



INDUSTRY
SKILLS
TRAINING



Student Handbook



Contents

Welcome to Industry Skills Training	4
Using the Student Handbook	5
About Industry Skills Training	5
Our Mission	5
Our objectives	5
Whilst on Campus	6
Parking	6
Public Transport.....	6
Lunch Options	6
Our Trainers	6
Our Expectation of You	7
Unique Student Identifier	7
Your Safety	8
Your Equity	9
Your Privacy	10
Fees Payable	11
Refunds.....	12
Statutory Cooling Off Period	13
Our Guarantee to Clients	13
Changes to Terms and Conditions.....	13
Protection Under Australian Consumer Law	13
Accessing Your Records	14
Continuous Improvement.....	14
Re-Assessment	15



Issuing Qualifications and Statements of Attainment	15
Learner Support Services	16
Language, Literacy & Numeracy Skills	16
Making Complaints & Appeals	17
Withdrawing from a Course	19
Learner Who Are Not Contactable or Not Responding	20
Recognition of Prior Learning	20
Legislative and Regulatory Responsibilities	22

Welcome to Industry Skills Training

We are proud to welcome you to your studies with Industry Skills Training, thank you for choosing us to further develop your skills and knowledge.

Industry Skills Training is a rapidly growing registered training organisation. We specialise in delivering quality education by personnel that are highly skilled professionals with substantial knowledge through experience at the front line of the industry and education sectors. We deliver a growing scope of nationally recognised qualifications and training, and provide pathways for those who are interested in furthering their studies.

We are continuously growing as a Registered Training Organisation, doing our best to provide our students with the best possible education we can by providing a flexible, easy to access way of learning with the support of our trainers and support officers along the way.

We have a team full of competent, vibrant, and professional individuals with a strong dedication to putting you and all your educational needs first. Our aim is to provide you with the skill set and support you need to achieve your goals.

At any time if you need further information please do not hesitate to contact one of our friendly staff on 1300 757 296.

We welcome you and look forward to supporting you in shaping your career with Industry Skills Training.

Zaheer Domingo

CEO

Using the Student Handbook

This information booklet is designed to provide you with information about the services provided by Industry Skills Training and our approach to providing you a safe, fair and supported environment to participate in training and assessment. It is a requirement that you access and read this handbook before you commence your enrolment with Industry Skills Training. This handbook does not provide you with specific information about course offerings at Industry Skills Training, this information is contained in the course brochure which is supplied separately.

About Industry Skills Training

Industry Skills Training is a Registered Training Organisation (Code: 40486) providing high-quality training to learners in Australia. You can find out more about Industry Skills Training at the following websites:

www.ist.edu.au

<https://training.gov.au/Organisation/Details/40486>

Industry Skills Training is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF certificate that may result based on your achievement of the course requirements.

Our Mission

Our mission here at Industry Skills Training is to deliver quality training & assessment that meets the needs of learners and industry.

Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our learners and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Whilst on Campus

Parking

Whilst you are attending our Malaga site by vehicle, there is limited on-site parking available, parking is available in the surrounding streets but please ensure that you read all signage within that area.

At our Joondalup campus there is an extensive range of public parking as well as public transport for both bus and train within short walking distance.

Our Armadale campus forms part of the shopping centre, our students are allowed to park within the underground parking bays and are not required to adhere to the 4hr signage limit. Public transport access for both bus and train is only a short walk from our campus.

We would suggest that you plan your journey and parking in advance and adhere to any signage requirements.

Public Transport

Public transport is available to each of our campuses, please check with Transperth for bus schedule and route details.

Lunch Options

If you are looking to buy lunch whilst you are attending one of our campuses, we have many eateries surrounding us, we are centrally located and just a short walk to local café's, each of our campuses also has a student breakout area with access to a fridge, microwave, toaster etc for student use.

Our Trainers

Our Trainer Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually up to date by participating in professional development activities, therefore giving our learners the best practical industry experience.

At Industry Skills Training, we deliver nationally accredited qualifications via face-to-face and workplace based training. When you study with Industry Skills Training, your Trainer will be there to assist you throughout your course.

Our trainers here at Industry Skills Training are all professionally qualified and have personal industry and job role experience, we pride ourselves in delivering training in a way that learners will find both valuable and enjoyable.

Our Expectation of You

Industry Skills Training expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of Industry Skills Training.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others?
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and Industry Skills Training publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other learners and Industry Skills Training staff members and their right to privacy and confidentiality.

Unique Student Identifier

On the 1st January 2015, The Government made it a requirement that all students have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide learners with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet, or smart phone anytime. Fact sheets –available to download [Student Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.

Learners are advised that there are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to the clear majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances [Click Here](#). Learners who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar. Further details about the implications of being exempt, the application process as well as their privacy policy can be obtained from The Governments USI website: www.usi.gov.au

Your Safety

Industry Skills Training is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g., move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

Electrical Equipment

- Electrical equipment that is not working should be reported to Industry Skills Training staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Learners, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire Safety

- Industry Skills Training will undertake to communicate the procedures involved in evacuation and the location of fire equipment to learners at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First Aid

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved, in the injury register

Lifting

- Learners, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Industry Skills Training unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work & Study Areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

Your Equity

Industry Skills Training is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Industry Skills Training staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. If discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Learners should expect fair and friendly behaviour from Industry Skills Training staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Learners who feel that they have been discriminated against or harassed should report this information to a staff member of Industry Skills Training that they feel they can trust. This will initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a learner wishes to report an instance of discrimination or harassment to an agency external to Industry Skills Training, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

Your Privacy

Why we collect your personal information

As a registered training organisation (RTO), Australian College of Finance Pty Ltd trading as Industry Skills Training collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course.

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. Industry Skills Training may disclose your personal information for these purposes to third parties including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies, including Workforce Australia providers;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

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 NCVET will handle your personal information please refer to the NCVET's Privacy Policy at www.ncvet.edu.au/privacy.

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

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

Surveys

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

Contact information

At any time, you may contact Industry Skills Training] 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

Industry Skills Training
24 Century Road
Malaga WA 6090
Ph: 1300 757 296
Email: admin@ist.edu.au

Fees Payable

Fees are payable when a learner has received a confirmation of enrolment. The initial fee payment must be paid prior to commencing training or within 14 days of receiving an invoice from Industry Skills Training, or a payment arrangement entered into. Industry Skills Training may discontinue training if fees are not paid as required. For a full list of current fees and charges please visit our website. www.ist.edu.au

Learner Cancellation

Learners who cancel their enrolment part way through a training program must notify Industry Skills Training in writing via email or letter at the soonest opportunity. Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees, unless they are undertaking a State Government funded program. Learners are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

Replacement of Text & Training Workbooks

Learners who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to Industry Skills Training schedule of fees and charges.

Refunds

Learners, who give notice to cancel their enrolment **10 business days** or more prior to the commencement of a program, will be entitled to a full refund of fees paid. This policy complies with the Australian Consumer Law required statutory cooling off period for the sale of goods and services. It is a requirement under the Standards for Registered Training Organisations that an RTO must allow the minimum statutory cooling off period applicable for the jurisdiction in which they operate. Australian Consumer Law introduced in 2010 has made this consumer protection consistent in all States and Territories.

Learners who give notice to cancel their enrolment **9 business days** or less prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by Industry Skills Training is required to cover the costs of staff and resources which will have already been committed based on the learner's initial intention to undertake the training.

Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

Where a learner has purchased a text or training workbooks and subsequently cancels, Industry Skills Training will not refund monies for the text.

***Please note the above does not apply to State Government funded programs**

For State funded programs, where a student has not yet commenced a unit of competence or withdraws before 20% of the duration of the unit they are eligible for a full refund of that unit, upon written request.

Payment Method

Industry Skills Training accepts payment for fees using:

- Credit Card / EFTPOS
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to Industry Skills Training)
- Direct debit via entering into a payment arrangement with debit success
- Payment in cash is discouraged.

Transfers

Requests for transfers to alternate programs can be arranged if Industry Skills Training is advised in writing more than 10 working days prior to the program commencement date and there is availability on the selected program. One transfer will be accepted without charge where Industry Skills Training has been notified in writing at least 10 working days prior to the scheduled commencement date. All subsequent transfers will attract an administration charge of \$55.00 (incl. GST). Additional transfers will only be approved subject to ongoing progress reviews against an agreed training plan.

Statutory Cooling Off Period

The Standards for Registered Training Organisations require Industry Skills Training to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that Industry Skills Training do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the above refund policy.

Our Guarantee to Clients

If Industry Skills Training cancels or ceases to provide training, Industry Skills Training must issue a full refund for any services not yet provided. The basis for determining “services not yet provided” is to be based on the units of competency completed by the learner and which can be issued in a statement of attainment at the time the service is ceased.

As an example: A learner enrolled in a course of 10 units of competency and paid \$1,500.00 up front as the total course fee. The course was cancelled due to the trainer falling ill and the learner at that time had completed 4 of the 10 units. The learner’s enrolment would be finalised, and the learner would receive a Statement of Attainment for the 4 completed units. The learner would also receive a refund of \$900.00 which represents that value of the training not delivered.

Changes to Terms and Conditions

Industry Skills Training reserves the right to amend the conditions of the student’s enrolment at any time. If amendments are made that effect the student’s enrolment the student will be informed 7 days prior to changes taking effect. Students then have 28 days to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

Protection Under Australian Consumer Law

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: [Australian Consumer Law](#).

Accessing Your Records

You are entitled to have access to your records. These records include your:

- learner file,
- learning and assessment record,
- administrative records,
- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by Industry Skills Training, you are welcome to have access anytime just ask your trainer and it will be organised immediately.

You can access hard copy records and reports from our learner management system, but only relating to you personally. You can request this access using the Learner Records Request Form. Access to requested records during a work day will be arranged as soon as possible and within 24 hours. Learners should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, Industry Skills Training reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to simply view records at our office.

In the case of accessing a reissuance of a previously issued Statement of Attainment or Qualification certificate, if you have lost or misplaced your AQF certificate you may obtain a reissued certificate from Industry Skills Training. To obtain this you must complete the Learner Records Request Form and return this to the Office Manager. The cost of \$50.00 will apply for each issued AQF certificate. These monies must be paid in advance. Reissued AQF certificates will be an exact duplicate of the original except for small wording at the bottom of the document which identifies the certificate as reissued. AQF certificates may only be collected in person or can be posted via registered post. A learner may also nominate another person to collect the certificate, however these persons must be notified to Industry Skills Training beforehand and the person must provide photo ID to validate their identity.

Continuous Improvement

Industry Skills Training is committed to the continuous improvement of our training and assessment services, learner services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting Improvements

The primary method of reporting opportunities for improvement by learners is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Management Team. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or learner. The Continuous Improvement Report template is available on request. Learners are encouraged to provide feedback to Industry Skills Training, so we can improve our services in the future.

Learner Satisfaction Survey

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from learners about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey are important to Industry Skills Training for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

Re-Assessment

Learners who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These learners are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of Industry Skills Training to provide three opportunities for additional training and re-assessment at no additional cost to the learner or employer. Learners who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re-assessment fee.

Learners requiring additional learning support are to be brought to the attention of Industry Skills Training management, so the progress of the learner can be monitored closely, and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where learners repeatedly do not demonstrate competence following significant learning and assessment support, a learner's enrolment can be determined through mutual agreement.

Issuing Qualifications and Statements of Attainment

Industry Skills Training will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. Please note however that Industry Skills Training is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to Industry Skills Training have not been paid.
- The student has not provided a valid Unique Student Identifier.

Students should be aware that a:

- Qualification is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.

- Statement of Attainment is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course, but the student did not achieve all of the units of competency to receive the full qualification.

Learner Support Services

During your enrolment, Industry Skills Training Operations Team will engage with you on several occasions. We do this through requesting you to complete enrolment documentation, discussions over the phone, enrolment interview and finally during your orientation. One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your “individual needs”. This is simply the term we use to define what your needs are, and this enables us to organise the appropriate support services. Make sure you take the most of this opportunity and let us know if you need support.

What Support Is Available?

Industry Skills Training will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- Language, Literacy and Numeracy Support
- Studying and Learning Coaching
- English as Second Language Tuition
- Alternative Payment Plan
- Counselling Support
- Disability Access
- Employment Services Referral

If you need support during your course, please approach and inform reception and you will be connected with the best person who can assist you. If the matter is sensitive and you do not feel comfortable discussing it with reception, simply inform reception that you would like to meet with the Office Manager. It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course. Industry Skills Training is committed to our student’s welfare both during and after hours of study.

Language, Literacy & Numeracy Skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach Industry Skills Training will:

- Assess a learner’s language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support learners during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;

- Provide clear information to learners about the details of the language, literacy and numeracy assistance available. Industry Skills Training generally recommend the LLN training courses provided by TAFE. These institutes have specialist teachers to support the learner's development.
- Refer learners to external language, literacy and numeracy support services that are beyond the support available within Industry Skills Training and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

Making Complaints & Appeals

Industry Skills Training is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a formal complaint or an appeal please visit the student information section of our website www.ist.edu.au and complete the Student Complaints and Appeals Form, our student complaints & appeals policy can also be located on our website.

If you are having any difficulty accessing the required form or within submission, please contact us on:

- 1300 757 296

What Is a Complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by Industry Skills Training in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by learners and/or employers.

What Is an Appeal?

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Industry Skills Training within **28 days** of the learner being informed of the decision or finding.

Early Resolution of Complaints & Appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these instances, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Complaint and Appeals Handling

Industry Skills Training applies the following principles to its complaints and appeals handling:

- A complaint or appeal may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form or request for an appeal of a decision which are available on the Industry Skills Training website.
- A person who makes a complaint or an appeal must be provided a written acknowledgement as soon as possible and not later than 24 hours from the time the complaint or the appeal is received. This acknowledgement is intended to provide the person assurance that Industry Skills Training had received the complaint or the appeal and will review the relevant issues and provide a response. The acknowledgement must inform the person that they will receive a written response within 14 days.
- There is no time limitation on a person who is seeking to make a complaint. An appeal however must be made within 28 days of the person being informed of the decision or finding of which they intend to appeal.
- Written records of all complaints / appeals are to be kept by Industry Skills Training including all details of lodgement, response and resolution. Industry Skills Training will maintain complaints / appeals register to be used to record the details of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint / appeal handling are stored securely to prevent access to unauthorised personnel.
- A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each person may be accompanied and/or assisted by a support person at any relevant meeting.
- Where a complaint or appeal is made about or involves allegations about another person, Industry Skills Training is obliged to inform this person about this complaint/appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meeting via an electronic means. Industry Skills Training will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.
- The handling of a complaint / appeal is to commence within seven (7) working days of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a complaint or seeking an appeal is to be provided a written response to the complaint / appeal, including details of the reasons for the outcome. A written response must be provided to the person within fourteen (14) days of the lodgement of the complaint / appeal.
- Complaints / appeals must be resolved to a final outcome within sixty (60) days of the complaint / appeal being initially received. Where Industry Skills Training Chief Executive, Officer considers that more than 60 calendar days are required to process and finalise the complaint / appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 60 calendar days are required. As a benchmark, Industry Skills Training

will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within thirty (30) days is considered acceptable and in the best interest of Industry Skills Training and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of two (2) weekly intervals.

- Industry Skills Training shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.
- Decisions or outcomes of the complaint / appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.
- Complaints / appeals are to be handled in the strictest of confidence. No Industry Skills Training representative will disclose information to any person without the permission of Industry Skills Training Chief Executive Officer. A decision to release information to third parties can only be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints / appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. The decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

Withdrawing from a Course

There are circumstances where a learner may finalise their enrolment early for personal or academic reasons. Where this is the case, the learner is requested to complete the form Application for Course Deferment / Transfer / Withdrawal. This provides the learner the opportunity to specify their reasons and select to indicate their preference to defer their enrolment, to transfer their enrolment to another course or to terminate their enrolment altogether. Where the enrolment is being deferred or terminated, learners will be issued a statement of attainment to recognise the outcomes they have achieved during their enrolment. A learner who defers and returns to complete a course will be eligible to recommence their training and receive a credit transfer for any completed units of competency. The Chief Executive Officer will review these applications, where possible is to interview the learner to understand their circumstances and is to record their decision using the section provided on the application. Learners are to be informed of this decision in writing.

Learner Who Are Not Contactable or Not Responding

Where a learner is not contactable or fails to respond to requests by the Industry Skills Training, the learner's enrolment may be terminated in absentia. This action may only be taken where the Industry Skills Training has made every reasonable attempt to engage with the learner or contact the learner to seek their instructions about their intentions to continue with or complete the applicable course. Advice received from a learner via email or phone conversation communicating their request is to be accepted where the learner is not willing to complete an Application for Course Deferment / Transfer / Withdrawal. Email records and written records of phone conversations are to be retained on the learner's file as evidence of these expressed instructions from the learner.

Before a learner's enrolment can be terminated without their written or expressed consent the following protocol is to be followed:

- A minimum of three attempts must be made using the last known contact details (email, phone and mail) to contact the learner
- Where the learner fails to respond, the learner's enrolment is to be terminated and the learner's record within the student management system is to be updated with the outcome of "withdrawn" entered into each unit of competency that has not been completed at the time.
- Any final AQF certificate to which the learner is entitled is to be sent registered mail to the learner's last known mailing address. This should also be noted in the learner's enrolment record and a photocopy of the certificate retained on the learner's record.
- The learner's record is to be archived in accordance with the Records Retention and Management Policy.

Recognition of Prior Learning

In accordance with the requirements of the Standards for Registered Training Organisations, Industry Skills Training provides the opportunity for learners to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What Is Recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Forms of Evidence for Recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. Industry Skills Training reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

Credit Transfer

Credit Transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, units of competency issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a learner to be issued a unit of competency based on successful completion of the unit which has been previously awarded.

Evidence Requirements

If you are seeking credit transfer, you are required to submit a credit transfer application request as well as supporting documentation eg. statement of attainment or qualification with a record of results for examination to Industry Skills Training.

These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copy of the original or provide IST with written authorisation to contact the issuing RTO to verify the validity.

Credit Transfer Guidelines

The following guidelines are to be followed in relation to credit transfer:

- The credit transfer application form is available on the IST website: <https://www.ist.edu.au/student-information/>
- Any learner is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Learners may not apply for credit transfer for units of competence or qualification which are not included in Industry Skills Training scope of registration.
- Whilst learners may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- The learner does not incur any fees for credit transfer and Industry Skills Training does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

Legislative and Regulatory Responsibilities

Industry Skills Training is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Industry Skills Training has recognised it has compliance responsibilities to. They also represent obligations to you as a learner whilst training with Industry Skills Training.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at <http://www.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories> (State) and www.comlaw.gov.au (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience learners, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
 - I. removing barriers to older people participating in society, particularly in the workforce; and
 - II. changing negative stereotypes about older people.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and consider Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

National Vocational Education and Training Regulator Act 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator

Schedule of Fees and Charges

Industry Skills Training (IST) is a Registered Training Organisation (RTO Code: 40486) and operates in accordance with applicable legislation and the Standards for Registered Training Organisations 2015. IST charge fees for services provided to students who are undertaking a course of study. These fees are for items such as course materials, administrative support, student services and training and assessment services.

When and how do I pay?

Fees are payable when you receive your confirmation of enrolment and invoice for the enrolment fee. Fees must be paid in full within 7 days of receiving this notification from IST. We may cancel an enrolment or discontinue training if fees are not paid as required. Payment methods include direct deposit, cheque, credit card or direct debit.

Can I get a refund?

Yes - If you give notice to cancel your enrolment 10 business days or more prior to the commencement of a program you will be entitled to a full (100%) refund of fees paid.

If you give notice to cancel your enrolment 9 business days or less prior to the commencement of a program you will be entitled to a 75% refund of fees paid. The amount retained (25%) by IST is required to cover the costs of staff and resources which will have already been committed based on your initial intention to undertake the training.

If you give notice to cancel your enrolment after a training program has commenced, you will not be entitled to a refund of fees. Discretion may be exercised by the Chief Executive Officer if there is extenuating or significant personal circumstance that led to your withdrawal. * Please refer to the refund section of this handbook for State funded courses.

Our guarantee to you

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

How do I get a refund?

To obtain a refund you are required to give written notice to cancel your enrolment and complete a Refund Request Form. Written notice may be in the form of an email or letter. Where refunds are approved, the refund payment will be paid via electronic funds transfer using the authorised bank account nominated by you. This payment will be made within 14 days from the time you gave written notice to cancel your enrolment.

Are my fees protected in case I need a refund?

Yes - IST has a responsibility to protect the fees paid by students. To meet this need, IST will only accept an initial payment of no more than \$1,500 from each student prior to the commencement of their course. This fee protection arrangement complies with national standards designed to limit the amount paid by a student's in advance of services being delivered.

Do I pay GST in my tuition fees?

No – Training tuition fees are GST exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course. GST does apply on the payment of some miscellaneous charges.

Changes to terms and conditions

IST reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that effect the student's enrolment the student will be informed 7 days prior to changes taking effect.

Responsibility for training quality

IST is responsible under the National Vocational Education and Training Regulator Act 2011 for the quality of the training and assessment being delivered in this course and for the issuance of all AQF certificates.

Please refer to the Student Handbook for further information on all student rights and obligations.

Fees & Charges (Non-Government Funded courses)

- All training tuition fees are exempt from the payment of GST. No GST included.
- RPL Fee For Service Enrolments fee of \$250 is for completion of an individual unit of competency. The initial application/enrolment fee is \$1,500.00 with the balance of the fee due at the completion of the RPL assessment process before any AQF certificate is issued.
- RPL Fee – Government subsidised courses, fees are payable and are calculated per unit.
- Credit Transfer – no fees or charges are payable.
- Our fee structure is designed to limit the amount paid by students upfront and is structured to collect fees as the course progresses.
- All fees must be paid in full before students can be issued with any AQF Certificate relating to their achievements.
- Student should refer to the course brochure to identify the outline within each course.
- Students may be eligible for government subsidised enrolments. Please contact our office to discuss your eligibility.

Other fees and charges

Item	Cost
Copy Fee. Required where a student requests a photocopy of their student record	\$10.00 (Incl. GST)
Re-issuing a certificate, qualification or statement of attainment	\$50.00 (Incl. GST)
Replacement of issued learning/reference workbook (per workbook)	\$95.00 (Incl. GST)
Re-assessment fee	\$300.00 (GST exempt)
Re-enrolment fee, additional to any tuition fees	\$60.00 (Incl. GST)
Work safe licencing fee is <u>not</u> included within any IST fees and is payable by the student directly to Work Safe.	
<p>Note: Students will be offered three (3) assessment opportunities during a normal training program for each assessment event. The re-assessment fee will only apply if the student chooses to persist in order to demonstrate competence and complete the qualification. The re-assessment service includes individual re-training to prepare the student for the re-assessment.</p>	



INDUSTRY
SKILLS
TRAINING

Mental Health Support



Emergency

If you or someone you know is at immediate risk or harm, Call: 000

Access EAP Student Assistance Program

Confidential Counselling for study related or personal concerns

 1800 719 401

Lifeline

Anyone having a personal crisis

 13 11 14  Lifeline.org.au

Suicide Call Back Services

Anyone thinking about suicide

 1300 659 467  Suicidecallbackservice.org.au

Beyond Blue

Anyone feeling anxious or depressed

 1300 224 636  Beyondblue.org.au

Kids Helpline

Counselling for young people aged 5 to 25

 1800 551 800  Kidshelpline.com.au

MensLine Australia

Men with emotional or relationship concerns

 1300 789 978  Mensline.org.au

Crisis Care

Domestic violence, homelessness & family violence

 1800 199 008  www.wa.gov.au/service/community-services/community-support/crisis-care

1800Respect

Sexual assault, domestic or family violence

 1800 737 732  1800respect.org.au

Need to contact us?



Contact

ph: 1300 757 296
e: admin@ist.edu.au
w: ist.edu.au



Joondalup

G2, 126 Grand
Boulevard



Malaga

24 Century Road



Armadale

Armadale Shopping
Centre T36, Orchard
Avenue,

Scan the QR code to follow us on social media

