



# Student Handbook

Registered Training Organisation ID: 585  
RTO Code: 90456

Name	
Course	
Date Commenced	
Trainer	
Contact Details	
Course Venue	
Course/Session Day	
Session Time	

Welcome to IRT Academy

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

The IRT Group is a community based, not-for-profit, charitable organisation, which has been providing services to older Australians for over 40 years.

IRT Academy is a Registered Training Organisation which means that it is approved to deliver nationally recognised training and issue accredited qualifications according to its scope of registration. Being a Registered Training Organisation also means that IRT Academy meets the high standards of compliance set by the regulatory body; Australian Skills Quality Authority (ASQA).

IRT Academy commits to:

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

The following information outlines the various policies and procedures that relate to your learning experience with us.

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

**DAVID ROSETE**  
**ORGANISATIONAL DEVELOPMENT MANAGER**

***Please note any references within IRT policies that mention IRT employees will also apply to IRT Students for the purpose of the policy and practice.***

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Wollongong NSW 2500  
*Postal Address:*  
PO Box 2106  
WOLLONGONG DC NSW 2500

Phone: 1800 024 915 Email: [irtcollege@irt.org.au](mailto:irtcollege@irt.org.au) Website: [www.irtcollege.org.au](http://www.irtcollege.org.au)

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## PRE-ENROLMENT INFORMATION

Upon receiving your enquiry regarding one of our courses our Administration Team will issue you with the following:

1. Course Schedule
2. Fees and Charges Schedule
3. Enrolment Application

## COURSE ENTRY

IRT Academy operates within the guidelines of the IRT Academy Student Enrolment Policy.

Our courses require English language, literacy and numeracy skills appropriate to the course level.

Courses may be offered on a first in basis where a maximum number of enrolments apply. Priority of course entry is made to IRT employees.

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

**IRT Academy reserves the right to cancel a course if insufficient enrolments are received. Late enrolments may be accepted at the discretion of IRT Academy.**

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

You will be provided with support to better understand your individual needs with regards to completing your course. If you have individual needs that will affect your learning we will endeavour to establish an appropriate support plan with you. This plan must be within the resources available to IRT Academy. If resources are not available in-house, for example an interpreter for a participant from a non-English speaking background, support will be provided in the form of referrals to the appropriate agency/service.

Non-IRT Employees: If you're enrolled into an IRT Academy course that includes work placement, evidence of a National Criminal History Check must be supplied to IRT Academy prior to course commencement.

## GOVERNMENT SUBSIDISED TRAINING

**NSW Smart and Skilled** – if you are in receipt/ eligible to be in receipt of training that is subsidised by the NSW Government you are encouraged to visit the Smart and Skilled website at; <https://smartandskilled.nsw.gov.au/> or by telephone: 1300 772 104

**ACT Skilled Capital-** if you are in receipt/eligible to be in receipt of training that is subsidised by the ACT Government you are encouraged to visit the ACT Government website at; [www.skills.act.gov.au](http://www.skills.act.gov.au) or by telephone: 132 281

### Am I eligible to complete a Skilled Capital qualification?

Training through Skilled Capital is available to students who meet the eligibility criteria.

#### Eligibility Criteria

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

- an Australian citizen, permanent resident, or New Zealand passport holder resident for more than six (6) months; or
- a permanent Humanitarian visa holder; or
- a visa holder with work rights on a pathway to permanent residency and not excluded from participation in government funded training and
- living or working in the ACT, and
- at least 15 years of age, and
- not enrolled in or attending secondary school or Academy. (Students with an Exemption Certificate are not eligible for Skilled Capital. Students who are undertaking year 10 or year 12 equivalent study in an alternative program are eligible provided they meet the remaining eligibility criteria.)

Go to <https://www.skills.act.gov.au/?q=check-your-eligibility> to check your eligibility.

## IRT ACADEMY ORIENTATION AND ENROLMENT

### Payment of Course Fees (if applicable)

On receipt of the Enrolment Application, IRT Academy will issue you with an invoice for the payment of course fees. All course fees are payable to IRT Academy prior to course commencement. Once course fees have been received by IRT Academy, your place in the course will be confirmed.

### Confirmation of Placement

IRT Academy will send you a Confirmation of Placement letter which will include a Course Schedule, to confirm your place in the course. This letter will include all the details you will need to know for your first day of class.

**On this day you will have the opportunity to meet your Trainer(s) and other IRT Academy personnel and familiarise yourself with your course.**

## **Enrolment**

You will complete the IRT Academy Enrolment Form at this time and agree to the IRT Academy terms and conditions.

You are required to bring *photo identification* that enables us to verify your identity.

An up-to-date Driver's License, Passport or Proof of Identity Card with a current photograph will be accepted.

At Enrolment you will receive a course kit that will include:

- Enrolment Form
- Orientation Checklist
- Training Plan (for traineeship Students only)
- NSW Funded Program Eligibility Assessment Form (If appropriate)
- Language Literacy and Numeracy Screen
- Course Schedule
- Assessment Agreement and Progress Report (for non-traineeship Students only)
- Learning/Assessment Resources applicable to your course

## **We are here to help**

Your Trainer will be available for advice and support.

Please include their details on the front page of this Handbook.

For all other enquiries please contact the IRT Academy Admin Team at -  
Ground Floor, 77 Market St  
Wollongong NSW 2500

Email: [IRTAcademy@irt.org.au](mailto:IRTAcademy@irt.org.au) Phone: 1800 024 915

## **Training Guarantee**

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

The corporate structure, governance and financial management systems and processes

guarantee the training for students enrolled with IRT Academy. Specifically, the integrity, business experience and training expertise of the Academy personnel ensure continuity of training and completion of training is guaranteed for all students.

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

### **Protecting students who pay course fees in advance**

IRT Academy is a member of a Tuition Assurance Scheme (TAS) managed by the Australian Council for Private Education and Training (ACPET). In the extremely unlikely event of a business interruption or training failure, the TAS guarantees student's training. Students may be transferred to a similar course with another RTO at no additional cost to the student, for example.

Student's training is further protected by IRT Academy's financial management policy and procedure.

Furthermore, should an interruption occur while a student is enrolled in a training program, the student will be advised of any changes in writing and given time to respond. The student will be given the opportunity to respond, agree or offer input.

### **Protecting students who do not pay course fees in advance**

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

### **Third Party Training**

Where applicable, IRT Academy's Training Guarantee extends to training partners and training conducted by a third party on behalf of the RTO. In the extremely unlikely event of a business interruption or training failure by a third party delivering training and assessment on the RTO's behalf, students may be transferred to another similar course with another RTO or approved third party at no additional cost to the student, for example.

This situation would be managed by IRT Academy's membership of a Tuition Assurance Scheme (TAS) managed by the Australian Council for Private Education and Training (ACPET).

### **Fees, Charges and Refunds**

*You are welcome to request a copy of the current IRT Academy Fee and Charges Schedule for pricing and conditions.*

The fees and charges that apply will depend on the type of course you are enrolling into and what, or if, government incentives apply.



Prior to enrolment all Students are informed of fee structures and payment processes.

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

Students who have not paid course fees will not be permitted entry to the training sessions, will have their academic record withheld and will not be awarded their qualification until all monies owing are paid in full.

### **How to Pay**

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

- Bank cheque made in favor of; IRT Academy
- Electronic Funds Transfer to IRT Academy Account –  
BSB: 032 685 Account: 318666 please include your name and reference number in the payee section
- EFTPOS, which is available at IRT Academy

## Refunds and Withdrawals

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

### Refunds

The following refund policy will apply:

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

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

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

**Note.** If for any reason IRT Academy is unable to fulfil its service agreement with a student, IRT Academy must refund the student's proportion of fees paid for services not delivered.

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

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

### **Employer Supported Students**

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

### **Private Individual Students**

Students are to return all issued course material in good condition. Where course materials are not returned or are received in used/poor condition, the course fees paid will be refunded less a charge for replacement. This charge will be determined on a case-by-case basis by IRT Academy.

#### *Course postponement:*

A course may be postponed for Private Individual Students up to six months. This will depend on the course schedule offered by IRT Academy at the time and the circumstances of the individual. Course postponement must be approved by IRT Academy and applications must be in writing to IRT Academy Administration.

*IRT Academy reserves the right to cancel a course if insufficient enrolments are received. Late enrolments may be accepted at the discretion of IRT Academy.*

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

### **Consumer Protection**

The General Manager, IRT Academy acts as the Consumer Protection Officer at IRT Academy. To contact the Consumer Protection Officer please call 1800 024915 or email at; [IRTAcademy@irt.org.au](mailto:IRTAcademy@irt.org.au)

### **Protecting fees being paid in advance**

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

To meet our responsibilities, IRT Academy will hold the required current membership with the Australian Council for Private Education and Training (ACPET) Tuition Assurance Scheme (TAS).

It is the responsibility of the General Manager to ensure required membership is maintained and current.

### **Keeping students informed**

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

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

### **Tuition Assurance Scheme**

IRT Academy will maintain the required membership with the Australian Council for Private Education and Training (ACPET) Tuition Assurance Scheme.

### **ACPET's Tuition Assurance Scheme**

The Standards for Registered Training Organisations 2015 apply to all RTOs regulated by the Australian Skills Quality Authority (ASQA). An important feature of the Standards is the requirement for organisations to have systems in place for ensuring the quality and validity of training and assessment throughout the scope of their registration and across all modes of delivery. Standard 7 Clause 7.3 requires RTOs to comply with an acceptable option when collecting student fees in advance. ACPET's TAS scheme has been approved by ASQA as a scheme which meets the requirements for student fee protection as an alternate fee protection measure which complies with the requirements of Standard 7. The RTO has

effective governance and administration arrangements in place Clause 7.3 Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection.

### **The Schemes' objectives:**

The first objective of ACPET's ASTAS schemes is to ensure that local students displaced from any course conducted by a member of the ASTAS, due to the provider's inability to continue the course, are efficiently relocated in a comparable course with another ACPET ASTAS member or other approved provider.

Students covered by the Scheme and their responsibilities

The scheme covers a student if he or she:

- is a citizen or permanent resident of Australia, and
- is enrolled as a full or part-time student in approved programs leading to an accredited award, and
- has paid tuition fees in advance, and
- is not a student as defined in the Educational Services for Overseas Students Act 2000.

In relation to students defined within the meaning of the Education Services for Overseas Student Act 2000, ie. international students, their student fees are protected by the Commonwealth Tuition Protection Service.

The student will normally be responsible for the purchase of any texts or materials required by the receiving member.

### **What the Tuition Assurance Scheme provides:**

Should IRT Academy be unable to continue operating a course, ACPET will arrange for any eligible student who has not withdrawn from the course and has not completed units of study and courses of study due to:

- the course not commencing on the agreed starting date;
- the course ceasing to be provided after it has started; or
- the full course not being delivered because a sanction has been imposed on the provider

to be offered enrolment in a course leading to the same, or a comparable, qualification with minimum disruption to studies (or a refund of tuition fees for unused portions of a tuition if an alternative course cannot be found).

When a student is relocated, the Registered Training Organisation receiving the student will make no additional tuition charge for the portion of the course for which the former member provider, who is no longer able to deliver that course, has received payment. ACPET does not transfer any fees to member Academics to accept students. The member receiving the student is entitled to charge a tuition fee for any portion of a course not previously paid for by the student to the former member provider.

If no member of the Scheme offers a course leading to the same, or a comparable, qualification, the ACPET Australian Students Tuition Assistance Scheme (ASTAS) will provide the student with a refund, or at the request of the student, make the necessary financial and administrative arrangements to purchase or obtain access to an appropriate course for the specific purpose of offering these students placement. These courses may be delivered by a member of the Scheme, or may be delivered by another registered/approved provider commissioned by the ACPET ASTAS for that purpose.

In all cases, whether a student is relocated, or their unused portion of tuition fees reimbursed, the Scheme will assume responsibility for ensuring that the student receives documented full credit for units of study completed at the former member provider.

### **Student complaints about fees or refunds**

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

### **Course Deferral**

**IMPORTANT:** this information only applies to students in receipt of NSW Government funded training under the Smart and Skilled Program.

If you are enrolled into a course AND you are in receipt of NSW Government funded training under the Smart and Skilled Program, and wish to apply for a course deferral you must submit your request in writing to IRT Academy at; [IRTAcademy@irt.org.au](mailto:IRTAcademy@irt.org.au).

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

## Course Pathways

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

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

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

### 1) What is the Recognition of Prior Learning Pathway?

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

If this pathway suitable for you, you may request this pathway before or at IRT Academy Orientation. Please see your Trainer to discuss the IRT Academy RPL Guide and Application for your qualification/unit of competency(s). You may apply for RPL against the entire qualification or the units of competency that you believe you have already achieved competency. Your intent needs to also be noted on your Enrolment Form.

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

The evidence you provide must meet the following criteria:

**Relevant and valid** – All evidence must relate to the current unit(s).

**Sufficient** – Generally three (3) forms of evidence are required for each unit of competency.

**Authentic** – All evidence must be your own, must reflect actual workplace/life experience that directly relates to the unit of competency. All evidence that is submitted must be verified. For example, the evidence may be sighted and verified by a JP, or confirmed by your supervisor.

**Current** – Unit of competency related evidence should not be older than two years. This is the evidence that should indicate that you have used the knowledge and skills over the last two years and preferably no more than three years ago, otherwise it might be deemed inadequate evidence of current competence.

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

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

You are welcome to request a copy of the current IRT Academy Fee and Charges Schedule for pricing and conditions.

## **2) Credit Transfer**

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

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

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

## **3) What is the Assessment Only Pathway?**

This pathway typically applies to Students who have long term experience in their field of work however, have not achieved the required formal qualification and may experience difficulty to provide evidence necessary as part of a portfolio as required for the Recognition of Prior Learning Pathway.

The Assessment Only Pathway requires you to complete unit of competency/course assessment activities which directly relate to the unit of study and elements of the individual competency.

All assessment task work must be your own. In some instances, the evidence may need to be authenticated by your workplace Supervisor or the Trainer. You must submit all assessment tasks as per the Assessment Agreement.

To apply for the Assessment Only Pathway please indicate your preference on the Enrolment Form and IRT Academy will issue you with the Assessment Guide for your course/unit(s) of competency.



#### 4) What is the Complete Course Pathway?

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

#### Flexibility

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

### UNIQUE STUDENT IDENTIFIER (USI)

#### What is a Unique Student Identifier (USI)?

All students studying nationally recognised training in Australia from 1 January 2015, will be required to have a Unique Student Identifier (USI). A USI is an account (or reference number) made up of numbers and letters. The USI will allow you online access to their training records and results (transcript) through your online USI account.

A USI account will contain all of your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

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

You can access the USI account online from a computer, tablet or smart phone anywhere and anytime.

#### 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; and
- 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 will continue studying after 1 January 2015.

For international, overseas or offshore students please visit [usi.gov.au](http://usi.gov.au) for more information.

## How to get a USI

If you do not already have a Unique Student Identifier (USI) you can create your own USI online at: [usi.gov.au](http://usi.gov.au) and provide your USI to IRT Academy.

If you want IRT Academy to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, please indicate this on your Enrolment Form and read and sign the Privacy Notice included on the Enrolment Form.

For more information please visit:

W: [www.usi.gov.au](http://www.usi.gov.au)

E: [usi@industry.gov.au](mailto:usi@industry.gov.au)

Ph: Skilling Australia Information line – 13 38 73

## TRAINING PATHWAYS

Please see the link below for information about training pathways in the Aged Care and Home and Community Care industries:

<http://www.cshisc.com.au/discover/industries-a-z-directory/aged-care/>

<http://www.cshisc.com.au/discover/industries-a-z-directory/home-and-community-care/>

## LEGISLATION

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

- National Vocational Education and Training Regulator Act 2011 (Cth)
- Aged Care Act 1997 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Privacy Act 1988 (Cth)
- Discrimination Act 1991 (ACT)
- Work Health and Safety Act 2011 (ACT)
- Training and Tertiary Education Act 2003 (ACT)
- Anti-Discrimination Act 1977 (NSW)
- Privacy and Personal Information Protection Act 1998 (NSW)
- Workplace Health and Safety Act 2011 (NSW)
- Apprenticeship and Traineeship Act 2001 (NSW)
- EQUAL EMPLOYMENT OPPORTUNITY We are committed to following policies and practices that do not discriminate against individuals in employment on the basis of

disability, race, ethnicity, sex, marital status, age, pregnancy, sexual preference and/or political affiliation.

- We provide a supportive and positive learning experience.
- We ensure that all IRT Academy Students are treated in an equitable manner.

## **PRIVACY AND CONFIDENTIALITY**

- We are committed to maintaining your privacy and confidentiality at all times and complying with the NSW Privacy and Personal Information Protection Act 1998 and the Federal Privacy Act 1988.
- Student information will not be provided to anyone unless you have provided written consent for us to do so or the information is allowed or required by law to be provided. This may occur when training attracts Government incentives and may include:
  - Federal and State Education Departments (including State Training Services)
  - Trainee employers
  - Australia Skills Quality Authority
  - In cases where your employer has paid for your training and assessment we will request that you sign a Disclosure of Progress Form to allow us to discuss your course progress with your employer.

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

## **WORKPLACE HEALTH AND SAFETY**

IRT has a duty to provide a safe and healthy workplace for all employees, Students and visitors.

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

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

At your RTO Orientation, you will also be introduced to Workplace Health and Safety information relevant to your course.

## **CHILD PROTECTION**

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

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

IRT Academy employees will:

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

IRT Academy employees will not:

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

## **LANGUAGE, LITERACY AND NUMERACY (LL&N)**

In order to meet your needs, IRT Academy will facilitate a Language, Literacy and Numeracy Screen Assessment at the IRT Academy Orientation. This will provide us with information necessary to identify areas of LL&N need that may affect your learning progress and establish a plan of support within the resources available to IRT Academy.

If we think that a specialist service will best meet your language, literacy and/or numeracy skills, we will talk to you about options available.

We are able to support you to make contact with the Reading Writing Hotline at; <http://www.readingwritinghotline.edu.au/> in your area and/or through other LL&N dedicated services including but not limited to;

- Skills for Education and Employment - TAFE Illawarra and Mission Australia
- English Language – WEA Illawarra

**The Option you decide will best meet your needs will be entirely your decision.**

We will present the options available to you and it is your choice on which path you decide to take. If there are costs involved they need to be met by the student and/or relevant government agency that provides financial support to eligible participants.

### **WELFARE SERVICES**

To meet your needs your IRT Academy Trainer will be available for consultation regarding your progress and concerns.

All IRT Academy courses are conducted in a positive environment, encouraging trust and security.

General assistance may include:

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

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

IRT Academy will typically refer you to Lifeline Australia. The website can be found at [www.lifeline.org.au](http://www.lifeline.org.au) or phone on 13 11 14.

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

### **YOUR TRAINING AND ASSESSMENT**

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

### **Class attendance (full qualifications)**

80% attendance is required. Attendance will be recorded by the Trainer on a class attendance list at the commencement of each training session including virtual training sessions by teleconference and video conference. Late arrivals and early departures from training sessions are required to be recorded by the Trainer. It is your responsibility as a Student to notify the Trainer and your Manager (for trainees and employer supported Students) if you are unable to attend a training session for any reason. In this instance alternative arrangements may be scheduled by your Trainer.

### **Class attendance (short courses)**

100% attendance is required for all short courses.

### **On-the-job Training/Work Placement**

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

If you are not an existing employee/approved trainee, IRT Academy will provide support to the Student to secure work placement arrangements with an appropriate IRT aged care service in the first instance or another Aged Care Provider if IRT is not able to support.

### **Self directed learning**

Students are expected to do participate in self directed learning for their courses. Students are provided with the relevant textbooks and resources by IRT Academy to successfully complete this.

### **Online Learning**

Students will be given access to the relevant IRT Group Online Learning modules relating to their course. Student's can access this portal by visiting <http://www.irtAcademy.org.au/learning-portal> and entering their username and password.

IRT Academy are responsible for creating and issuing Students with their log on details upon enrolment.

Information on the IRT Group Online Learning Portal and log on instructions can be located in the IRT Academy Online User Guide.

## EMPLOYER/WORK PLACEMENT SPONSOR RESPONSIBILITIES

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

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

## ASSESSMENT

As we facilitate competency-based training and assessment strategies your assessments may involve: workplace based projects, questionnaires, on-the-job observation by your workplace supervisor or trainer, online activities, a class-based exercise such as a role play or demonstration, and informal assessments including observations of your participation in group activities.

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

Your assessor will be an IRT Academy Assessor.

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

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

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

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

- Remote location
- Custodial situations (e.g. no access to a computer)
- Cultural background
- Disability
- Language, literacy and numeracy

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

Feedback documents will be provided to you for each assessment item providing you with guidance and advice on your strengths and areas for improvement.

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

### **Late Submission of Assessments**

Any assessment submitted after the due date, or the agreed assessment extension date will be recorded on the progress report as ***Competency Not Achieved***.

### **Student Assessment Records**

**Assessment evidence (original) submitted by you is retained by IRT Academy for a period of two years and includes:**

Assessment Tools together with observation checklists, workplace supervisor checklists/reports, completed written tasks/assessments, assessment records and assessment summaries.

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



## Results

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

<p><b>Competency Achieved</b> CA</p>	<p>This result indicates that the relevant learning activities and assessments have been submitted to the Trainer by the due date, and met the required standard.</p>
<p><b>Competency Not Achieved</b> CNA</p>	<p>This result indicates that either:</p> <p>The relevant learning activities and assessments have been submitted to the Trainer by the due date, and have not met the required standard, or;</p> <p>The Student did not submit to the Trainer the relevant learning activities and assessments by the due date, or may have not submitted any work at all.</p> <p>If your evidence is assessed as <i>Competency Not Achieved</i>, the feedback document will direct you with regards to areas that require re-assessment.</p> <p>The Student will be required to submit any evidence requested for re-assessment within a two-week time period of receiving the Assessor's feedback.</p> <p>If the evidence submitted for re-assessment still does not meet the competency requirements the Student will be counseled on different learning options.</p>
<p><b>Achieved by Recognition of Prior Learning</b> RPL</p>	<p>This result indicates that the Student gained the result through acknowledgement of their previous learning and experience towards a course or qualification by submitting a professional portfolio of evidence, prior qualifications, work experience, general life experience, or a combination of any or all of these.</p>
<p><b>Credit Transfer</b> CT</p>	<p>This result indicates that the Student has obtained results via equivalent current qualifications and has requested to have the results transferred to their current study.</p>
<p><b>Withdrawn</b></p>	<p>This result indicates that the Student has withdrawn from the unit of competency.</p>

## Appeals process

Students who do not demonstrate competence according to the assessment criteria of the course/unit of competency(s) may attempt the assessment activity a second time or negotiate another assessment activity with the IRT Academy Trainer.

If you disagree with a course/assessment decision made by your IRT Academy Trainer or endorsed Representative, you have the opportunity to lodge an *appeal*.

Complete the Assessment Decision Appeal Application and send to IRT Academy RTO Operations Coordinator within two weeks of receiving the assessment result from your IRT Academy Trainer or endorsed IRT Academy Representative.

The IRT Academy RTO Operations Coordinator will reply within one week of receipt of your application.

If you remain dissatisfied with the outcome you are welcome request a review from the IRT Academy Review Committee. This Committee only operates as required to review appeals at this stage of the process.

The IRT Academy Review Committee comprises:

1. General Manager - IRT Academy
2. IRT Academy Trainer/Assessor
3. One (1) other person nominated by you

## Plagiarism, cheating and collusion

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

### Definitions

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

### **Students' Responsibilities:**

All Students have a responsibility to:

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

### **Preventative action**

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

### **Consequences of plagiarism, cheating or collusion**

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

## **STUDENT RECORDS AND CERTIFICATION**

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

### **Certificates/Statements of Attainment**

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

### **Requests for Replacement Certificates/Statements of Attainment**

Request for a replacement certificate or statement of attainment by the Student will incur an administrative charge of \$50.

All requests for replacement certificates or statements of attainment must be in writing, and submitted to the RTO Administration Coordinator for processing.

### **Withdrawals**

Students may withdraw from an enrolled course, qualification or unit of competency. An exit interview may be undertaken with the RTO Operations Coordinator to gain an understanding of your views. The purpose of this interview is to ascertain that the Academy has exercised all avenues in assisting you with your study and to gain your views about your learning experiences with the IRT Academy.

The Result for a unit of competency will be reported as – **Withdrawn**

All Students are required to complete the Withdrawal/Refund Application form.

### **Withdrawal from a course that is assessed holistically**

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

## Terminations

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

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

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

## Enrolment cancellation

- IRT Academy retains the right to cancel a student's enrolment if it is deemed necessary.
- Following review of student progress and participation, the Operations Coordinator has the authority to determine if a Student is not meeting the Academy and course requirements (including work placement components).  
The following procedure will be followed:
  - The first meeting will be convened with the Student, Trainer & Operations Coordinator to discuss the situation and finalise a plan of action to resolve the identified issues. This agreed plan will be shared among all parties in writing and be held in the IRT Academy Student Management System on the Student's record.
  - Should progress as per agreed to plan not be evident, IRT Academy Operations Coordinator will convene a second meeting with the Student, Trainer & Operations Coordinator. A revised plan will be established if deemed appropriate and the Student will be advised that this is a final warning.
  - Should progress as per agreed to plan not be evident, IRT Academy Operations Coordinator will convene the third and final meeting with the Student, Trainer & Operations Coordinator. The Student will be formally advised that his/her enrolment will be cancelled.
- Should a refund apply the IRT Academy Fees & Refunds Policy will apply.

## COMPLAINTS

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

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

Please see the IRT Academy website at [www.irtAcademy.org.au](http://www.irtAcademy.org.au) for a full copy of the Complaints, Incidents and Appeals Policy. Note: all active IRT Academy policies are located at; <http://www.irtAcademy.org.au/about/policies>

*How you can make a complaint:*

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

*How we will respond to your complaint:*

1. When we receive a complaint we assess it in terms of its seriousness and urgency.
2. We will acknowledge its receipt and let you know the likely timeframe for dealing with the complaint within 48 hours of receipt.
3. If the complaint is about an assessment result then the *above* IRT Academy **Appeals Procedure** will apply.
4. If the complaint is about a person or a process then the **IRT Grievance Policy** will apply. See IRT Grievance Policy No. 2.07 on IRT Intranet or request your Trainer for a copy.
5. A written response will be issued to you by the General Manager - IRT Academy.

6. If you are not satisfied with the response, you are welcome to meet with General Manager - IRT Academy.
7. If you are still not satisfied with the outcome of the complaint handling, the General Manager may arrange for the complaint to be considered by an appropriate independent third-party such as; LEADR- The Association of Dispute Resolvers ([www.leadr.com.au](http://www.leadr.com.au)). IRT Academy is a paid member of LEADR.
8. Fees will apply as published on the LEADR website at the time of lodging the application to LEADR.
9. These costs will be equally shared between IRT Academy and the complainant.
10. IRT Academy will implement all matters agreed to within this external process within 30 days, and will give due consideration to all recommendations made by LEADR.
11. If the above service is unable to resolve the matter, the student may refer the complaint to ASQA (ASQA). In some cases, ASQA may not be the appropriate body to handle a complaint. ASQA can only deal with complaints about:
  - the information provided to the student by an RTO about the course/s they are interested in;
  - the delivery and assessment of the training the student has received; and
  - the qualifications the student has or has not been issued.

### **Making a complaint to ASQA**

- To make a complaint, you need to complete the *Complaint about a registered training organisation* form located on the ASQA website at [www.asqa.gov.au](http://www.asqa.gov.au)
- You may also submit the form by emailing: [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au)
- If you wish to submit the complaint in hard copy they can print and fill out the form, and post it to:

#### **Complaints team**

Australian Skills Quality Authority  
GPO Box 9928  
Melbourne VIC 3001

- IRT Academy employees are to provide assistance to you during the complaint handling process. If you require additional help they may call the ASQA complaints team on 1300 701 801, or email [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au)

## IRT ACADEMY CODE OF CONDUCT

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

To achieve this, there are expected behaviours, rights and responsibilities that IRT Academy requires from everyone involved in the learning experience including Students, Trainers and employers.

### Your Rights & Responsibilities

#### You have the right to:

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

#### As a Student, IRT Academy requires you to:

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



- Follow all IRT policies and procedures to ensure compliance with all relevant government regulations such as WH&S and Anti-discrimination policies.
- Wear appropriate attire (for IRT employees – IRT uniform is to be worn) including closed-in footwear.

### **IRT Academy Rights & Responsibilities**

IRT Academy Trainers, IRT employees and IRT Academy endorsed representatives have the right to:

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

### **As an IRT Academy Trainer/Assessor, IRT Academy requires you to:**

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

## DISCIPLINARY PROCEDURES

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

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

### **Course/unit of competency misconduct will be defined as:**

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

This includes:

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

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

- offensive language
- disrespectful or threatening behaviour towards the Trainer or other Students
- bullying the Trainer or other Students
- continuous interruptions during training sessions
- smoking in non-designated areas
- use of mobile phones and/or technological devices for personal use during class time
- any form of harassment, sexual or other
- not abiding by the WH&S and Anti-discrimination Legislation
- acting in an unsafe manner that places themselves or others at risk
- continued un-notified absence
- being under the influence of alcohol or illegal drugs (See IRT Policy PC 2.09 Alcohol & Substance Abuse Policy).

Any person subjected to the Disciplinary Action Policy of IRT has the right of appeal through the IRT Academy Grievance process.

See IRT Disciplinary Action Policy No. 2.12 on IRT Intranet or request your Trainer for a copy.

## **STUDENT FEEDBACK**

You will be invited to provide feedback on your learning. This feedback will be requested at critical stages of the learning. Your Trainer will provide further information about the survey process.

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

This feedback enables the IRT Academy to continuously improve their processes and Student experience.

## **IRT ACADEMY CODE OF PRACTICE**

### **Student/Client Rights and Consumer Protection**

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

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

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

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

We ensure that student academic, financial and other records maintained by us are complete and accurate. These records are managed to maintain confidentiality and will not be provided to third parties unless authorised by you in writing or required under law. You may view your own records to confirm their accuracy & completion.

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

## **Access and Equity**

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

The obligations we place on our employees and students are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free from discrimination and harassment.

We will deal fairly and constructively with concerns and complaints regarding IRT Academy service.

## **Industry Recognition**

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

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

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

## **Quality Systems**

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

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

## **Student Needs**

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

If the Student has completed the relevant unit with another Registered Training Organisation, IRT Academy will automatically credit the unit(s) towards the completion of the qualification once verified.

IRT Academy offers learning and assessment services that are within the resources of IRT Academy to meet individual learning needs.

### **Fit and Proper Persons**

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

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

### **Data Provision**

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

### **VET Regulator Cooperation**

IRT commits to provide the VET Regulator:

- a) Accurate and truthful responses to information requests from the VET Regulator relevant to the RTO's registration;
  - i. In the conduct of audits and the monitoring of its operations;
  - ii. By providing quality/performance indicator data;
  - iii. By providing information about substantial changes to its operations or any event that would significantly affect the RTO's ability to comply with these standards within 90 calendar days of the change occurring;
- b) Information about significant changes to its ownership within 90 calendar days of the change occurring; and
- c) In the retention, archiving, retrieval and transfer of records
- d) An annual declaration on compliance with the Standards for Registered Training Organisations 2015, to the VET Regulator and in particular whether it:
  - i. Currently meets the requirements of the Standards across all its scope of registration and has met the requirements of the Standards for all AQF certification documentation it has issued in the previous 12 months; and
  - ii. Have training and assessment strategies and practices in place that ensure that all current and prospective learners will be trained and assessed in accordance with the requirements of the Standards.

## STUDENT CONTACT

All Students are required to maintain a current email address and supply the details to IRT Academy.

IRT Academy will maintain many forms of contact via email and it is the responsibility of the Student to regularly check and respond to email contact from IRT Academy.

IRT Academy also maintains comprehensive information about the Academy policies and procedures which are relevant to your enrolment. It is an expectation that you familiarize yourself with the IRT Academy website and its' contents.

Also, please notify IRT Academy, in writing, of changes to your personal details as soon as possible.

Changes to personal details must be forwarded to:

IRT ACADEMY -Administration

Ground Floor, 77 Market St

WOLLONGONG NSW 2500

*Postal Address:*

PO Box 2106

WOLLONGONG DC NSW 2500

Phone: 1800 024915

Email: [IRTAcademy@irt.org.au](mailto:IRTAcademy@irt.org.au)

Website: [www.irtAcademy.org.au](http://www.irtAcademy.org.au)

## REFERENCES

1. Student Enrolment Policy
2. Fees and Refund Policy
3. IRT Academy Online Learning Guide
4. IRT Academy Complaint Form
5. IRT Grievance Policy
6. IRT Disciplinary Action Policy

**NB:**

**WE RECOMMEND YOU CHECK THE MOST UP-TO-DATE VERSION OF IRT POLICIES AND ASSOCIATED PRACTICES LOCATED ON THE IRT INTRANET (for IRT employees)**

**OR;**

**Access to IRT Academy policies is also available through the IRT Academy website at;  
[www.irtAcademy.org.au](http://www.irtAcademy.org.au) .**

**APPENDIX 1. Complaint Form**

Form: Complaint Form  
Date Created: March 2012  
Date Reviewed:

**INSTRUCTIONS**

Please write the details of the complaint on the section below. Your name and signature is not compulsory but it is very helpful so that we can best address the concern.

Submit to;  
General Manager  
IRT Academy  
Ground Floor, 77 Market St, Wollongong NSW 2500  
e: [IRTAcademy@irt.org.au](mailto:IRTAcademy@irt.org.au)

**COMPLAINT**

Name	Date
<b>Complaint:</b>	

**IRT Academy Response**

Date Received: \_\_\_\_\_ Date Response sent to Complainant: \_\_\_\_\_

GM IRT Academy Signature: \_\_\_\_\_

