuccessful.<br><br>Note: IAA will enforce zero tolerance in regards to complaints of a false, frivolous, or malicious nature. |

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| | All stakeholders are strongly encouraged to discuss any issues and/or request further information regarding access and equity. |
| **Zero Tolerance Classified Behaviours** | IAA's zero tolerance applies to any behaviours that breach the following standards: **Abuse of children** IAA is committed to a child safe environment for all of our minor students. All employees, contractors, students, and other stakeholders should note that children accessing IAA's services will be provided with greater supervision and support than adults. Abuse of children incorporates physical or mental harm of any kind and neglect. It may include but not be limited to: <ul><li>Any of the behaviours listed as Zero Tolerance below</li><li>Physical contact of any kind</li><li>Sexual contact of any kind</li><li>Verbal abuse</li><li>Exploitation</li><li>Intimidation</li><li>Ostracising</li></ul> All inappropriate behaviours towards children are zero tolerance behaviours and will immediately result in expulsion, termination of employment or contract. Any person or persons making a Mandatory Report in relation to a minor student will be supported and will not be victimised. Anti-Discrimination, Human Rights, Equal Opportunity and Disability Discrimination \*\*Many forms of harassment and all forms of bullying are prosecutable offences under Australian law. IAA will notify SA Police in the event of such incidences occurring. <ul><li>**BULLYING** is behaviour of a physical, written, verbal or non-verbal nature, directed toward an individual or group of individuals and which is considered unreasonable or anti-social behaviour that is offensive, degrading, intimidating, or humiliating. This behaviour can include but is not limited to public reprimand or behaviour intended to punish, ridicule, insult, or may be based in unsubstantiated allegations and cruelty.</li><li>**HARASSMENT** is an unwelcomed and unwarranted behaviour that offends, intimidates, humiliates, or embarrasses another person. This behaviour can be written, physical, verbal, or visual in nature. Harassment is not necessarily deliberate or intentional and can be one incident or several incidents occurring over a period of time. Harassment may be accompanied by an expressed or implied threat.</li><li>Harassment and bullying are unwelcomed, unsolicited, and non-reciprocated behaviours. They may be intentional or unintentional and may take many forms, such as verbal, written, or physical. Regardless of the intent or form it</li></ul> |

takes, the distress caused to the victim is the same.

IAA recognises that ignoring harassment and bullying can have serious consequences for all parties. Given that IAA seeks to attract and retain talented personnel and students from all backgrounds and to maintain safe and positive work and learning conditions, it is determined to provide an environment free of harassment, victimisation and bullying and to upholding of State and Federal laws pertaining to any form of harassment or discrimination.

The boundaries of what constitutes harassment, victimisation and bullying may vary from person to person and these may vary dependent upon the relationships.

Harassment should not be confused with legitimate comment and advice (including positive feedback) given appropriately by management or trainers and assessors.

**Discrimination**
- **DISCRIMINATION** is behaviour that results in a person being treated less favourably than another or others due to certain personal attributes. These attributes may include, but are not limited to ethno/religious background, gender, pregnancy, marital status, disability, and age.

Discrimination is broadly defined as treating one person unfairly over another based on factors that are unrelated to their ability or potential. State and Federal legislation protects people from discrimination and from being treated unfairly because they have complained about discrimination.

Direct or indirect discrimination on the basis of one or more of the following attributes is unlawful:

- Age

- Sex

- Physical, psychiatric or intellectual illness or impairment

- Breastfeeding

- Gender identity

- Lawful sexual activity / sexual orientation

- Marital status

- Physical features

- Political affiliation

- Pregnancy

- Nationality and/or cultural background

- Religious affiliation

- Status as a parent or carer

**Sexual Harassment**
- **SEXUAL HARASSMENT** may include sexual propositions or advances, verbal or written requests of a sexual nature, sexually explicit conversations,

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| | sexual suggestions or innuendos, gender-based insults and taunting, invasive questioning, physical contact and the display of offensive material (e.g., posters, cartoons, jokes, graffiti, magazines, screensavers, email).<br><br>A person sexually harasses another person if in circumstances in which a reasonable person would be able to have anticipated that the person harassed would be offended, humiliated, or intimidated. |
| **Equity** | **Students**<br>1.    IAA's assessment system and its processes do not disadvantage any stakeholder. All eligible candidates are guaranteed access to assessment, which does not discriminate on any basis. Assessment guidelines include flexibility for working with candidates and students who have special needs.<br><br>2.    IAA's assessment process evidences the following characteristics:<br><br>    a)  The standards, assessment processes and all associated information are straightforward, understandable, and accessible.<br><br>    b)  The characteristics of potential candidates are identified, to enable flexibility of delivery and assessment.<br><br>    c)  The chosen processes and materials within the system of assessment do not disadvantage candidates or students.<br><br>    d)  Appropriate and effective complaints and appeal resolution mechanisms linked to a proactive continuous improvement are in place to address and remediate any unintentional issue of unfairness or disadvantage identified, and<br><br>    e)  Where potential disadvantages are identified, remedial actions are taken as a matter of priority to ensure there is no repetition of the situation.<br><br>3.    Candidates applying for course entry will be informed of and provided with the Access and Equity Policy via the IAA website, included in the International Student Enrolment Application and at induction. The candidate will be afforded the confidential opportunity of disclosing any situation they believe may impede their ability to successfully complete without support or assistance.<br><br>The Trainer/Assessor will discuss and negotiate with the candidate an appropriate support plan, which may include both internal and external support strategies. The Trainer/Assessor will clearly identify in writing to the candidate any external support services that will incur a cost that is not covered by the course fees.<br><br>**Employees**<br>IAA is an equal opportunity employer and values the diversity of its workforce. This means that without discrimination on any grounds:<br><br>    1.  The most capable person for placement in a position will be selected.<br><br>    2.  Within IAA's capacity all stakeholders will be assisted to participate, maintain, and develop personally and professionally.<br><br>    3.  Neither favouritism nor the granting of special favours will apply to any candidate. |
| **Awareness and** | Employees, students, and other stakeholders of IAA are expected to be conscious of actual and potential difference and to actively recognise and respect the boundaries |

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| Rights | directly or indirectly set by others. |
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| | 1. All people associated with IAA may expect the following rights to: |
| |     o Be treated with respect and fairly. |
| |     o Be emotionally and physically safe in the environment. |
| |     o Have all reports of harassment treated respectfully, seriously, impartially, sensitively and with reasonable confidentiality and for those issues to be addressed immediately and appropriately. |
| |     o Wherever possible, have complaints resolved by a process of discussion, cooperation, and conciliation, and |
| |     o Receive information, support, and assistance in resolving the issue for all parties involved in the complaint. |
| | 2. No person lodging a complaint, or assisting in the investigation of a complaint, will be victimised, or treated unfairly. |
| | 3. Timely access to their student or personnel records/files. |
| | 4. All employees and students are expected to participate in the complaint resolution process in good faith. |
| Procedure for Reporting | **Children** <br> Children in the first instance should report any concerns to any IAA employee they feel most comfortable with. <br><br> The employee will report the issue to the CEO who will commence investigations immediately. <br><br> The employee will concurrently with the CEO's investigation assist the student and their parent(s) to access and complete the Complaints Process. <br><br> The Children's Protection Policy should be followed. <br><br> **Adults** <br> Concerns regarding Equal Opportunity, Harassment, Discrimination or other inappropriate conduct should be reported *immediately* to the CEO. <br><br> Where the CEO is not available or the complainant prefers, they may report to the Trainer/Assessor or other IAA personnel with whom they feel most comfortable. <br><br> Please refer to Complaint Process and associated documentation for detailed information on the handling of all complaints. <br><br> IAA employees and contractors are delegated with the authority to determine whether an individual should be immediately removed from a harmful situation. <br><br> Employees and stakeholders are authorised to remove a student, employee or other stakeholder from a harmful situation without prior consultation with senior management. <br><br> All actual or suspected harmful situations must be reported immediately to the CEO. |

| Responsibilities | **CEO** |
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| | The CEO is the Responsible Officer for legislative compliance including but not limited:
<br>• Corporate e.g., ASIC
<br>• Occupational Health Safety and Welfare
<br>• Industrial Relations
<br>• Australian Skills Quality Authority
<br>• VET Quality Framework including Australian Qualifications Framework
<br>• Education Services for Overseas Students Framework
<br>• Discrimination and Human Rights
<br><br>It is the CEO's responsibility to ensure that IAA and all its stakeholders are afforded and provided open access to this policy and related legislation.
<br><br>CEO is also responsible for:
<br>• Ensuring that stakeholders are aware that harassment is unlawful, unacceptable and will not be tolerated.
<br>• Setting an example by appropriate behaviour always.
<br>• Establishing open lines of communication with all stakeholders to ensure reporting of incidents.
<br>• Treating any reporting of unacceptable behaviour in a confidential, sensitive, and serious manner.
<br>• Treating the alleged perpetrator impartially pending a fair and open investigation.
<br>• Acting on any complaints swiftly following IAA's procedures as outlined in the Complaints Policy.
<br>• Continuously monitoring, educating, informing, and supporting all stakeholders to reinforce a safe and equitable workplace.
<br>• Occupational Health and Safety.
<br>• Discrimination and Human Rights.
<br><br>**General**
<br><br>1. It is the responsibility of all IAA personnel, and stakeholders to:
<br>• Set an example by appropriate behaviour always.
<br>• Ensure their personal well-being.
<br>• Ensure the well-being and development of IAA students. |

- Immediately intervene and report any situation, which vilifies or demeans or harms an individual.

2. Employees, Contractors and students are required to be aware of and be compliant with the relevant legislations in regard to access, equity and anti-discrimination including:

- Training and Skills Development Act 2008 (SA)

- National Vocational Education and Training Regulator Act 2011

- Standards for Registered Training Organisations 2015

- Organisations Fit and Proper Persons Requirements 2011

- Australian Human Rights Commission Act 1986

- Sex Discrimination Act 1984

- Racial Discrimination Act 1975

- Age Discrimination Act 2004

- Disability Discrimination Act 1992

**(Australian Government) http://www.comlaw.gov.au.**
- Fair Work Act 2009

- Fair Work Regulations 2009

- Freedom of Information Act 1982

- Privacy Act 1988

- Workplace Relations Act 1996

- Equal Opportunity for Women in the Workplace 1999

- Family Law (Child Protection Convention) Regulations 2003 (Commonwealth)

**(South Australian Government) http://www.legislation.sa.gov.au**
- Children's Protection Act 1993

- Children's Services Act 1985 and Regulations 1998

- Fair Work Act 1994

- Fair Work (Commonwealth Powers) Act 2009

- Freedom of Information Act 1991

- Industrial and Employee Relations Act 1994

- Industrial Law Reform (Fair Work) 2005

- Professional Standards Act 2004

- Racial Vilification Act 1996

- WorkCover Corporation Act 1994

- Worker's Rehabilitation and Compensation Act 1986

**Trans border**
All other Federal and State Government legislation, regulations, acts that may be ratified or updated and as may be relevant from time to time.

**Additional Legislative Information and Updates**
Can also be accessed at:

- http://www.austlii.edu.au

- www.legislation.sa.gov.au

- http://www.comlaw.gov.au

Employees and students should not make frivolous or malicious complaints.

**Employees**
All personnel, including supervisors and management, have a responsibility for ensuring the workplace and learning environments are free of discrimination and harassment. Each employee has the responsibility to ensure that IAA's culture is one of respect for others and:

- To ensure that they avoid committing harassment or discrimination in any form.

- Offer support to anyone affected by harassment or discrimination.

- Report any example of harassment or discrimination to the CEO.

- If harassed, act to stop it, not only for self-protection, but to prevent others suffering the same form of discrimination.

- Treat alleged perpetrators fairly.

- If they believe that they have been harassed or denied equality in employment, they should contact the CEO.

- Request the assistance of another person in raising the complaint and in any subsequent resultant interviews.

- Setting an example by appropriate behaviour always.

**Students**
All students have a responsibility to:

- Ensure that they avoid committing harassment or discrimination in any form.

- If harassed, act to stop it, not only for self-protection, but to prevent others suffering the same form of discrimination.

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| | • Make themselves aware of and act within the confines of relevant legislation and this policy.<br><br>• Enhance the learning experience by allowing others to learn without compromise of the learning environment through poor or distracting behaviours.<br><br>• Exhibit positive behaviour always.<br><br>• Follow instructions always.<br><br>• Request the assistance of another person in raising the complaint and in any subsequent resultant interviews. |

## PO15.          IAA Complaints and Appeals Policy     Version 4.0

| Date adopted | 23/09/2015 | Date reviewed | 28/04/2016 |
|---|---|---|---|
| Next review | 23/09/2017 | Review frequency | Annually |
| Authorised by | Austin Perrot CEO | Reviewed by | James Perrot |
| Review process | CEO and Admin Officer | Doc management | G:\RTO\Policies |

**POLICY STATEMENT**

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| **Declaration** | IAA manages this process in a fair and equitable manner that ensures all stakeholders are provided with a timely and transparent framework to lodge complaints or appeals.<br><br>IAA provides a process for advocacy, internal mediation, and external independent mediation to resolve disputes and appeals. |
| **Purpose** | The policy addresses Standard 6 of the Standards for Registered Training Organisations 2015, and Standard 8 of the National Code of Practice for Registration Authorities and Providers of Education to Overseas Students 2007.<br><br>This policy is to ensure that the International Australian Academy (IAA) stakeholders and in particular students are aware of the complaints and appeals process and the rights and responsibilities afforded to everyone.<br><br>IAA maintains a commitment to a provision of quality training and assessment and will ensure all complaints and appeals are heard and dealt with in a fair, equitable and timely manner. |
| **Scope** | This policy encompasses:<br>• Current and past students<br>• Employees<br>• Contractors<br>• Suppliers and providers<br>• Regulatory authorities |

**POLICY GUIDELINES**

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| **General** | A stakeholder and/or IAA may nominate:<br>• An advocate to accompany, represent and support them, or<br>• An external independent mediation process<br><br>At any stage of the appeal process. IAA commits to an appeal process with the following guiding principles:<br><br>**Confidentiality**<br>Only the parties directly involved in lodging or investigating or mediating an appeal will have access to information about the appeal.<br><br>Discussion of the matter by parties to the appeal with other IAA stakeholders, or other parties either internal or external is not permitted and will breach Privacy Principles. Such discussion may also hamper the effectiveness of the process.<br><br>**Impartiality**<br>All parties will be provided with equal opportunity for discussion and response. No assumptions will be made, and no action will be taken until all relevant information has been collected and considered.<br><br>IAA reserves the right to seek expert advice as to the appropriate action to be taken |

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| | in regards to the outcome of an investigation. |
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| | Stakeholders may have an advocate present throughout the process. |
| | **Free from Repercussions** |
| | No action will be taken against any individual or entity for lodging a valid appeal or assisting someone to lodge or manage a valid appeal. |
| | No action will be taken against anyone for lodging a complaint or assisting someone to lodge or manage a complaint. |
| | No action will be taken against anyone for complying with Mandated Notification requirements. |
| | IAA will take all necessary steps to ensure that victimisation does not occur against anyone who lodges or is involved in a valid appeal. |
| | IAA reserves the right to take appropriate action against an individual or entity that lodges a Frivolous or Malicious appeal, or knowingly lodges a false appeal. |
| | There will be no reprisals or disadvantage arising as a result of a student making a complaint in good faith. |
| | There is no cost for the Internal Complaints and Appeals process |
| | A student's enrolment will be maintained during the complaints and appeals procedure. |
| | A written statement of outcomes will be provided to students. |
| | Records will be maintained of all complaints and associated outcomes. |
| | Issues identified in the complaints and appeals procedure will be followed through for improvement and action. |
| | **Timely and transparent** |
| | All complaints and appeals will be dealt with as quickly and transparently as possible. |
| | Students and staff will be verbally informed of the complaints and appeals procedure as part of their induction process. |
| **Definitions** | ***Advocate:*** Individual who accompanies an appellant for the purposes of support throughout the process. An advocate for the purposes of this policy does not include Legal Representation. |
| | ***Appeal:*** An appeal arises when a stakeholder is not satisfied with a decision taken by IAA. |
| | ***Appeal Event:*** Actual instance of decision that occurred for which the appeals being lodged. |
| | ***Complaint/Appeal Committee:*** A number of persons nominated by the CEO to review decisions that an Appellant does not accept as satisfactory. |
| | ***Appellant:*** Person or entity that lodges an appeal. |
| | ***Contractor:*** Individual or entity engaged by IAA under contract to deliver |

| | specified work on its behalf e.g., Sessional trainer/assessor. |
|---|---|
| | *IAA Representative:* For the purposes of the Appeal Process this will normally be the CEO or their delegate. |
| | *Employee:* Person employed by IAA on a full or part time or casual basis. |
| | *Frivolous Appeal:* Fictitious appeal or one made intentionally without foundation or to cause detriment or mischief. Knowingly lodging a false appeal (without truth or foundation). |
| | *Legal Representation:* A lawyer or similar who is engaged by the appellant or IAA to represent them in a formal and legal process which may be initiated if the appeal process, including external mediation, fails. |
| | *Malicious Appeal:* Fictitious appeal or one made intentionally without foundation or to cause detriment or mischief. Knowingly lodging a false appeal (without truth or foundation). |
| | *Mediation Event:* Meeting, intervention or other event specifically designed and arranged with the goal of a satisfactory outcome. |
| | *Non-Employee Stakeholder:* Individual or Entity who is not legally employed by IAA e.g. Supplier, Contractor, Regulatory Authority. |
| | *Parties to the Appeal:* All individuals and/or entities who are directly involved in lodging or investigating or mediating an appeal. |
| | *Stakeholder:* General term inclusive of any individual or entity with whom IAA has a relationship including but not limited to employees, students, contractors, and suppliers. |
| | *Zero Tolerance:* IAA will not under any circumstances tolerate behaviours that breach the fundamental principles of access, equity, and fairness. IAA will take action against any individual or group of individuals proven to have breached these principles and that action may be to the extent of termination of employment or contract or removal of students from hosting. |
| **Complaints** | Even in the ordinary course of business of providing services to its students/potential students and staff, complaints may occasionally arise that require formal resolution.<br><br>A complaint arises when a stakeholder is not satisfied with an aspect of IAA or their stakeholder's services, behaviours or activities and requests action be taken to resolve the matter.<br><br>**Nature of complaint**<br>If the incident relates to any of the following, it may be treated as a complaint:<br><br>**Academic** complaints may include:<br><br>• Assessment and or examinations<br>• Student discipline decisions<br>• Another learner at the RTO<br>• Recognition of prior learning decisions<br>• Class timetabling decisions<br>• Course progress decisions<br>• Grading<br>• Issues relating to authorship or intellectual property |

| | |
|---|---|
| | • Reported breaches of training performance or attendance requirements<br>• Deferral, suspension, or cancellation decisions made in relation to the student's enrolment<br><br>**Administrative** complaints may include:<br><br>• Payment of fees and charges<br>• Selection, enrolment, suspension, and cancellation of enrolment decisions<br>• Course transfer<br>• Transfer to other providers<br>• Time limits for completion/modification<br>• The conduct and behaviour of IAA staff<br>• Privacy |
| **Policy Guidelines** | The following procedures provide students/potential students and staff, the opportunity to have complaints resolved and resolutions reached.<br><br>Nothing in the IAA Complaints and Appeals process negates the right of any students/potential students and staff, to pursue other legal remedies as per the Federal or State law.<br><br>Students/potential students and staff who have lodged, or are considering lodging, a grievance or complaint will be referred to as Complainant in this policy document.<br><br>A student's enrolment will be maintained during the complaints and appeals procedure.<br><br>**Children**<br>Children will in the first instance be encouraged to address all complaints by verbally advising the staff member with whom they feel most comfortable doing so.<br><br>If the complaint relates to an allegation of abuse the staff member is to immediately advise the CEO and the Children's Protection Policy is to be followed.<br><br>If the complaint does not relate to an allegation of abuse the staff member will support and assist the child student and their parent(s) through the complaints process as per Non-Employee Stakeholders below.<br><br>**Non-Employee Stakeholders**<br>A complaint in relation to IAA services requires the following the steps to be undertaken.<br><br>If for whatever reason the stakeholder is unable to undertake any of the following steps, they should speak with a senior member of staff with whom they are most comfortable.<br><br>NB: The stakeholder is encouraged, at any stage of the process, to invite an advocate or support person to participate.<br><br>IAA will provide assistance throughout the process.<br><br>The process will be:<br><br>1. Within 10 working days of the complaint event advise IAA verbally, by telephone, facsimile, email or by letter. Verbal advice (face to face or via telephone) will need to be lodged in writing as well within the specified |

time limit.

2. Within 5 working days of receipt of complaint and in conjunction with IAA representative complete the Complaint/Appeal Report Form. For Learning and Assessment Complaints this will be the Training Co-ordinator for all service and other complaints this will be to the CEO.

3. Then, dependent upon the severity of the complaint:

   a) In the first instance, attempt to discuss and negotiate resolution with the person(s) concerned.

   b) If the outcome of the initial discussion is not satisfactory the non-employee stakeholder should within 5 working days advise the IAA representative or any IAA employee that they trust requesting mediation/intervention by an alternate party;

   c) Within 5 days of receipt of the mediator (initially a IAA representative nominated by the CEO) will meet with complainant and other relevant parties and document the complaint in the Complaint/Appeal Register and manage the Complaint/Appeal Report Form which will be updated and co-signed throughout the process. This will include setting of timeframes and provision of copies of all documents and agreements to all parties throughout the process;

   d) If resolution is not reached and within 5 working days the complainant should request referral to the CEO for further action/determination;

   e) Within 5 working days the CEO meets with all parties.

   f) Within 5 working days the CEO is to provide their decision in writing to all parties.

   g) If resolution is not reached the complainant should request referral to the Complaint/Appeal Committee for further action/determination. Referral to the Complaint/Appeal Committee must be in writing clearly stating the reasons why the Complainant is dissatisfied with the decision and lodged within 5 working days of receipt of the decision.

   h) The Complaint/Appeal Committee will meet with both the IAA representative and the Complainant within 5 working days of receiving the appeal notice. The meeting is to be documented.

   i) Within 5 working days of the meeting the Complaint/Appeal Committee will inform the Complainant of their decision to either uphold or set aside the IAA representative's initial decision. The decision may be given verbally or in writing, however, written notification within the specified 5 working days of the decision must be provided to the Complainant supporting verbal advice.

   j) If the Complainant is dissatisfied with the Complaint/Appeal Committee's decision or they consider that the complaint process was unsatisfactory they may:

      i. Lodge an Appeal with IAA (please refer Appeal Process)

      ii. Request that an external mediator agreeable to all parties be

engaged.

IAA utilises the services of:
Relationships Australia, Australia Wide: 1300 364 277

    iii.    Contact:
- Training Advocate 1800 006 488
- Commonwealth Ombudsman (Overseas Students Ombudsman)
- The National Training Complaints Hotline on 1800 000 674
- Australian Skills Quality Authority http://asqa.gov.au/forms.html#complaintforms
- SA Office of Consumer and Business Affairs Local phone number: 131 882 Outside of Australia: (08) 8204 8532
- SafeWork SA Website: www.safework.sa.gov.au, telephone: 1300 365 255
- Workplace Ombudsman Tel: 13 13 94 or www.fairwork.gov.au
- Union Representative – refer relevant Union

Or other relevant regulatory body as may be available related to the specific issue.

If all IAA avenues of appeal process are not successful, the IAA Complaint/ Appeal Committee should advise in writing:
- The Complainant of their right to seek legal intervention
- The CEO of the Complainant's intention to seek legal action. All issue, negotiation/mediation, outcome details and agreements
- Are recorded in writing
- A copy is provided to all parties within seven (7) days of completion of each event
- Are signed by all parties
- A copy is filed in line with Privacy Principles

**Employees**
In the event that an employee has a complaint the following process should be undertaken.

If the complainant finds, for whatever reason, that they are unable to undertake any of the following steps, they should speak with a senior member of staff with whom they are most comfortable.

**If the complaint relates to the conduct of another employee:**
1. Dependent on the nature of the complaint in the first instance attempt to discuss and negotiate a solution with the person concerned.

2. Within 5 days employee to request mediation/intervention from the CEO.

3. The CEO will document the complaint in the Complaint/Appeal Register and manage the Complaint/Appeal Report Form which will be updated, co-signed and copies provided to all parties throughout the process.

4. If a resolution is not reached with the intervention of the CEO an external facilitator agreeable to all parties should be engaged.
   a. IAA will normally utilise the services of:
      Relationships Australia

b. Other legislative authority as may be related to the specific issue.

5. If the external facilitator is unable to assist with an acceptable resolution the complainant should be advised of their right to seek legal intervention.

**If the complaint relates to a policy/procedure or system issue**, the complainant should initially avail themselves of the Quality Assurance and Continuous Improvement Process.

If the complainant is not satisfied with the outcome of the QA and CI process they should discuss directly with their supervisor.

1. Advise the CEO of their concern

2. Employee and CEO to meet and complete a Complaint/Appeal Report Form

3. If a resolution is not reached with the intervention of the CEO and:

- The issue relates to a possible breach of legislation, an external facilitator specialising in the relevant legislation and agreeable to all parties should be engaged.

  If the external facilitator is unable to assist with an acceptable resolution in regards to a breach of legislation:

  - The CEO should be advised by the complainant in writing of the intention to notify the relevant Regulatory or Legislative Body, and/or of possible legal intervention

  - The complainant should be advised by the CEO of their right to seek legal intervention, or

- If the issue relates to an internal policy or procedure, which does not breach legislative, moral or ethical obligations, the CEO's decision will be final.

| Process Stages | **Stage 1:  Informal Complaint Resolution**<br>(Internal Informal Process)<br><br>In the first instance, Students/potential students and staff are encouraged, wherever possible, to discuss and resolve concerns or difficulties directly with the person(s) concerned. There are the Student Support Officer, Trainer/Assessors and CEO, available to assist complainant to resolve their issues at this informal level.<br><br>Prior to lodging a formal grievance or complaint, the complainant may discuss their concerns with the appropriate staff that may facilitate a resolution to the grievance or complaint at the informal stage.<br><br>Complainant(s) are encouraged to initiate the informal complaint process within reasonable time by approaching Student Support Officer. The Student Support Officer or relevant staff will take appropriate action to resolve the matter. This informal complaint resolution process must be completed within a reasonable time to the satisfaction of parties involved. The Student Support Officer or CEO will advise the Complainant of the outcome within a reasonable time frame. IAA will seek to rectify any substantiated complaints. |
|---|---|

If the complaint remains unresolved or the complainant is dissatisfied with outcome of this informal process, the complainant can activate Stage 2: Formal Complaint Resolution. The complainant can also access the IAA Formal Process directly.

**Stage 2: Formal Complaint Resolution**
(Internal Formal Process)

A Complainant can lodge a formal complaint by completing the Complaints and Appeals form and submitting it to the Student Support Officer within 10 business days of the incident occurring.

Once a compliant has been filed and lodged in the 'Complaints and Appeals register' the Student Support Officer will notify the CEO of the complaint and provide any further documentation related to the matter.

All complaints are submitted to the Student Support Officer. It is their responsibility to deal with the formal complaint in the first instance.

Complaints are to include the following information:
- Submission date of complaint
- Name of complainant
- Nature of complaint
- Date of the event which leads to the complaint Attachments (if applicable)

Once a complaint is received it is to be entered into the 'Complaints Register' which is monitored by the CEO regularly. The information to be contained and updated within the register is as follows:
- Submission date of complaint
- Name of complainant
- Description of complaint / appeal
- Determined Resolution, and
- Date of Resolution

Applications will be acknowledged within 5 business days of receipt and a date to discuss a possible resolution will be set, within 10 business days. The CEO will gather all relevant information and give the complainant an opportunity to resolve the matter.

After due consideration, the CEO may decide to dismiss the formal complaint, or uphold the formal complaint, or take any other action as appropriate.

A formal record will be kept of all actions taken and the complainant will be notified of the outcome and the reasons for the decision, in writing, within 15 business days from the receipt of the complaint.

A complainant wishing to withdraw a complaint after lodgement must put this in writing to the CEO via the Student Support Officer.

**Stage 3: Internal Appeal**

All complainants have the right to appeal the decisions made by IAA where reasonable grounds can be established. The areas in which a complainant may appeal a decision made by IAA may include:

- Assessments conducted
- Reported breaches of training performance or attendance requirements

- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
- Or any other conclusion that is made after a complaint or grievance has been dealt with by IAA in the first instance.

To activate the appeals process the student is to complete a Complaints and Appeals form which is to include a summary of the grounds the appeal is based upon. The reason the complainant feels the decision is unfair is to be clearly explained and help and support with this process can be gained from the Student Support Officer.

The complainant will submit the appeal in writing within 20 business days of receiving the written notification of the outcome from Stage 2 Formal Complaint Resolution.

Applications will be acknowledged within 5 business days of receipt by Student Support Officer.

The Student Support Officer will organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.

The process for all formally lodged appeals will begin within 10 business days of the appeal being lodged.

A decision will be made regarding the appeal and student will be notified in writing of the outcome and the 'complaints and appeals register' updated. Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed.

**Appeals**
The appeal will be lodged through the Student Support Officer who will ensure the details of the appeal are added to the 'Complaints and Appeals register'.

The CEO will be notified and be provided with all the details regarding the initial documentation of the complaint and will make a decision based on the grounds of the appeal.

The appellant will be notified in writing of the outcome and the 'complaints and appeals register' updated.

**Assessment appeals**
Where a student wishes to appeal an assessment, they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor will complete a written report regarding the re- assessment outlining the reasons why competency was or was not granted. If this is still not to the student's satisfaction the student will formally lodge an appeal by submitting a complaint and appeal form outlining their reasons for the appeal. They will lodge this with reception and the appeal will be entered into the 'Complaints and Appeals register'.

The CEO will be notified and be provided with all the details from the assessor involved and any other relevant parties. A decision will be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party will be another assessor appointed by the Academy.

The student will be notified in writing of the outcome and the 'Complaints and

Appeals register' updated.

Please note that IAA management will accept appeals against an assessment decision for period of no longer than 1 month following the assessment event.

**Appealing decisions to report breach of training or attendance requirements**
Where a student wishes to appeal the decision of IAA to notify DoHA of a breach of training or attendance requirements the student will lodge, in writing, using a complaint and appeal form outlining the details of their appeal. The student should have extenuating circumstances as to why they have breached their requirements and must be able to provide evidence of these circumstances.

The appeal will be lodged with the Student Support Officer and the appeal will be entered into the 'Complaints and Appeals register'.

The CEO will be notified and be provided with all the details regarding the initial documentation of the breach and will make a decision based on the grounds of the appeal.

The student will be notified in writing of the outcome and the 'Complaints and Appeals register' updated.

Where a student has decided to access the appeals process in relation to a reportable breach, IAA will not report the breach until the appeals process has been undertaken. IAA is required to maintain all relevant responsibilities until the breach has been reported to DoHA via PRISMS.

**Appealing deferrals, suspension or cancellation of enrolment decisions**
Where a student wishes to appeal a decision relating to deferment, suspension, or cancellation of their enrolment they are required to lodge, in writing, by using a complaints and appeal form outlining the details of their appeal. The student should have extenuating circumstances as to why the decision should be reviewed and any supporting documentation supporting their appeal.

The appeal will be lodged with Student Support Officer and the appeal will be entered into the 'Complaints and Appeals register'.

The CEO will be notified and be provided with all details regarding the initial documentation of the decision and will make a decision based on the grounds of the appeal.

The student will be notified in writing of the outcome and the 'Complaints and Appeals register' updated.

Where a student has decided to access the appeals process in relation to deferment, suspension or cancellation of their enrolment, IAA will not update the student's status via PRISMS until the appeals process is completed. IAA is required to maintain all relevant responsibilities until the change in enrolment status has been reported to DoHA via PRISMS.

**Stage 4: External Appeal**

If the matter is still unresolved after the above procedures have been implemented and the internal appeals process exhausted, it may require an external independent/third party mediator. Where this is the case, the matter will be referred to the office of Training Advocate at no cost to the student. The decision of this independent mediator is final and any further action the student wishes to take is

outside the IAA's policies and procedures.

Where a decision or outcome is in favour of the student IAA will follow the required action to satisfy the student's grievance as soon as practicable.

A student's enrolment will be maintained during the complaints and appeals procedure.

Students can contact the following departments for external appeals:

**Office of the Training Advocate**
Level 3, 11 Waymouth St, Adelaide SA 5000
Office hours: Monday to Friday9am - 5pm
Phone (toll free): 1800 006 488 within Australia.
Email: skillscommission@sa.gov.au
Post: GPO Box 320, Adelaide SA 5001
Website: http://www.trainingadvocate.sa.gov.au

**The Commonwealth Ombudsman (Overseas Students Ombudsman)**
Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)
Call: 1300 362 072 within Australia.
Outside Australia call: +61 2 6276 0111.
Website: https://www.ombudsman.gov.au/How-we-can-help/overseas-students

**Australian Skills Quality Authority (ASQA)**
via the online complaint form at http://asqa.gov.au/forms.html#complaintforms

**Service or Other Operational Practice Appeal**
The process for appeal for any decision related to service provision or operational practice made by IAA is as follows:

- Appellant (person who is appealing the decision) lodges a verbal or written appeal to CEO within twenty (20) days of the date of the decision.

- IAA documents the details of the appeal attaching the original appeal letter from the Appellant if provided.

- Within 5 working days of receipt of the appeal a meeting is arranged by IAA, with the Appellant to discuss the Appellant's concerns. The discussion is recorded by the IAA representative and signed off by the Appellant.

- Within 5 working days of the meeting IAA informs the Appellant of the decision. The decision may be given verbally or in writing, however, a written notification must be provided to the Appellant supporting a verbal advice.

**Operational Policy**
In relation to operational policy the CEO's decision will be final.

**Legislated Policy**
In relation to decisions taken for areas for which legislation or regulatory authority standards apply the Appellant may access an external appeal process.

**External Mediator**
Where appropriate IAA may engage the services of an external mediator to assist

the process.

**ACCESS SA**
45 Wakefield Street Adelaide SA 5000
Phone: (08) 8215 6799
Free Call: 1300 66 77 00
Email: enquiries@accesssa.com.au

**Unsuccessful Appeal Process**
If all IAA avenues of appeal process are not successful, the CEO should advise in writing the appellant of their right to seek an external appeals process as follows:

**Students**
*Office of the Training Advocate*
Level 3, 11 Waymouth St, Adelaide SA 5000
Office hours: Monday to Friday9am - 5pm
Phone (toll free): 1800 006 488 within Australia.
Email: skillscommission@sa.gov.au
Post: GPO Box 320, Adelaide SA 5001
Website: http://www.trainingadvocate.sa.gov.au

*The Commonwealth Ombudsman (Overseas Students Ombudsman)*
Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)
Call: 1300 362 072 within Australia.
Outside Australia call: +61 2 6276 0111.
Website: https://www.ombudsman.gov.au/How-we-can-help/overseas-students

*Australian Skills Quality Authority (ASQA)*
via the online complaint form at http://asqa.gov.au/forms.html#complaintforms, or

*Australian Appeals Tribunal* at https://www.aat.gov.au/contact-us, or

*Legal intervention*

**Employees**
*Workplace Ombudsman*: 13 13 94, or

*Union Representative,* or

Other appropriate regulatory body and/or other non-employee stakeholders, or

*Australian Skills Quality Authority (ASQA)*
via the online complaint form at http://asqa.gov.au/forms.html#complaintforms, or

*Office of Consumer and Business Affairs*
13 18 82, or

*Safe Work SA*
1300 365 255 or as may be relevant in the State/Territory, or

*Australian Appeals Tribunal*
https://www.aat.gov.au/contact-us, or

*Legal intervention,* or

Other appropriate regulatory body.

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| | ***The CEO must be advised of the Appellant's intention to seek external appeal process.**<br><br>**International Students**<br>Where an International Student chooses not to access the Complaint or Appeal process, withdraws from the process, or the process is completed and results in a decision supporting IAA then IAA is required to notify the Secretary of DoHA via the PRISMS system as soon as is practicable.<br><br>Forms are signed by all parties; a copy is filed in line with Privacy Principles; Complaint/Appeal Register is to be updated throughout and at the completion of the process; Complaint/Appeal Report Form is to be updated and copied to all parties throughout and at the completion of the process. |
| **Frivolous or Malicious Appeals** | A 'Frivolous or Malicious Appeal' is a fictitious complaint or one made intentionally without foundation or to cause detriment or mischief.<br><br>IAA maintains a Zero Tolerance policy in regards to frivolous or malicious appeal.<br><br>Appellants found to have made a 'Frivolous or Malicious Appeal' will face disciplinary action and dependent upon the appeal the consequences may include termination of employment or contract or expulsion from further studies.<br><br>**RESPONSIBILITY**<br><br>**CEO through IAA Staff**<br>It is the responsibility of IAA to ensure that the appeal process is open, fair and accurate at all times; well documented and that the Appellant signs off and is provided with a copy of each stage of the process.<br><br>**Appellant**<br>It is the responsibility of the Appellant to ensure that they commence the appeal process within the specified period and that their appeal is supported with a genuine argument and/or evidence.<br><br>**ACCESS**<br><br>All IAA stakeholders have the right to access the appeal process fairly and equitably. The Appellant has the right to access their personal records as per Records Management Policy.<br><br>Nothing in IAA's Complaints and Appeals process negates the right of any overseas student to pursue other legal remedies in accordance with the ESOS Act 2000. This Policy applies to any aspect of a student's experience at the Academy. The procedure covers but is not limited to training and administrative complaints and appeals, which relate to decisions and actions associated with assessment. |

| Date adopted | 23/09/2015 | Date reviewed | 28/04/2016 |
|---|---|---|---|
| Next review | 23/09/2017 | Review frequency | Annually |
| Authorised by | Austin Perrot CEO | Reviewed by | James Perrot |
| Review process | CEO and Admin Officer | Doc management | G:\RTO\Policies |

## POLICY STATEMENT

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| **Declaration** | IAA will assure the privacy of our staff, students, and stakeholders at all times.<br><br>IAA will gain written authority from staff, students and stakeholders for the sharing or dissemination of information directly related to the provision of its services.<br><br>The only exception to the above is a requirement by law to provide evidence or where IAA's duty of care legally requires the provision of that information i.e., compliance under Child Safe Environments (Children's Protection Act 1993 and relevant amendments). |
| **Purpose** | The purpose of the Privacy Policy is to ensure that all International Australian Academy (IAA) staff, students and other stakeholders are aware of the legalities and responsibilities attached to the Privacy Act 1988 (amended by the Privacy Amendment (Private Sector) Act 2000) and principles and the consequences of not adhering to the requirements. |
| **Scope** | This policy encompasses:<br><ul><li>Current and past students</li><li>Employees</li><li>Contractors</li><li>Suppliers and providers</li><li>Regulatory authorities</li></ul> |

## POLICY GUIDELINES

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| **General** | **Protecting Personal Information**<br>IAA is committed to managing and protecting the personal information (such as name, address, date of birth, personal email address, etc) that all stakeholders share with us.<br><br>Implementation of this policy ensures that all stakeholders will have confidence that all personal information provided to IAA is solely used by the organisation within the guidelines of the Privacy Act 1988 (amended by the Privacy Amendment (Private Sector) Act 2000) and in an ethical and sensitive manner.<br><br>**Collection, Use and Disclosure of Personal Information**<br>Persons using our website may do so aware that the site does not collect information of a personal nature from such visits.<br><br>Information submitted digitally to our organisation (i.e., electronic data, using an electronic form or application or by sending an email) is collected and used for the nominated purpose only.<br><br>IAA may also use personal information to manage our relationship with the individual stakeholder.<br><br>IAA acknowledges that individuals provide personal information to it on a voluntary basis to assist us to administer and provide quality service and outcomes on their behalf. |

IAA will use contact details to assist in the administration of its services.

IAA will not disclose personal information to an external company or third party without prior written permission from the individual.

Personal information will not be sold to anyone and will not be used for promotions independent of IAA.

If there is no longer any legitimate purpose for retaining personal information, and within Records Management Legislative compliance, it will be securely destroyed.

Examples of personal information IAA may hold are:
- Name
- Address
- Telephone Number
- Date of birth/age
- Place of birth
- Language spoken at home
- Email address
- Photograph
- Educational Qualifications
- Support services
- Ethnic origin

### Web links
Persons visiting IAA's web site are able to access various other sites by clicking on links that our organisation embeds within its site. Stakeholders should be aware that other sites may not be subject to the same privacy standards and procedures.

### Changes to our Privacy Statement
This information relates to IAA's current privacy policy and standards. IAA may vary its privacy standards from time to time. IAA will make public statements of any changes by publishing them on its website, http://www.iaa.sa.edu.au or via written notification to our stakeholders.

### Feedback
If you have any comments regarding IAA's privacy statement and policy, please advise us via email at enquiries@iaa.sa.edu.au or mail to 62-64 Gawler Place, Adelaide, South Australia 5000.

### Privacy Policy Explanations
IAA is committed to complying with the National Privacy Principles as set out in the Commonwealth of Australia Privacy Act 1988 and any and all following amendments (Privacy Act 1988).

In compliance with the Privacy Act 1988, the following explanation has been developed detailing how IAA will meet the minimum standards for the collection, use and disclosure of personal information.

1. **Collection**
   IAA will only collect personal information that is necessary to carry out legitimate activities. Information will be collected in a legal and just method and will not, where reasonably possible, be intrusive.

   Personal information will only be collected from individuals.

   When collecting personal information, IAA will take reasonable steps to ensure that the person is informed of:

| Doc | **IAA Student Handbook** | Code | **IA-S6-D1** | Version# **4.4** | Modified **01/03/2017** | 142 |
| Owner | **IAA Education Pty Ltd RTO 40364** | Approved **CEO** | Created **10/09/2009** | Revision **01/09/2018** | |

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- Our identity
- The purpose of collection
- Their rights to access Personal Information held by this organisation.

2. **Use and Disclosure**
IAA will only use or disclose information for the primary purpose (original reason for information being collected). IAA will not use or disclose information for a secondary purpose (any other purpose than the primary purpose) unless the individual has consented in writing to the use or disclosure.

IAA will provide reasonable opportunity for an individual to opt-out of any activity that will make use of their Personal Information.

3. **Data Quality**
IAA will take all reasonable steps to ensure that Personal Information is accurate, complete and up-to-date at the time of collection and use.

4. **Data Security**
IAA will take reasonable steps to ensure personal information is safe from misuse, loss, or unauthorised access, alteration or disclosure. Information will be securely destroyed, or identifiers removed, when it is no longer needed for either the primary or approved secondary purpose or the required retention period set by Australian and/or State legislation.

IAA will take reasonable steps to ensure the security of physical files, computers, networks and communications are maintained at all times.

5. **Openness**
IAA will make available, on request, our Privacy Statement and Policy. We will also, on request and within reason, inform an individual of:
- What type of Personal Information we collect and hold
- For what purpose
- How it is collected
- How it is used and disclosed

6. **Access and Correction**
If requested, IAA will give individuals access to and correct their personal information. A copy of the policy and accompanying information will be available for perusal and download from our organisation's main website.

When requesting access to personal information, individuals will:
- Provide a formal written request for access to their personal information
- Provide two (2) acceptable proofs of their identity
- Advise what format they require the information
- Provide data storage, if necessary
- Pay any reasonable associated fees (IAA may need to charge an administrative fee for access to and copy of personal information)
- Allow 15 working days for processing (i.e., 3 weeks)

7. **Identifiers**
IAA will not assume, as its own identifier, an identifier that has been assigned by a government agency or agent or a contracted service provider for a Commonwealth Contract.

| | Note: A person's name or ABN is not considered to be an identifier. |
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| | **8. Anonymity**<br>Where it is legal and practical, IAA will make available to individuals' options of not identifying themselves when entering into transactions with our organisation. An example of this may be a survey.<br><br>**9. Trans-Border or International Data Flow**<br>IAA will not transfer personal information to a foreign company or organisation unless required to do so under relevant legislation and/or government directives. Notification of such an information transfer will be provided to the individual concerned and where practicable prior to the transfer.<br><br>**10. Sensitive and Health Information**<br>IAA will not collect information that is of a sensitive nature unless prior permission has been received from the individual and/or it is required under relevant Australian and/or State legislation. |
| **Duration** | IAA is required by law to retain all records applicable to a person's learning/training for a period of 30 years. These will be archived 12 months after completion of the accredited course or qualification.<br><br>If IAA ceases operation as an RTO and, in the event that a new owner takes over IAA, the new owner will be required to meet the ASQA registration standards including those applicable to Privacy and Records Management. IAA will place a notice in The Advertiser newspaper (or its equivalent at the time) that the new owner will take responsibility for the archiving and access of those records.<br><br>Under various other statutes of limitations IAA is required to keep corporate, administrative, financial records for a minimum period of 7 years. |
| **Unique Student Identifier** | All students doing nationally recognised training need to have a Unique Student Identifier (USI). This includes students doing Vocational Education Training (VET) in schools.<br><br>A USI is a reference number made up of numbers and letters. It creates a secure online record of a student's nationally recognised training, which can be accessed anytime and anywhere.<br><br>The USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.<br><br>**Unique Student Identifier: Privacy Statement**<br><br>If a student does not already have a Unique Student Identifier (USI), IAA may apply for a USI to the Student Identifiers Registrar (Registrar) on the student's behalf. IAA will provide to the Registrar the following items of personal information about the student:<br>• name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document<br>• date of birth, as it appears, if shown, in the chosen document of identity<br>• city or town of birth<br>• country of birth<br>• gender; and |

- contact details

When we apply for a USI on a student's behalf, the Registrar will verify the student's identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if the student has documents such as a Medicare card, birth certificate, driver's licence, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

If a student does not have a document suitable for the DVS and we are authorised to do so by the Registrar, we may verify the student's identity by other means.

In accordance with Section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from students for the purpose of applying for a USI on their behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about students that we provide to the Registrar, including their identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If IAA makes an application for a student identifier on behalf of the student, IAA will have to declare that IAA has complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that IAA has provided the following privacy notice:

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- is collected by the Registrar for the purposes of:
    - Applying for, verifying and giving a USI
    - Resolving problems with a USI, and
    - Creating authenticated vocational education and training (VET) transcripts

- may be disclosed to:
    - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
        - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs
        - education related policy and research purposes, and
        - to assist in determining eligibility for training subsidies
    - VET Regulators to enable them to perform their VET regulatory functions
    - VET Admission Bodies for the purposes of administering VET and

VET programs

- o Current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies

- o Schools for the purposes of delivering VET courses to the individual and reporting on these courses

- o The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation, and auditing of national VET statistics

- o Researchers for education and training related research purposes

- o Any other person or agency that may be authorised or required by law to access the information

- o Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and

- o Will not otherwise be disclosed without your consent unless authorised or required by or under law

**Privacy policies and complaints**
You can find further information on how the Registrar collects, uses, and discloses the personal information about you in the Registrar's Privacy Policy by contacting the Office of the Student Identifiers Registrar on 13 38 73.

The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- • misuse or interference of or unauthorised collection, use, access, modification, or disclosure of USIs; and

- • a failure by IAA to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

**IAA's Responsibilities in relation to the USI**
IAA takes the management and security of personal information seriously.

All stages of the USI data transaction process adhere to strict data management protocols. These protocols are developed in accordance with local and national legislation, including:

- • the Privacy Act 1988; and

- • the Archives Act 1983

A person is provided with the legally enforceable right to be provided with

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| | information in the possession of a public authority, provided that it is not exempt information.<br><br>Students may apply for a copy of personal information that relates to the student by contacting Student Support via email at student.support@iaa.sa.edu.au. |
| **Complaints/ Concerns** | If you believe that your personal information has not been dealt with in accordance with an information privacy principle you may make a written complaint to IAA. Your complaint should be addressed to:<br><br>**CEO**<br>IAA Education Pty Ltd<br>62-64 Gawler Place<br>Adelaide SA 5000<br><br>Or via email to: iaa@iaa.sa.edu.au.<br><br>Please refer to the IAA Complaints and Appeals Policy. |
| **Responsibilities** | **CEO**<br>It is the responsibility of the CEO to ensure that all employees are conversant with and understand the requirements of the Privacy Policy and Privacy Act 1988.<br><br>**Employees**<br>It is the responsibility of staff to ensure that their behaviour aligns fully with the Privacy Policy and Privacy Act 1988 at all times and that any breach of the policy or Act is reported immediately to the CEO.<br><br>**Students**<br>By signing the IAA International Student Enrolment Application form you are agreeing to this Privacy Policy. |

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| **Date adopted** | 23/09/2015 | **Date reviewed** | 28/04/2016 |
| **Next review** | 23/09/2017 | **Review frequency** | Annually |
| **Authorised by** | Austin Perrot CEO | **Reviewed  by** | James Perrot |
| **Review process** | CEO and Admin Officer | **Doc management** | G:\RTO\Policies |

## POLICY STATEMENT

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| **Declaration** | IAA is committed to working within a fair and transparent framework with the charging of fees, providing protection for those fees paid in advance and giving refunds of payments, where appropriate, for all courses offered by IAA. |
| **Purpose** | This policy addresses **Standards 4, 5 and 7** of the **Standards for Registered Training Organisations 2015,** and **Standard 3** of the **National Code 2007**.<br><br>The purpose of this policy is to make sure that IAA processes all refund applications received in a timely and efficient manner in accordance with ESOS Act where in provider becomes liable to refund the fees in case of Provider Default or Student intending student defaults under either section 47D or 47E of the ESOS Act |
| **Scope** | Each student agrees to the terms and conditions of the Refund Policy on signing the Acceptance Agreement in the Offer and Acceptance Letter. |

## PROCEDURAL GUIDELINES

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| **Tuition Protection Service (TPS)** | The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:<br><br>• Complete their studies in another course or with another education provider, or<br>• Receive a refund of their unspent tuition fees.<br><br>Recent changes to the Education Services for Overseas Students (ESOS) Act have further strengthened protections for international students through the introduction of the Tuition Protection Service (TPS).<br><br>In the unlikely event if an education provider is unable to deliver a course student have paid for and does not meet their obligations to either offer student an alternative course that student accept or pay a refund of student's unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist student in finding an alternative course or to get a refund if a suitable alternative is not found. Further information about the Tuition Protection scheme in regards to Provider and Student role can be found at https://tps.gov.au<br><br>TPS is the first layer of tuition protection for students. One of the main objectives of the TPS is to ensure that the placement and refund processes for students are quick and streamlined. IAA has a statutory obligation to report to the TPS Director and the Secretary about provider and student defaults.<br><br>The default notification requirements are to ensure students are looked after following a default in a timely way. A step-by-step process in case of a provider or student default can be found at<br>https://tps.gov.au/StaticContent/Get/ProviderInformation |
| **Refunds due to Non-Delivery of** | Please note that Government Legislation requires tuition fees and application fees to be refunded in full if: |

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Owner    **IAA Education Pty Ltd RTO 40364**     Approved **CEO**     Created **10/09/2009**     Revision **01/09/2018**
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| **Course by IAA** | <ul><li>The course does not start at the agreed starting date which is notified in the Offer Letter</li><li>The course stops being provided by the Academy after it starts and before it is completed</li><li>The course is not provided fully to the student because the Academy has a sanction imposed by a government regulator</li><li>If the course defaults, refunds will be granted in accordance with the provisions of the ESOS Act 2000 and the ESOS Regulations 2001</li></ul>Refunds under the above conditions will be paid in full to the student within 14 days.<br><br>IAA may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, IAA will not be liable to refund the money owed for the original enrolment. |
| **Refunds based upon Student Application** | All applications for refund must be made in writing by way of the 'Application for Refund' form and submitted to reception.<br><br>Please note where the student withdraws from the course without notification or breaches their Visa conditions, no refund is payable. |
| **Refund Process** | Applications for refunds are to be processed by Reception within 14 days from the date of application.<br><br>Requests for refunds must be made in writing in person on the Application for Refund Form, available at Reception, setting out reasons for the request. The application must be accompanied by supporting documentation.<br><br>Application can also be sent to Reception, via email to reception@iaa.sa.edu.au<br><br>Refunds will always be paid in Australian Dollars to the same person or body from whom the payment was received, unless otherwise specified. All refunds will be made within reasonable time frame as specified above.<br><br>Once the refund is processed the student will be notified in writing of the refund along with the confirmation of payment attached. |
| **Appealing Refund Decisions** | Should a student wish to appeal a refund decision made by the Academy, the concerning student has the right to access the IAA Complaints and Appeals policy.<br><br>This policy does not remove student's right to take further action under Australia's consumer protection laws. IAA's dispute resolution processes do not remove the student's right to pursue other legal remedies where they feel necessary. |
| **Further Information relating to Fees and Refunds** | IAA reserves the right to withdraw any Certification of qualifications achieved by the student, if student fees remain outstanding. |
| **Disclaimer** | Any information that you provide to IAA or that IAA collects about you can be given to authorized State and Commonwealth Agencies and Tuition Protection Scheme (TPS) Director. |

## Refund Schedule

*All refund applications should be made using the Refund Request Form available from reception or IAA website. The form should be lodged with Student Services as soon as possible after the reason for refund occurs. Students will be notified by email within 14 days of the outcome of their refund request.*

| NOTIFICATION PERIOD | REFUND APPLICABLE |
|---|---|
| **Withdrawal from course (commencing students)** | |
| More than 10 weeks prior to commencement date | 100% refund less $250 administration fee |
| More than 4 weeks prior to commencement date | 70% refund of course fees |
| 4 weeks or less from commencement date | 40% refund of course fees |
| Weeks 1 to 4 of course | 30% refund of course fees |
| After week 4 of course | No refund and liability for all outstanding fees |
| **Withdrawal from course (continuing students)** | |
| Prior to term commencement | 100% of prepaid fees (after minimum of 2 terms) |
| Weeks 1 to 4 | 30% of study period fees |
| After week 4 | No refund |
| **Visa refused or cancelled (student default)** | |
| Visa refused due to false or misleading information being provided | No refund |
| Visa refused due to genuine temporary resident criteria not being met (evidence required) | 100% of fees received less $250 admin fee |
| Visa cancelled | No refund and liability for all outstanding fees |
| **Non-arrival (student default)** | |
| Refund requested within 12 months of expected commencement date | 30% of fees received |
| Refund requested more than 12 months after expected commencement date | No refund |
| Late arrival | No refund and liability for all outstanding fees |
| **Any other reason** | |
| Deferment of studies (prior to commencement) | Fees can be transferred to a later start date within 12 months |
| Leave of absence (prior to week 4) | Fees can be transferred to a later start date within 12 months |
| Transfer to other institution (proof of meeting entry requirements must be provided) | 70% of fees paid |
| Student expelled | No refund |
| Student terminated (for unsatisfactory course progress) | No refund |
| Course cancelled | 100% refund |
| Provider default | 100% of balance of tuition fees |

# Student Notes