



**WE TRAIN THE  
INSTRUCTORS**

# **Student Handbook**

V2.0 2021

## Handbook Disclaimer

This handbook contains information that is correct at the time of printing. Changes to legislation and/or training provider policy may impact on the currency of information included. The Instructor College Pty Ltd reserves the right to vary and update information without notice. Readers are advised to seek any changed information and/or updates from the training provider.

This handbook has been prepared as a resource to assist Learners to understand their obligations and those of the training provider. All Learners must read, understand, be familiar with, and follow the policies and procedures outlined in this handbook.

Further information can be obtained by contacting:

### **The Instructor College**

ABN: 45 630 799 709

Level 1, 1/44 Proprietary Street

Tingalpa, QLD 4173

[www.theinstructorcollege.com.au](http://www.theinstructorcollege.com.au)

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*The Instructor College Pty Ltd acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the lands on which our company is located and where we conduct our business. We pay our respects to ancestors and Elders, past and present. The Instructor College is committed to honoring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.*

## Contents

Handbook Disclaimer	2
Contents	3
<b>Welcome!</b>	<b>5</b>
About Us	5
Code of Conduct	6
<b>General Information</b>	<b>7</b>
Compliance with Legislation	7
Environmental Sustainability	8
Harassment, Bullying and Anti-Discrimination	8
Rights and Responsibilities	9
Smoking, Drugs and Alcohol	10
Student Feedback	11
Student Portal	11
Learning Support	11
Workplace Health and Safety	12
<b>Policies and Procedures</b>	<b>13</b>
Access and Equity	13
Complaints and Appeals	13
Consumer Protection	14
Course Information	14
Fees and Charges	14
Privacy	17
Records and Information Management	17
Refunds	17
Third-Party Arrangements	18
<b>Accredited Training</b>	<b>19</b>
Meeting Standards for Nationally Accredited Qualifications	19
Entry Requirements	19
Enrolment	19
Unique Student Identifier (USI)	20
Skills Recognition and Credit Transfer	20
Course Information	20
Competency-Based Assessment	21
Reasonable Adjustment	23
Withdrawing or Deferring Enrolment	24
Cancelled Courses	24
Issuing Certificates	24
Continuous Improvement and Course Feedback	25
<b>Privacy Notice</b>	<b>26</b>

# Welcome!

**Congratulations and thank you for choosing the Instructor College to support you on your learning journey!**

## About Us

**The Instructor College Pty Ltd is a leading provider of nationally recognised training focusing on the education of car driving instructors – we train the instructors!**

The Instructor College Pty Ltd is dedicated to providing industry relevant and top quality training that moves people. Our focus is on educational development where we provide our learners with a contextualised and structured program that suits their individual needs.

With unique learning facilities in and around Brisbane, Queensland, the Instructor College has a specialised scope in driving instruction which also encapsulates small business management, work health and safety, and customer service. Our positive learning environment supports our learners to achieve their goals of becoming driving instructors and small business owners.

With over 12 years' experience in driving instruction, our vision is to improve the capabilities of driving instructors by delivering high quality training. As a trusted industry leader, the Instructor College prides itself on quality training and is dedicated to proving our values of safety, quality, education and achievement in everything we do.

Here at the Instructor College, our training has a strong focus on quality and safety. Our courses provide realistic scenarios and extensive practical training, so our learners gain the experience they need to achieve their goals. Complemented with a fleet of modern learning vehicles and highly experienced trainers, our training programs are driving the industry.

As a Registered Training Organisation, The Instructor College is committed to exceeding the Standards for NVR RTOs 2015 regulated by the Australian Skills Quality Authority (ASQA) and operating in accordance with the National VET Regulation Act 2011.

### ***RTO Details***

<b>Legal Name:</b>	The Instructor College Pty Ltd
<b>RTO Code:</b>	45713
<b>Phone:</b>	1300 68 72 92
<b>Email:</b>	<a href="mailto:support@theinstructorcollege.com.au">support@theinstructorcollege.com.au</a>
<b>Office hours of operations:</b>	8am – 6pm

## Code of Conduct

As a responsible member of the VET community, The Instructor College follows a Code of Conduct which outlines how Learners can expect us to behave. Similarly, we have expectations for Learner behaviour.

The Instructor College's Code of Conduct states that:

***'The Instructor College promotes a culture that values high ethical standards and behaviours. We will not condone any behaviour or actions that may reasonably offend, insult, humiliate, discriminate against, or result in the risk of violence to another person or group of people or which puts the Instructor College's reputation at risk.'***

The Instructor College ensures that all staff members act with integrity and adhere to the Code of Conduct in their behaviour and decision making. The Code of Conduct details the standards expected in order to ensure difficulties and decisions are dealt with in an ethical and fair manner.

Acting with integrity means that we all must obey the law and observe our corporate values when working with our clients and with each other. We must also manage our responsibilities well and demonstrate good governance. Individually, you can also do this by:

- Behaving appropriately – following the Instructor College's Code of Conduct and values.
- Avoiding or declaring conflicts of interest; and
- Actively discouraging and preventing fraud.

**When you enrol into one of our programs, you must agree to the terms and conditions outlined in this handbook.**

## General Information

The Instructor College strives to be an employer of choice and a quality business partner. We want to work alongside people who want to work here, whether they are employees, independent contractors or volunteers.

### Compliance with Legislation

As a registered training organisation it is the responsibility of The Instructor College to ensure that we fully comply with all regulatory guidelines, frameworks and the Standards for Registered Training Organisations 2015 at all times as a condition of our registration.

Additionally, The Instructor College abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-Discrimination Act (1991)
- Workplace Injury Management and Workers Compensation Act 1998
- Fair Trading Act 1987
- Commission for Children and Young People Act 1998
- Child Protection (Offenders Registration) Act 2000.
- Copyright Act 1968
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Human Rights and Equal Opportunity Commission Act 1986
- National Privacy Principles
- Privacy Act 1988
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Standards for Registered Training Organisations 2015
- Workplace Injury Management and Workers' Compensation Act (1998)
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011

The Instructor College is dedicated to following the provisions in the Vocational Education and Training (VET) Quality Framework.

More information about these regulations and legal frameworks can be found at:

[www.comlaw.gov.au](http://www.comlaw.gov.au) (the Australian Government website for Commonwealth Law)

[www.asqa.gov.au](http://www.asqa.gov.au) (this is the website for the regulator of Australia's VET sector)

## Environmental Sustainability

The Instructor College recognises the importance of protecting our environment and will minimise the environmental impact of our practices. We encourage all Learners, staff and visitors to participate in reusing, recycling and reducing our waste.

## Harassment, Bullying and Anti-Discrimination

The Instructor College considers harassment to be any unwelcome behaviour that offends, humiliates, or intimidates any other person on any grounds, either sexual or non-sexual. Harassment due to race, sex, pregnancy, religion, marital status, sexual preference, disability, transgender status or age is against the law under Anti-Discrimination legislation.

Harassment can take many forms, including:

- Material that is racist, sexist, ageist, sexually explicit, anti-gay, anti-transgender that is displayed publicly, circulated or put in someone's workspace or belongings, on a computer (including e-mail) or on the internet including social media platforms
- Verbal abuse or comments that put down or stereotype people generally, or an individual particularly, because of their sex, pregnancy, race, homosexuality, disability, transgender (transsexual), age or marital status, or physical characteristics such as height and weight
- Jokes based on gender, race, marital status, homosexuality, disability, age or transgender (transsexual)
- Ignoring, isolating or segregating a person or group
- Staring or leering in a sexual manner, unwelcome wolf-whistling
- Sexual or physical contact, such as grabbing, kissing or touching or intrusive questions about sexual activity
- Repeated sexual invitations when the person has refused a similar invitation before

Harassment does not have to be an ongoing pattern of behaviour or number of incidents. Just one act can be enough to be harassment. Someone does not have to say "no" before any behaviour or action can be considered harassment.

It is also against the law for anyone to victimize anyone because they complained about harassment, or because they supported someone who complained about harassment.

## Rights and Responsibilities

*Know your rights and responsibilities and what you can expect from us!*

### Student Rights

- All enrolled Learners will:
- be treated fairly and with respect by trainers, other staff and other Learners.
  - learn in a safe training environment free from harassment and discrimination.
  - receive the training and support necessary to achieve educational goals (once all fees are paid or exemptions granted).
  - have their personal information stored, maintained and protected in accordance with the National Privacy Principles.
  - be provided with information about the requirements of the training program to enable them to make an informed decision regarding enrolment.
  - be informed about the implications of government training entitlements and subsidy arrangements (if applicable).
  - have access to our consumer protection system and our complaints and appeals process.
- be made aware of the fees and charges relevant to completing their training, including charges for equipment and other resources that may be necessary.
  - be consulted in the development of their plan and receive an updated copy as they progress through their education.
  - have the opportunity to present Recognition of Prior Learning (RPL) and Credit Transfer (CT) at the commencement of their learning.
  - receive information relating to deferring or discontinuing studies.
  - receive accurate Certificates and/or Statements of Attainment on successful completion of an accredited training course.
  - receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf.

### Student Responsibilities

- All Learners must ensure that they:
- treat all staff, Learners and the public with respect, fairness and courtesy.
  - provide true and accurate information throughout the course of their enrolment.
  - provide a valid USI on enrolment.
  - pay the necessary fees by the due date.
  - meet their Workplace Health and Safety (WHS) duty of care responsibilities and follow any WHS instructions.
  - always behave in an ethical and responsible manner.
  - be punctual and attend all scheduled training and assessment sessions.
  - complete assessments as scheduled and meet assessment deadlines.
  - do not plagiarise, collude or cheat in any assessment event.
- do not cause damage to equipment or facilities.
  - do not illegally copy software, install software, or introduce viruses onto local computers.
  - be not under the influence of alcohol or illegal drugs in the learning environment.
  - do not use any social media such as Facebook, Twitter or Instagram, mobile phones, pagers or similar devices for personal reasons in class or during assessments.
  - do not use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded.
  - do not behave in any way they might intimidate, threaten, harass or embarrass other Learners or staff.
  - do not use offensive language, smoke in any designated non-smoking areas, are always free from drugs and alcohol, or litter on or around our location.



If a Learner does not meet these responsibilities, consequences will depend on the severity of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Learner to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

### ***The Instructor College Rights***

As an RTO, we have the right to:

- Program to run and/or cancel any course, ensuring all Learners are notified and supported
- Adjust course fees, times or dates for the whole or any part of a program as required

### ***The Instructor College Responsibilities***

As an RTO, we have the responsibility to:

- Support Learners in learning, studying, and developing skills in a safe and healthy educational and social environment
- Do our best to make sure that Learners can complete their course in ways that are convenient to everyone
- Make changes to course delivery, timetable and location only if it is in the best interests of all our Learners or if the advantages of the changes will outweigh any inconveniences
- Advise Learners of changes to fees, course delivery, timetable and location and of any alternative arrangements available
- Protect the welfare of children and other vulnerable people who may encounter our Learners during the work-placement or work experience components of a course, visits to industry and simulated workplace settings
- Request Learners (where applicable) to sign a declaration in relation to their history of violent or abusive behaviour or dealing with vulnerable people.

Where there are any changes to agreed services, we will advise Learners as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

## **Smoking, Drugs and Alcohol**

People under the influence of alcohol or unauthorised drugs in our learning environment are a danger to themselves and to others. Smoking can also present an immediate danger, in relation to flammable or explosive substances, as well as long-term health damage.

The Instructor College is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations.

Any Learner under the influence of drugs and/or alcohol is not permitted on our premises, to use our facilities or equipment, or to engage in any Instructor College activity.

People taking prescription medication have a duty to ensure their own safety, and that of is not affected.

## Student Feedback

To ensure we continually improve our training services and resources the Instructor College welcomes feedback from Learners at any time, however, we will specifically ask for feedback at the completion of your study. We are dedicated to ensuring our practices are continuously improved to ensure the best possible outcomes.

## Student Portal

Upon successful enrolment, you will be given access to the Instructor College Student Portal where you will be able to access a range of information, resources and forms. It is strongly recommended that you log in and set up your account so you can access these resources any time you like. Log in to the Student Portal at [www.theinstructorcollege.com.au](http://www.theinstructorcollege.com.au).

## Learning Support

The Instructor College is dedicated to the success of our learners which is why we offer a range of student support services and networks to ensure learner's ongoing engagement and motivation.

Educational and support services can include:

- a) Pre-enrolment materials
- b) Study support and study skills programs
- c) Language, literacy and numeracy (LLN) programs or referrals to these programs
- d) Equipment, resources and/or programs to increase access for students with disabilities and other learners in accordance with access and equity
- e) Learning resource centres
- f) Mediation services or referrals to these services
- g) Flexible scheduling and delivery of training and assessment
- h) Counselling services or referrals to these services
- i) Information and communications technology (ICT) support
- j) Learning materials in alternative formats, for example, in large print
- k) Learning and assessment programs contextualised to the workplace, and
- l) Any other services that we consider necessary to support students to achieve competency.

Learners with a disability or barrier to learning are required to identify their disadvantage in the application process to ensure that appropriate resources and adjustments can be made prior to commencing the program. We support learners with equal opportunity in their studies in accordance with the Disability Discrimination Act 1992 (Cth).

learners facing any difficulties which may affect their learning can approach The Instructor College staff for advice and counsel.

## Workplace Health and Safety

Workplace health and safety legislation applies to everyone at the Instructor College. All staff, Learners and visitors are responsible for ensuring our learning environment remains safe and that their personal actions do not put the health and safety of others at risk.



Each Learner will be provided with a work health and safety overview at the commence their learning program. This will include instructions for what to do in the event of an emergency.

# Policies and Procedures

## Access and Equity

The Instructor College promotes, encourages and values diversity and provides our Learners with a learning environment that fosters success. We strive to meet the needs of our community and of individuals and/or groups who might be otherwise disadvantaged. This includes providing equitable access to learning and development resources and equal opportunity to access training services with flexible delivery and assessment arrangements and LLN support where necessary.

The Instructor College prohibits discrimination based on factors including:

- Gender
- Age
- Marital Status
- Sexual Orientation
- Race
- Ethnicity
- Religious Background
- Parental Status

## Complaints and Appeals

### *Student Complaints*

Throughout your learning program, if you have a concern about your course, your trainers, other staff, other learners or the Instructor College policies and procedures, we recommend you speak with someone as soon as the situation arises.

In the first instance we recommend learners discuss the situation with the people who are directly involved and give them the opportunity to respond. If you then feel that the situation or complaint has not been dealt with, you can contact the Consumer Protection Officer or by emailing [support@theinstructorcollege.com.au](mailto:support@theinstructorcollege.com.au).

The Instructor College will ensure that our complaints process is accessible, transparent, fair and equitable and that any complaint or appeal is treated privately and in a timely manner.

### *Assessment Appeals*

You have the right to appeal an assessment decision where you feel the assessment process was unfair or that the decision made by the assessor does not accurately reflect your competence.

Any assessment appeal must be lodged within two (2) weeks of being formally notified of the result of the assessment. Grounds for appeal may include the Instructor College's failure to:

- Provide appropriate advice before and during the assessment
- Provide reasonable adjustment where necessary
- Take literacy, numeracy and language requirements into consideration
- Consider all available evidence and make an assessment decision consistent with the evidence provided.

### **Additional Options**

If in the instance of an appeal or complaint not being resolved, there are other avenues of complaint. These include:

The Office Fair Trading for complaints regarding non-training issues such as disputes over refunds or charges - [www.qld.gov.au/law/fair-trading](http://www.qld.gov.au/law/fair-trading)

The Australian Skills Quality Authority (ASQA) is the national regulator of training and assessment delivery - [www.asqa.gov.au](http://www.asqa.gov.au)

WorkSafe QLD is the point of contact for any Work Health and Safety issue - [www.worksafe.qld.gov.au](http://www.worksafe.qld.gov.au)

The relevant State Training Authority

## Consumer Protection

The Instructor College provides protection for our consumers as part of our provision of quality training and assessment products and services. The Consumer Protection Policy Procedure advises our prospective and current Learners and customers on their rights and obligations as consumers. Under this policy, we provide:

- Accurate information about our services and fees
- Information about student rights and responsibilities
- Training and support necessary to allow achievement of competency
- Quality training and assessment experiences
- Clear and accessible feedback and a consumer protection system including an identified consumer protection officer
- A complaints and appeals procedure
- Procedures for protecting personal information

## Course Information

Courses will be advertised on the Instructor College Website where course information will be made available to Learners prior to their enrolment.

Once your enrolment has been accepted and the course commences, the trainer/assessor will be provided with a copy of your training and assessment plan which must be used to monitor and record your progress.

## Fees and Charges

### **Course Fees**

The applicable fee for each course offered by the Instructor College is outlined on our website [www.theinstructorcollege.com.au](http://www.theinstructorcollege.com.au).

Several factors will determine how much Learners will pay for their program. This includes things like:

- The course or program and its duration
- Study load and mode (full time, part time, face-to-face, online etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning
- Any previous qualifications held
- Learner eligibility for subsidies or concessions if applicable

Irrespective of the availability and receipt of government subsidies by an employer, school, or Learner, it is a requirement of the Instructor College that where enrolment fees, administrative charges or other charges are applicable, these must be paid before or at the time of enrolment.

The Instructor fees and charges are reviewed on a yearly basis and are subject to change.

### **Fee Protection**

The Instructor College is aware of its obligation as Registered Training Organisation to protect Learner fees paid in advance. To this effect, it has the following fee protection policy in place:

***The Instructor College is required to protect fees paid in advance for nationally recognised training. To meet this regulation, the Instructor College may accept payment of no more than \$1,500 from individuals prior to the commencement of their course.***

***Following course commencement, the Instructor College may require payment of additional fees in advance from the Learner but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the Learner does not exceed \$1,500.***

### **Additional Fee Information:**

Prior to enrolling into your chosen program, you will be informed of any additional costs for equipment, textbooks or field trips that may be required. This information will also be included on our website.

Learners must have paid the relevant fees in full to receive any credentials. If fees are not paid in full, the Instructor College will not issue Certificates or Statements of Attainment and, in certain circumstances, will refer Learner debt to a debt collection agency.

In some circumstances (i.e. under certain Awards) an employer or support agency will pay the fee on behalf of the Learner, however, no credentials will be issued to this payer.

No additional fees will be incurred by the Learner if a third party is delivering training and assessment on our behalf (known as a Third-Party Arrangement).

Skills Recognition or Credit Transfer approvals will incur a fee adjustment.

A processing fee applies if past Learners request a re-issue of a document that has been previously issued. Document reissue fees apply to:

- Statement(s) of Attainment
- Certificates and Diplomas
- Record of Results

### ***Payment Options***

Payment of course fees can be made to the Instructor College via EFTPOS, direct bank deposit or credit card.

### ***Failure to Make Payment***

All fees and charges must be paid by the due date. Failure to pay fees and charges may result in any or all of the following, until the full amount is paid:

- a) suspension from attending or participating in the course.
- b) exclusion from assessment activities.
- c) withholding of qualification and academic record.
- d) termination of the enrolment.
- e) exclusion from any future enrolments at the Instructor College.

### ***Other Fees***

#### **Replacement of Training Materials**

The Instructor College will charge a fee to replace any lost training and/or assessment materials that have been previously issued.

#### **Fees for Recognition of Prior Learning (RPL) or Credit Transfer (CT)**

Learner Fees will be adjusted for RPL or Credit Transfer for any units in the Training Program.

#### **Re-issue of Transcripts**

An administration fee of **\$60** applies if Learners require a re-issue of a document that has already been provided. Document reissue fees apply to:

- Statement(s) of Attainment
- Testamur
- Record of Results

#### **Cancellation Fee**

If Learners withdraw their enrolment prior to the commencement of their course they may be entitled to receive a refund of monies paid, however, the Instructor College will retain the non-refundable administration fee of **\$450**. This fee covers the costs that the Instructor College has already incurred in processing the application, enrolment, resources and payments.

If Learners withdraw from the course after the scheduled start date, no refund is applicable, and they may be required to pay any outstanding balance.

To apply to withdraw, Learners must complete the **Application for Withdrawal / I Form** which can be downloaded from the Student Portal. It is advisable that the Learner first contact the front office prior to submitting the form.

## Privacy

The Instructor College strongly supports the privacy and confidentiality of our Learners. Information is collected, used and stored in accordance with the Privacy Act 1988 (Cth), the Information Privacy Act 2009 (Qld) and the Trade Practices Act 1974 (Cth) and the National Privacy Principles.

Certain general, non-specific information such as location, sex, age and results may be passed on to other agencies to inform future funding arrangements and/or statistical data gathering requirements. These agencies may include the Department of Employment, Small Business and Training (DESBT) and the National Centre for Vocational Education Research (NCVER).

We will not share personal information to any person or agency without a Learner's permission, unless required to do so by law. Information is not given to any other agency, organisation or anyone else unless one of the following applies:

- a) You have given us permission.
- b) You would reasonably expect, or has been told, that information of that kind is usually passed to those individuals, bodies or agencies.
- c) it is required or authorised by law; or
- d) it will prevent or lessen a serious and imminent threat to somebody's life or health.

Please refer to the Privacy notice at the back of this handbook.

## Records and Information Management

The Instructor College is committed to maintaining and safeguarding the accuracy, integrity, confidentiality and currency of all records and responding in a timely manner to requests for information or access to records by past or current Learners.

All hard copy records including personnel files and Learner records are stored in a locked secure office area. Electronic records are saved on a password protected computer system and training records are stored in our AVETMISS Data Entry Tool. We protect records by maintaining up to date virus, firewall and spyware protection software.

## Refunds

The Instructor College maintains a fair and equitable refund policy that outlines the concurrences for which we would grant a refund of fees paid. If a Learner withdraws from their learning program, they must discuss this with their trainer to determine if a full or partial refund may be applicable.



The information below outlines some of the circumstances under which a refund granted.

Circumstance	Refund Policy
Withdrawing from a training program	If a Learner withdraws prior to the scheduled start of the training program, a refund will be granted less a non-refundable Administration fee of <b>\$450</b> .
	If a Learner withdraws after the course commences, no refund will be granted, and the Learner may be required to pay any outstanding balance.
If a training program is cancelled before commencement	A full refund of fees paid will be made.

### Third-Party Arrangements

If your course includes delivery by a Third-Party Provider, the Instructor College will advise you of the arrangement prior to the program commencing.

You will also be advised of:

- The name and contact details of any third party that will provide training and/or assessment, and related educational and support services to you on our behalf; and
- Your rights, including: if the Instructor College, or a third-party delivering training and assessment closes or ceases to deliver any part of the training product that you are enrolled in
- any changes to Third Party arrangements

# Accredited Training

## Meeting Standards for Nationally Accredited Qualifications

As a Registered Training Organisation (RTO) The Instructor College is required to comply with the VET Quality Framework and meet a number of standards overseen by the National VET Regulator, the Australian Skills Quality Authority (ASQA).

There are also a number of legislative requirements that govern our activities and processes; these are explained in this Handbook in relation to your role as Trainer and Assessor, and you are required to work within this framework.

The framework incorporates the Standards for Registered Training Organisations (RTOs) 2015. We must comply with these standards in order to maintain our registration.

Each year, we conduct an internal audit of our compliance and every few years, ASQA will audit our organisation. We may ask you to participate in these audits and we appreciate your cooperation.

## Entry Requirements

Some of our learning programs may have entry requirements prior to enrolling. When you enroll into one of our programs, the entry requirements are clearly displayed in the course information on our website.

These entry requirements are the minimum qualifications, knowledge, skills, experience and/or attributes that a Learner must hold to be considered for entry into some courses.

Entry requirements may relate to things such as:

- Previous work experience or education
- Specific levels of language, literacy and numeracy (LLN) skills
- Access to a relevant workplace where required competencies can be practiced
- Access to a computer, software and the capacity to access online materials
- Access to an internet connection with enough capacity to download course materials
- Access to specific materials such as personal protective equipment (PPE) or other tools of trade

## Enrolment

Each Learner must complete an enrolment form prior to being accepted into any of the Instructor College programs. The application must be completed, and it is advised to disclose information about any special circumstances and/or training needs that you may have.

Information on the fees and charges relating to your proposed course of study will be provided to you and payment terms and methods will be agreed upon.

Once all enrolment documentation has been received, and the relevant fees paid, Learners will be enrolled into the program and a trainer and assessor assigned to support you through your learning.

## Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows Learners to link to a secure online record of their qualifications gained from 1 January 2015, regardless of the provider.

The Instructor College cannot issue Certificates or Statements of Attainment without a verified USI. Therefore, it is mandatory that all Learners supply their USI upon enrolment. You can apply for your USI at <https://www.usi.gov.au/students/create-usi>

## Skills Recognition and Credit Transfer

The Instructor College offers assessment only pathways that promote Recognition of Prior Learning (RPL) and consider competencies currently held, regardless of how, when or where the learning occurred. Any applications for RPL or Credit Transfer should be made at enrolment and evidence must be supplied.

### ***Recognition of Prior Learning (RPL)***

RPL is an assessment process where the existing skills, knowledge and experiences of the applicant can be recognised towards the achievement of a unit of competency or qualification. These skills may have been obtained through training programs, work experience, voluntary work, schoolwork, life or sporting experience.

Candidates who believe they may be eligible for this assessment pathway must apply for RPL on one or more Units of Competency in their program. Successful applications for RPL will see that this process can save you time in achieving a qualification as you do not have to repeat learning for skills and knowledge you already have.

### ***Credit Transfer (CT)***

The Instructor College recognises all nationally recognised qualifications issued by AQF providers. Credit transfer and advanced standing may be applied to equivalent Units of Competency and related qualifications that you have already been awarded.

Credit transfer can only be awarded for whole units of competence that meet the packaging rules of the Qualification you are enrolled in. Partial credit will not be considered, and Learners will be advised to seek recognition.

To ensure that we assess RPL and CT applications in a consistent and fair manner evidence must be provided.

## Course Information

Once your enrolment has been accepted and your course commences, you will be provided with the relevant training plan and training materials to support your learning. You will need to supply your own stationery materials.

You will be emailed a Letter of Acceptance which may include information on your class sessions and log-in details so you can access the student portal. Where your course requires workplace visits or practical placement, your trainer will advise you of the details.

### ***Duration***

The duration of your program depends on several factors, including your commitment to your learning and to submitting assessments regularly and on time. Your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications can also contribute to the length of your program.

Further, the level and complexity of the qualification you are studying will impact on course duration. The AQF summarizes the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

## **Competency-Based Assessment**

All the nationally recognised training delivered by the Instructor College is done so in line with the principles of competency-based assessment (CBA). CBA is an approach that focuses on a Learner's ability to do something and is used to develop tangible skills and is typically based on a standard of performance expected in the workplace and industry.

Competency-based assessment is conducted to determine if a Learner can demonstrate the essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether a Learner has the required skills and knowledge to perform effectively in the workplace.

As a Learner, if your performance in the assessment does not demonstrate the requirements, competency-based assessment will see you marked as 'Not Yet Competent', and more training will be provided to you to get you to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate that you can perform to the required standard and be classed as 'Competent' include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

### ***Flexible Learning and Assessment***

Included in our training and assessment strategies are practices that promote flexible learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

### ***Your Training and Assessment Plan***

We give all Learners enrolled in a qualification a Training and Assessment Plan which outlines how and when training will take place. This is signed by all parties involved and given to you at the start of your training.

### ***Submitting Assessments***

As an Instructor College student, you are expected to complete and submit your assessments by the due dates outlined in your training plan. Full and detailed instructions on the requirements for each assessment will be provided, including its context and purpose. You will receive feedback regarding the outcome of each assessment item and an assessment judgement of Competent or Not Yet Competent will be recorded based on the evidence you submitted.

### ***Plagiarism***

Plagiarism is taking someone else's work and using it as your own. The Instructor College considers it to be a form of cheating and we take it very seriously. The following are examples that constitute plagiarism:

- Copying and using sections of text without acknowledging the source
- Cutting and pasting sections of other people's work without recording a reference
- Presenting group work as your own
- Using information (pictures, text, designs, ideas etc.) without citing original author(s)
- Unintentionally failing to cite where information has come from

You will be required to sign a declaration that all work that you submit is your own.

### ***Referencing***

You must provide references in your work that identifies where your information has come from (i.e.: who wrote it, when it was written and the name of the text or a link to the website).

### ***Resubmissions***

If one of your assessment submissions was deemed 'Not Yet Competent', it will be returned to you and you will be given an opportunity to review, redo and re-submit your work. This may mean submitting additional evidence or demonstrating a task again.

If, after two (2) resubmissions the assessor has confirmed a 'Not Yet Competent' outcome, you will be required to re-enroll in, and re-do the entire unit. Fees will also apply.

### ***Assessment Feedback***

You will receive valuable feedback regarding the outcome of each of your assessment items. If you have any additional questions about your submission, you can speak with your assessor.

## Reasonable Adjustment

Not all Learners are able to demonstrate skill competency in the same way, therefore, it may be necessary to adjust the assessment tasks for individual Learners. Reasonable adjustment is the process of adjusting or changing the assessment to meet the needs, characteristics and any equity requirements of the candidate being assessed. This must be applied within the framework of the unit and the impact on the organisation.

Reasonable adjustment to learning methodologies and assessment may need to be applied when a Learner has any of the following issues:

- Physical disabilities
- Limited language, Limited literacy and/or numeracy skills
- Limited communication skills
- Limited learning strategies.

Reasonable adjustment ensures:

- Adjustable learning strategies that aim to meet the learning needs of each Learner
- Appropriate Learning materials for the individual needs of each Learner
- Flexible learning activities with appropriate study materials
- Adaptable assessment procedures that enable individual Learners to demonstrate the knowledge, skills or competencies

Learners who believe they may require reasonable adjustment during their learning are encouraged to speak with the trainer/assessor during the enrolment process so that we can include these adjustments in the training and assessment strategy.

The types of adjustments that are made must be within our capacity to provide them and include:

- Oral response to questions rather than written
- Allowing extra time for assessment
- Using a support person
- Enlarging reading material
- Braille translations
- Use of technology such as voice activated software screen reading, voice synthesisers
- Use of ramps, height adjustment desks

## Withdrawing or Deferring Enrolment

### *Withdrawing from Training*

For whatever reason, you may need to withdraw from your learning program. If you wish to withdraw prior to your course commencing, you must:

- Discuss the reasons with your trainer or other staff

- Advise us in writing at least ten (10) working days prior to course commencement the Withdrawal from Training Form

You may be entitled to receive a refund of monies paid, however, the Instructor College will retain the non-refundable administration fee. This fee covers the costs that have already been incurred in processing the course application, enrolment, resources and payments.

If you withdraw from the course after the scheduled start date, no refund is applicable, and you may be required to pay any outstanding balance. Contact us for more information.

### ***Deferring Studies***

You can request a deferral at any time. If you decide to defer, you can do so for a maximum of 12 months. If, after this time, you are not ready to recommence your studies, you will not be entitled to continue with the course and no financial credits will be applicable.

Learners who wish to request deferral must advise us in writing. You will not incur additional fees and you will remain responsible for all debts and other charges related with the course.

## **Cancelled Courses**

If the Instructor College cancels a course for any reason, all Learners enrolled at the time of the cancellation announcement will have their fees fully refunded.

Learners who have already been assessed as competent for progressing through the units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

## **Issuing Certificates**

Upon successful completion of all coursework and assessment tasks, and provided all fees are paid, the Instructor College will issue a Testamur and Transcript, or a Statement of Attainment to the Learner within 30 calendar days.

Referring agencies or Third Parties will under no circumstance be issued copies of Learner credentials, regardless of who pays the necessary course fees. Learners can give the us permission to issue referring agencies or third parties with copies of the Learner's competency report.

Replacement credentials can be re-issued. Fees apply.

## **Continuous Improvement and Course Feedback**

The Instructor College is committed to providing high quality training and assessment services that are relevant to Learners, employers and industry and demonstrates this through systematically monitoring, evaluating and improving its practices through a quality improvement plan and continuous improvement actions.



We regularly evaluate our courses to ensure that we continue to deliver quality programs that meet our Learners' needs. Learners will be emailed a number of surveys on completion of their course. This feedback is then analysed and actioned for continuous improvement.

**We wish you all the best and look forward to supporting your learning journey!**



# Privacy Notice

## Why we collect your personal information

As a registered training organisation (RTO), The Instructor College collects your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide us with your personal information, you will not be enrolled as an Instructor College Student.

## How we use your personal information

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

## How we disclose your personal information

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

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

## How the NCVER and other bodies handle your personal information

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

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

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

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

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

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

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

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

## Surveys

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

## Contact information

At any time, you may contact the Instructor College to:

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

## The Instructor College

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