



INDUSTRY
SKILLS
TRAINING



Student Handbook



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Welcome to Industry Skills Training

We are excited to welcome you to your studies with Industry Skills Training, and we thank you for choosing IST for your learning journey.

At IST, we are committed to delivering high-quality, nationally recognised training. Our trainers and assessors are highly skilled professionals with extensive industry and education experience, ensuring you receive practical, relevant, engaging, and real-world-aligned training.

We continue to expand our training options to provide flexible, accessible pathways supported by our dedicated trainers and student support team. Our goal is to create a learning environment where you feel confident, supported, and equipped to achieve your personal and professional goals.

Our team is made up of skilled, vibrant, and professional individuals who are passionate about putting you and your learning needs first. We are here to guide you, encourage you, and help you succeed.

If you need assistance or further information at any time, please get in touch with our friendly staff on 1300 757 296.

We look forward to supporting you as you build your skills and shape your future with Industry Skills Training.

Michelle Dunham
General Manager

Our Mission

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

To support this mission, we are committed to the following objectives:

- **People:** We aim to attract, develop and retain talented, competent and committed trainers. We promote excellence through strong leadership and ongoing professional development.
- **Safety and Equality:** We provide a safe, inclusive and equitable environment that supports confident and productive learning and assessment.
- **Integrity and Ethics:** We uphold shared standards of behaviour that place ethical conduct and integrity at the centre of everything we do.
- **Quality Commitment:** We strive to deliver consistent, high-quality services supported by robust quality systems that promote training and assessment excellence.
- **Learner Focus:** We provide learner-centred training that supports lifelong learning. We respect our learners and aim to earn their trust through positive, high-quality learning experiences.
- **Industry Engagement:** We recognise the importance of industry consultation in shaping our training and assessment strategies. Current industry needs and expectations inform our program

Organisation Introduction and Contact Information

About Industry Skills Training

Industry Skills Training is a Registered Training Organisation (Code: 40486) providing high-quality training to learners in Australia. 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 Australian Quality Framework (AQF) certificate that may result based on your achievement of the course requirements.

You can find out more about Industry Skills Training at the following website:

www.ist.edu.au

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

Ph: 1300 757 296

Email: admin@ist.edu.au

Our locations

Armadale	Balcatta	Joondalup
T36, Armadale Central Shopping Centre Orchard Avenue Armadale WA 6112	Suite 5, 110 Erindale Road Balcatta WA 6021	G2, 126 Grand Boulevard, Joondalup, WA 6027

Using the Student Handbook

This handbook provides important information about the services offered by Industry Skills Training and our commitment to creating a safe, fair and supportive learning environment. You are required to read this handbook before commencing your enrolment to ensure you understand our processes, expectations and the support available to you. Please note that this handbook does not include course-specific details; information about individual qualifications, units and delivery arrangements is provided separately in your course brochure.

As part of the enrolment process, learners will be required to confirm that they have accessed and read the Student Handbook and associated policies and procedures, including but not limited to:

- Learner responsibilities and code of conduct
- Assessment and reassessment requirements
- Complaints and appeals processes
- Fees, refunds and withdrawal conditions
- Privacy and personal information handling

Learners who require clarification on any information contained in this handbook are encouraged to contact Industry Skills Training before commencing training.

Our Trainers

Our Trainers and Assessors are qualified, dedicated professionals with current industry experience across a range of sectors. They maintain their vocational and training expertise through ongoing professional development, ensuring our learners benefit from up-to-date, practical industry knowledge. At Industry Skills Training, we deliver nationally accredited qualifications through face-to-face and workplace-based training. Throughout your course, your Trainer will support you, guide your learning, and help you build the skills and confidence needed for your chosen career.

All IST trainers hold relevant qualifications and bring real-world job experience to the classroom. We pride ourselves on delivering training that is engaging, valuable, and connected to genuine industry practice.

Learner Support & Welfare

Need Support or Have Questions?

If there is anything in this handbook that you are unsure about, or if you require clarification on any policy, process or expectation, please reach out to us. Our team is here to support you throughout your training journey, and our contact details can be found on the final page of this handbook. In addition to the support available through Industry Skills Training, we have included a range of external support services. These services can provide confidential assistance for personal, emotional, financial or mental health matters. Reaching out for help is a positive step, and support is always available when you need it.

We hope you enjoy your learning journey with us at Industry Skills Training. Our team is committed to helping you build your skills, grow your confidence and achieve your goals. We look forward to supporting you every step of the way!

Learner Support Services

During your enrolment, the Industry Skills Training Operations Team will engage with you at several points — through enrolment documentation, phone discussions, your enrolment interview and your orientation session. One of the key purposes of these interactions is to understand any support needs you may have so we can help you fully participate in your studies. We refer to these as your “individual needs” and identifying them early allows us to organise the right support services for you. Information about your individual needs will be handled confidentially and in accordance with our Privacy Policy.

Where possible, this support is provided at no additional cost to the learner. If external services are recommended, any associated costs will be discussed with you before referral. Industry Skills Training provides reasonable adjustments to support learners with individual needs. Adjustments may include extra time, alternative assessment formats or assistive technology, provided the required competency standards are not changed.

What Support Is Available?

Industry Skills Training may provide, or refer you to, the following support services:

- Language, Literacy, Numeracy & Digital Support
- Study and Learning Coaching
- English as a Second Language Tuition
- Alternative Payment Plans
- Counselling Support
- Disability Access
- Employment Services Referral

In cases of serious well-being concerns and where the required support is beyond the scope of Industry Skills Training, learners will be referred to appropriate external services.

If you feel you need additional support or adjustment to your training or assessment, please speak with your Trainer or the Student Support Team. If the matter is sensitive and you prefer not to discuss it at reception, you may request to meet directly with the Training Manager.

Our priority is to ensure you have the support you need to progress in your studies and complete your course. Industry Skills Training is committed to your well-being and success.

Language, Literacy, Numeracy & Digital Skills (LLND)

Language, literacy, numeracy and digital skills are essential in almost all areas of work. Many vocational tasks rely on these foundation skills, including reading and interpreting instructions, communicating effectively, using digital systems, and performing calculations such as measuring or weighing.

To support learners, Industry Skills Training will:

- Assess LLND skills during enrolment to ensure learners have the foundation skills needed to complete their training. Where a learner's LLND skills are identified as insufficient, Industry Skills Training will discuss suitable support options or alternative pathways before enrolment or continuation.
- Provide training and assessment materials that are clear, accessible and appropriate to the level of the qualification. This may include reasonable adjustment strategies to support successful participation in training and assessment.
- Give learners information about available LLND support services. IST may recommend LLND programs delivered by TAFE or other Government providers, as these organisations have specialist foundation skills educators and support services.
- Refer learners to external LLND support services where additional assistance is required beyond what IST can provide.
- Negotiate extensions to training timeframes where LLND needs impact on a learner's ability to complete within standard timelines. Learners are expected to actively engage with agreed support strategies to progress through their training.

Surveys

You may receive a student survey, which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted. Participation in surveys is voluntary, and choosing not to participate will not disadvantage learners or affect their course outcomes.

Learner Satisfaction Survey

After your training program, you will be issued a Learner Satisfaction Survey. This is a nationally consistent survey tool that 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. Participation in surveys and feedback activities is voluntary.

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.

Learner feedback is used to improve our training and assessment services. Feedback is reviewed by the Management Team and used to inform continuous improvement actions, policy updates, and service enhancements.

Students' Rights and Responsibilities

Your Rights as a Learner

As a learner at Industry Skills Training, you have the right to:

- Be treated fairly, respectfully and without discrimination
- Learn in a safe, inclusive and supportive environment
- Receive clear information about your course, assessments and progress
- Access support services to help you succeed in your training
- Have your personal information handled confidentially and in accordance with privacy laws
- Receive timely feedback on your assessments
- Request a review of an assessment decision
- Make a complaint or lodge an appeal without fear of disadvantage

These rights are protected under the 2025 Standards for Registered Training Organisations, which ensure all learners have access to high-quality training, assessment, and support services. If you require assistance in exercising your rights, you may contact your Trainer, IST Student Support, or an external regulatory body such as ASQA.

Equity, Diversity and Inclusion

Industry Skills Training is committed to ensuring that the training and assessment environment is free from discrimination, harassment and hate-based behaviour, including racism and anti-Semitism. All Industry Skills Training staff members (including contractors) understand that discrimination and harassment will not be tolerated under any circumstances. If discrimination or harassment is found to have occurred, disciplinary action will be taken against any staff member, contractor or student who breaches this policy, and any suspected criminal behaviour will be reported to police authorities immediately.

Learners are also expected to behave respectfully and inclusively and must not engage in discriminatory, bullying or harassing behaviour.

Learners can expect fair, respectful and inclusive behaviour from all Industry Skills Training staff. If you feel you have been discriminated against or harassed, you should report this to a staff member you trust.

This will initiate a fair and transparent complaint-handling process that protects your rights as a complainant. If you prefer to report an incident externally, you may contact the Australian Human Rights Commission (AHRC) Complaints Info-line on 1300 656 419. Or email info.service.humanrights.gov.au

Code of Conduct

As a learner at Industry Skills Training, you are expected to uphold the following standards of behaviour to ensure a safe, respectful and productive learning environment for everyone:

- Contribute to a positive, respectful and inclusive learning environment, regardless of gender, race, sexual orientation, political views, marital status, disability, cultural background or religious belief.
- Comply with all Industry Skills Training policies, procedures and campus rules, including safety instructions provided by staff.
- Act with honesty and integrity, including submitting your own work, providing accurate information, and behaving in a manner that does not cause harm, offence or disruption to others.
- Use AI tools responsibly and ethically, ensuring all assessment work reflects your own skills, knowledge and understanding. AI-generated content must not be submitted as your own work, and any use of AI to support learning must follow IST's academic integrity requirements.
- Attend all scheduled training sessions, participate actively in class activities and maintain steady progress throughout your course.
- For Government-funded programs, face-to-face attendance is compulsory. Learners are expected to attend all required sessions to demonstrate participation and progress through their course.
- Monitor your progress and ensure assessment requirements, deadlines and trainer instructions are followed.
- Use IST facilities, equipment and learning resources responsibly, including respecting copyright and not sharing materials with unauthorised people.
- Respect the privacy, confidentiality and personal boundaries of other learners and IST staff always.

Breaches of the Code of Conduct

Industry Skills Training is committed to maintaining a safe, respectful and productive learning environment. If a learner does not meet the standards outlined in the Student Code of Conduct, IST may take action to address the behaviour and ensure the safety and integrity of the training environment.

Breaches of the Code of Conduct include, but are not limited to:

Behavioural and Safety Breaches

- Disruptive, aggressive, unsafe or disrespectful behaviour toward staff or other learners
- Bringing prohibited items onto campus, including alcohol, drugs, weapons or dangerous items
- Attending training while under the influence of alcohol or drugs
- Smoking or vaping on campus or in areas prohibited under WA Government regulations
- Refusing to follow reasonable instructions from IST staff, including safety directions

Academic Integrity Breaches

- Submitting work that is not your own
- Misusing AI tools by submitting AI-generated content as original work
- Cheating, plagiarism or assisting another learner to cheat
- Falsifying information or documentation

Attendance and Participation Breaches

- Failing to attend scheduled training sessions without a valid reason
- Not participating in class activities or refusing to engage in learning
- Repeated lateness or absence that impacts learning or assessment
- For Government-funded programs, failing to meet compulsory face-to-face attendance requirements necessary to demonstrate participation, progression, and continued eligibility under DTWD requirements

If a learner is approaching 50% of their course and is not demonstrating satisfactory progression, IST may restrict access to further units in line with DTWD funding requirements. In these circumstances, IST will:

- Temporarily prevent access to any further units, and
- Require the learner to complete outstanding work before additional units can be released.

This ensures compliance with DTWD requirements and supports learners to complete their training successfully.

Consequences of Breaches

All actions taken under this Code of Conduct will be applied in accordance with the principles of procedural fairness. Learners will be informed of any concerns and given the opportunity to respond before a decision is made.

Depending on the nature and severity of the breach, and in consideration of individual circumstances, IST will take one or more of the following actions:

1. Verbal or Written Warning

Used for minor or first-time breaches to clarify expectations and required behaviour.

2. Behaviour Management or Support Plan

A structured plan may be implemented to help the learner meet behavioural, attendance or progression requirements.

3. Restriction of Access

IST may:

- Remove the learner from class temporarily
- Restrict access to campus areas
- Pause access to online units or assessments (including DTWD progression pauses)

4. Removal From Campus

A learner may be required to leave the campus immediately if:

- They pose a safety risk
- They are under the influence of drugs or alcohol
- They possess prohibited substances or dangerous items
- Their behaviour disrupts learning or endangers others

5. Suspension or Cancellation of Enrolment

Serious or repeated breaches may result in:

- Temporary suspension of enrolment, or
- Full cancellation of enrolment

6. Reporting to Authorities

- IST will report serious incidents (e.g., violence, threats, illegal substances, weapons) to police or relevant authorities.
- Learners have the right to access Industry Skills Training's Complaints and Appeals process if they wish to challenge any decision made under this Code of Conduct. This process ensures that all concerns are managed fairly and transparently. Further information is available in the Student Handbook and our complaints and appeals policy.

Academic Integrity

Industry Skills Training expects all learners to complete their work honestly and to demonstrate their own skills and knowledge. Academic integrity means producing original work, following assessment instructions and acknowledging any assistance appropriately.

Academic misconduct includes plagiarism, cheating, falsifying information, using AI tools to generate assessment responses, or assisting another learner to cheat. AI may be used to support learning, but AI-generated content must not be submitted as your own work.

These behaviours are not permitted and may result in re-assessment, disciplinary action or cancellation of enrolment, as outlined in the Code of Conduct. If you are unsure about how to complete an assessment or need support, please speak with your Trainer before submitting your work.

Technology and Device Use

Learners are expected to use mobile phones, laptops and other devices in a way that supports a positive and respectful learning environment. Devices should not be used in a manner that disrupts training or distracts other learners.

Recording, photographing or videoing trainers, learners or training activities is not permitted without prior approval from Industry Skills Training. This protects the privacy and safety of everyone on campus.

Learners must not access inappropriate content, share offensive material or use devices in a way that breaches privacy, confidentiality or the Student Code of Conduct.

If you are unsure whether the type of device used is appropriate, please speak with your Trainer.

Social Media and Online Conduct

Learners are expected to use social media and online platforms responsibly and in a way that reflects respectful and professional behaviour. Posting content that is abusive, offensive, defamatory or harmful to Industry Skills Training, its staff or other learners is not permitted.

Learners must not share photos, videos or recordings of staff, learners or training activities without prior approval from Industry Skills Training. This protects the privacy, safety and well-being of everyone involved. Online behaviour that breaches privacy, confidentiality or the Student Code of Conduct may result in disciplinary action.

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 collects 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 deliver VET training and assessment services to you and to meet our obligations as an RTO.

Your personal information may be used to:

- Administer and manage your enrolment, course progress, and assessments.
- Provide support services and comply with RTO obligations.
- Meet statutory requirements under the 2025 Standards for RTOs and relevant Commonwealth and State legislation.

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, which is managed by the National Centre for Vocational Education Research (NCVER). NCVER collects, manages and analyses data and research relating to the Australian VET sector.

We are also authorised under the NVETR Act to disclose your personal information to the relevant state or territory training authority. For these purposes, Industry Skills Training may disclose your information to third parties, including:

- Your school, if you are a secondary student undertaking VET, including school-based apprenticeships or traineeships
- Your employer, if your training is employer-funded
- Commonwealth and State or Territory government departments and authorised agencies, including Workforce Australia providers
- NCVER
- Organisations conducting student surveys
- 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 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 people engaged by the NCVER to research on the NCVER's behalf.

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

For more information about how the NCVER will handle your personal information, please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

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

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR 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>.

Accessing Your Records

Learners may only have access to records that relate to them personally. Records will not be released to a third party without the learner's written consent, unless required or authorised by law.

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.

All access to records is managed in accordance with Industry Skills Training's Privacy Policy. 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, in accordance with regulatory requirements and Industry Skills Training's record management procedures. You are welcome to request access anytime, just ask your trainer, and it will be organised as soon as possible.

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.

To protect your privacy, you may be required to provide suitable identification before records are released. Access to requested records will be arranged within 10 business days of receiving a complete request. 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 it to the Office Manager. The cost of \$50.00 will apply for each issued AQF certificate. These monies must be paid in advance and will be provided within 10 business days of payment being received. 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; these persons must be notified to Industry Skills Training beforehand, and the person must provide photo ID to validate their identity. Please note that authenticated USI transcripts are issued only through the USI Registry System.

Legislative and regulatory Responsibilities

Industry Skills Training complies with all relevant Commonwealth and State legislation and regulatory requirements relating to training, assessment, privacy, work health and safety, and equal opportunity and Anti-Discrimination Laws. Learners will be advised of any changes to legislation that may affect their participation in training.

Learners will be informed of any legislative or regulatory changes that may affect Course delivery or assessment method, funding arrangements and eligibility, learner support services or campus rules.

Work Health and Safety Act (WHS)

Industry Skills Training complies with all relevant Work Health and Safety legislation. For training delivered in Western Australia, this includes the Work Health and Safety Act 2020 (WA). For learners participating in online training or training in other states or territories, IST follows the applicable WHS requirements for the jurisdiction in which the learner is located.

All learners are expected to follow safety instructions, use equipment appropriately, and take reasonable care for their own health and safety and the safety of others while participating in any IST training activities.

Privacy Act 1988

This section should be read in conjunction with the **Privacy and Personal Information** section of this handbook. Industry Skills Training complies with the Privacy Act 1988 and the Australian Privacy Principles, which outline how personal information must be collected, used, stored and disclosed. IST is committed to managing your information securely and transparently. For full details about how we handle your personal information, including how you can access or correct your records or make a privacy complaint, please refer to the Privacy section of this handbook.

Disability Discrimination Act 1992

Industry Skills Training complies with the Disability Discrimination Act 1992 (Cth), which makes it unlawful to treat a person less favourably because of a disability. IST is committed to providing an inclusive learning environment and making reasonable adjustments to support learners with disabilities, provided these adjustments do not compromise the integrity of assessment requirements. All learners are expected to treat others with respect and ensure their behaviour supports a safe, inclusive and non-discriminatory environment.

Sex Discrimination Act 1984

Industry Skills Training complies with the Sex Discrimination Act 1984 (Cth), which makes it unlawful to discriminate against a person based on sex, sexual orientation, gender identity, marital or relationship status, pregnancy, potential pregnancy, breastfeeding or family responsibilities. The Act also prohibits sexual harassment in education, workplaces and other public settings. IST is committed to providing a safe, respectful and inclusive learning environment, and all learners are expected to behave in a way that supports these principles. Any concerns or complaints relating to discrimination, harassment or unfair treatment can be addressed through the Complaints and Appeals Policy.

Age Discrimination Act 2004

Industry Skills Training complies with the Age Discrimination Act 2004 (Cth), which makes it unlawful to treat someone unfairly because of their age in education, employment or access to services. IST is committed to providing an inclusive learning environment for people of all ages. All learners are expected to treat others with respect and ensure their behaviour supports a safe, fair and non-discriminatory environment.

Racial Discrimination and Anti-Discrimination

Industry Skills Training is committed to providing a learning environment that is safe, respectful and free from all forms of racism, discrimination and hate-based behaviour. We uphold the principles of the Racial Discrimination Act 1975, which promote equality before the law for all people and make it unlawful to discriminate against someone based on their race, colour, descent, or national or ethnic origin. This includes discrimination or hostility directed at individuals or groups based on their ethnic or cultural identity, including anti-Semitism.

Copyright Act 1968

Copyright protects the original expression of ideas and prevents the unauthorised use of creative works. It gives creators exclusive rights to copy, publish, communicate (including online) and publicly perform their material. Copyright is not a physical object; it is a bundle of legal rights that apply to original works and other copyright material. There is no general exception that allows copying without permission. Copying even part of a work may infringe copyright if a substantial part has been reproduced. Learners may copy limited portions of material for research or study under the fair dealing provisions of the Copyright Act, depending on the circumstances, and no fixed percentage automatically makes copying lawful.

Fair Work Act 2009

Industry Skills Training complies with the Fair Work Act 2009, which provides the national framework for fair and productive workplace relations. The Act sets out minimum employment standards, protections against unfair treatment and discrimination, and processes for resolving workplace issues. IST is committed to ensuring a safe, respectful and fair environment for all staff and learners. This legislation primarily applies to staff; however, learners undertaking workplace-based training may also be impacted by workplace rights and obligations.

Work Health and Safety

Industry Skills Training is committed to providing a safe and healthy environment for all learners, staff and visitors. We meet our obligations under the Work Health and Safety Act 2011 and take all reasonable steps to ensure our training and assessment environments are safe.

To help maintain a safe learning environment, learners are expected to follow these guidelines:

- Be familiar with emergency response procedures and evacuation plans
- Avoid any activities that may cause injury to yourself or others
- Take responsibility for your own actions and always behave safely
- Refrain from smoking within any IST training or assessment facility
- Report all hazards, incidents, accidents and near misses to IST staff immediately
- Do not consume alcohol in training or assessment areas or during training activities
- Keep classrooms, workshops and common areas clean, tidy and free from obstacles
- Ask for assistance before lifting or moving heavy items such as furniture or equipment
- Maintain good hygiene, especially in the kitchen, eating and bathroom areas

Animals on Campus

Animals are not permitted on any IST campus or training site unless written approval has been provided by the General Manager.

Learners who wish to request approval must submit a written application to admin@ist.edu.au. Approval must be granted in writing before any animal is brought onto the premises.

Approved assistance animals are exempt in accordance with WA legislation.

Children on Campus

For safety and learning reasons, young children cannot be brought into classrooms or training areas.

Our training spaces are designed for adult learning, and having children present can create safety risks and disrupt the learning environment for others. If a learner is experiencing childcare challenges, they are welcome to speak with IST staff so we can look at possible options or an alternative arrangement.

Work & Study Areas

To help maintain a safe, clean and productive learning environment, learners are expected to:

- Keep all work and study areas clean, tidy and free from clutter to prevent slips, trips and falls
- Place all rubbish in the bins provided
- Leave benches, desks and shared spaces clean after use
- Avoid sitting, standing or climbing at desks, tables or other furniture
- Wipe down equipment with provided antibacterial wipes after use

Prohibited Substances and Items

Industry Skills Training is committed to providing a safe, healthy and respectful environment for all learners, staff and visitors. To support this, the following rules apply on all IST campuses and training sites:

Smoking and Vaping

- Smoking and vaping are not permitted anywhere on campus, including entrances, car parks, outdoor areas, or during any training or assessment activity
- Learners must follow all Western Australian Government requirements regarding smoking and vaping near buildings, public spaces and training facilities

Alcohol, Drugs and Intoxicating Substances

- Alcohol, illegal drugs, non-prescribed substances, or any items used to consume them must not be brought onto campus
- Learners must not attend training if they are under the influence of alcohol or drugs, or if their behaviour suggests impairment

Weapons and Dangerous Items

- Weapons, replicas, or any item that could reasonably be considered dangerous are strictly prohibited on all IST premises.

If These Rules Are Breached

To protect the health and safety of everyone on site, IST may require a learner to leave campus immediately if:

- they appear to be under the influence of alcohol or drugs
- they are found with prohibited substances or dangerous items
- their behaviour poses a risk to themselves or others

Further action may be taken in line with IST's Code of Conduct and disciplinary procedures.

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.
- Faulty or damaged equipment must not be used under any circumstances.

Fire Safety

- Industry Skills Training is committed to ensuring all learners and staff understand fire safety procedures and know how to respond in an emergency. Fire evacuation information and the location of fire equipment will be communicated at each training and assessment session, and to office users at least twice per year.
To support a safe environment, all learners and visitors are expected to:
- Familiarise themselves with the location of all emergency exits, fire extinguishers and evacuation routes by reviewing the maps displayed around the premises.
- Understand and follow the fire drill procedures posted throughout the facility.
- Attend any scheduled fire safety briefings or demonstrations on the use of fire equipment.

Your awareness and cooperation help ensure the safety of everyone on site.

All learners and visitors must follow emergency instructions given by staff and evacuate immediately when directed.

First Aid

Industry Skills Training ensures that appropriate first aid facilities are available at all locations where training and assessment are delivered.

To support a safe environment:

- All accidents, injuries and incidents must be reported to IST staff immediately.
- Any first aid provided will be recorded by staff in the Injury Register in accordance with our WHS procedures.

In the event of a serious injury or emergency, staff will contact emergency services where required.

Your cooperation helps us maintain a safe and responsive learning environment for everyone.

Lifting

Learners, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Industry Skills Training and must always follow safe manual handling practices.

- 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.

Where required, training or guidance on safe manual handling will be provided.

Enrolment and Course Entry

Unique Student Identifier

A USI must be provided to Industry Skills Training before a qualification or Statement of Attainment can be issued. Your USI links to an online account that stores your training records and results (transcript) for any nationally recognised training completed from 1 January 2015 onwards.

Your USI allows you to easily access your training history at any time, which is often required when applying for jobs or enrolling in further study. You can log in to your USI account from any computer, tablet or smartphone.

Creating a USI is free and only takes a few minutes. If you prefer, Industry Skills Training can create your USI on your behalf. To do this, you will need to provide additional identification. This can only be done with your consent, and you will be required to provide valid identification and authorisation for Industry Skills Training to create or retrieve your USI on your behalf.

Most learners must have a USI; however, there are limited circumstances where a person may be exempt. These exemptions apply to only a small number of learners. The USI Exemption Table, available on the USI website, explains these situations. Learners who choose to apply for an exemption should be aware that their training results will not be accessible through the Commonwealth system and will not appear on an authenticated VET transcript issued by the USI Registrar.

For more information about exemptions, how to create a USI, or the USI privacy policy, please visit the official government website: www.usi.gov.au

Statutory Cooling Off Period

The Standards for Registered Training Organisations require Industry Skills Training to inform people considering enrolment of their right to a statutory cooling-off period. A statutory cooling-off period (which is 10 days) is a period 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 tactics 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 receiving a sales contract without penalty.

It must be noted that Industry Skills Training does not engage in unsolicited marketing or sales tactics, and therefore, a statutory cooling-off period does not apply to our learners who have enrolled on a program. For the 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, It 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 the value of the training not delivered.

Changes to Terms and Conditions

Industry Skills Training reserves the right to amend the conditions of the students’ enrolment at any time. Any changes will not disadvantage learners who have already commenced and will comply with the 2025 Standards for RTOs and Australian Consumer Law. If amendments are made that affect the students’ 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, a statutory 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](#).

Recognition of Prior Learning and Credit Transfer

Recognition of Prior Learning

Learners may apply for Recognition of Prior Learning (RPL) if they already have skills and knowledge relevant to their course. To be granted RPL, you must provide clear evidence that you have the skills and knowledge required for the specific unit of competency, including all elements, performance criteria, knowledge evidence, performance evidence and any assessment conditions. Industry experience alone is not sufficient for RPL; evidence must clearly demonstrate competence against all requirements of the unit.

All evidence must be valid, sufficient, authentic and current, and it is the learner's responsibility to organise and present this evidence in a way that clearly shows how it meets the requirements of the unit. Assessors may request additional evidence if needed and will provide guidance on the RPL process and evidence requirements to support the learner through their application. RPL is not automatic and will only be granted when all requirements are fully met. Evidence may include workplace documents, references, demonstrations or other proof of your experience. If your evidence meets all requirements, credit will be granted; if gaps are identified, additional training or assessment may be required. Where partial RPL is granted, learners will be advised of the remaining training and assessment requirements to achieve competency. Please refer to our Fee section for RPL Fee information.

Industry Skills Training will assess RPL applications and advise learners of the outcome within 21 business days of receiving a complete application. Applications must be submitted using the RPL Application Form and include all required supporting evidence. Learners who are not satisfied with an RPL outcome may appeal in accordance with the Complaints and Appeals Policy.

Credit Transfer

Credit Transfer recognises units of competency you have already completed through formal training with another Registered Training Organisation (RTO). Under the Standards for Registered Training Organisations, any unit of competency previously issued by an RTO must be accepted by all other RTOs, provided the unit code is the same or equivalent.

Approved credit transfers may reduce the course fees, duration of your course and the amount of training required. To apply for Credit Transfer, learners must visit the Student Information section of our website at www.ist.edu.au and submit their credit transfer application with supporting evidence. Acceptable evidence includes a USI transcript, Statement of Attainment, or qualification/award showing successful completion of the relevant unit. Our team will then verify the validity of the evidence, confirm unit currency, and advise you of the outcome of your application within 14 days. This may include verification through the USI Registry System, where applicable. Learners may appeal to the outcome in accordance with the Complaints and Appeals Policy.

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 qualifications for units or qualifications that are not on Industry Skills Training's 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. Learners should confirm how credit transfer may impact their funding eligibility or course fees, where applicable.
- Credit transfer may only be awarded for whole units of competency. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer, and applicants will be advised to seek recognition (RPL).

Training and Assessment

Training at IST is competency-based. Learners must demonstrate the required skills and knowledge for each unit of competency.

Assessment methods may include written tasks, practical demonstrations, projects and workplace evidence.

Assessment Feedback

Learners are entitled to one initial assessment attempt and up to two reassessment attempts at no additional cost. Where a learner is assessed as Not Yet Competent, clear feedback and guidance will be provided.

Reassessment must occur within a reasonable timeframe agreed with the Trainer. Additional attempts may incur a fee.

Learners may appeal assessment decisions through the Complaints and Appeals process.

Industry Skills Training uses competency-based assessment, which means you are assessed against the skills and knowledge required in each unit of competency. Your Trainer will explain the assessment requirements for your course and provide instructions for each task.

Assessments may include written questions, practical demonstrations, workplace evidence or other activities appropriate to your qualifications.

Learners are required to complete assessments in accordance with provided instructions, including submission requirements, timeframes, and academic integrity expectations.

All assessment work must be the learner's own work. Plagiarism, collusion or cheating may result in an assessment being deemed Not Yet Competent and may be managed under the relevant policy.

You will receive feedback on each assessment's outcome. If your assessment is marked Not Yet Competent, your Trainer will provide guidance on the areas that require further development before you attempt the task again.

Learners are entitled to two reassessment attempts at no additional cost. Further attempts may require additional training or fees, depending on the circumstances.

If you disagree with an assessment decision, please speak with your trainer to request a review. If you are not satisfied with the outcome, if the matter is not resolved, you may lodge a formal appeal in accordance with the complaints and appeals policy. Information about how to appeal is provided in the Complaints and Appeals section of this handbook.

All assessments must meet the national competency standards. While reasonable adjustments may be provided to support individual needs, the required skills and knowledge for each unit cannot be reduced or removed.

This may include adjustments such as **additional time, alternative assessment methods, or support services**, where appropriate.

Re-Assessment

Learners who are assessed as not yet competent are to be provided with detailed verbal and written feedback to help them identify 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 address their specific knowledge and/or skill gaps and prepare them for further assessment. Industry Skills Training provides two opportunities for additional training and reassessment at no additional cost to the learner or employer. Learners are entitled to up to two re-assessment attempts, which must be completed within 30 days from the date the initial assessment outcome is issued.

Re-assessment must be undertaken within a reasonable timeframe agreed with the trainers. Learners who require additional training and reassessment after they have exhausted their three opportunities will be required to pay a fee for additional training and reassessment. 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 may be reviewed and, where appropriate, withdrawn in accordance with relevant policies.

Assessment Records and Retention

Industry Skills Training retains assessment evidence to support fairness, transparency and learners' rights to appeal. Assessment evidence is retained for a minimum period in accordance with regulatory requirements. Learner training and assessment outcomes are recorded and retained in line with national legislation to ensure certification integrity and the learner's right to access records.

The retention of assessment evidence supports learners' ability to request a review or appeal of assessment decisions within the permitted appeal period.

Industry Skills Training is committed to supporting all learners to complete their qualification or course successfully. To achieve this, Industry Skills Training actively monitors learner progression throughout training and assessment and provides early intervention where required.

Learner progression is monitored through a range of indicators, including but not limited to:

- Attendance at scheduled training sessions (face-to-face and virtual)
- Assessment participation, submission and outcomes
- Engagement with learning activities and learning platforms
- Participation in practical training or workplace activities (where applicable).

Where a learner shows signs of limited, poor or no progression (for example, repeated missed assessments, ongoing non-attendance, or disengagement from learning activities), Industry Skills Training will initiate an intervention process.

Intervention may include:

- Contacting the learner to discuss their circumstances
- Offering academic, LLND or additional learning support
- Adjusting training or assessment timelines where appropriate
- Developing an individual support or progression plan
- Referral to learner support or wellbeing services.

The purpose of monitoring and intervention is to support learners to remain engaged and complete their training, not to disadvantage learners. All decisions are made in a fair and supportive manner, considering individual circumstances.

Learners 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 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 to be accepted, where the learner is not willing to complete the IST Withdrawal form. Email records and written records of phone conversations are to be retained in the learner's file as evidence of these expressed instructions from the learner. The learner will be advised that failure to respond may result in withdrawal from the course.

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, SMS or mail) to contact the learner. These attempts will be made over a period of up to 3 weeks before enrolment is finalised as withdrawn.
- 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". Learners may appeal this decision in accordance with the Complaints and Appeals Policy.
- Any final AQF certificate to which the learner is entitled will be emailed to the student's last known email address and will be issued in accordance with Industry Skills Training's certification procedures (e.g. electronic and/or postal delivery).

Withdrawing from a Course

If you wish to withdraw from your course, you must complete the IST Withdrawal Form available on the Industry Skills Training website. This form allows you to outline your reasons for withdrawing.

The effective date of withdrawal will be the date the completed Withdrawal Form is received by Industry Skills Training.

If you withdraw, IST will issue a Statement of Attainment for any units you have completed. These results will also be recorded in your USI transcript, where applicable. Learners who defer and later return may receive credit transfer for completed units, provided the qualification is still current.

Trainers or administrative staff may contact you to discuss your withdrawal and ensure you understand any impact on your training. Learners are encouraged to discuss alternatives, such as deferral, support services, or adjusted training arrangements, before finalising withdrawal.

Refund eligibility is determined in accordance with the Refunds section of this handbook.

Withdrawal may not eliminate any outstanding fees or payment obligations; learners should refer to their payment agreement for further details.

Re-Enrolment in Government-Funded Programs After Withdrawal

Withdrawing from a course does not guarantee that a learner will be able to return under a government-funded program in the future. Funded places are limited, and eligibility is assessed at the time of any new enrolment.

If a learner wishes to reapply later, their access to a government-funded place will depend on:

- the availability of funded places at that time
- current DTWD funding rules and eligibility criteria
- the learner's individual circumstances

Learners may still apply for re-enrolment; however, approval for a future Government-funded place cannot be assured.

Transfers

Requests for transfers to alternate programs can be arranged if Industry Skills Training is advised in writing more than 10 working days before the program commencement date, and there is availability in the selected program. One transfer will be accepted without charge where Industry Skills Training has been notified in writing at least 10 working days before 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.

Where a transfer is approved, any fees paid for non-commenced units will be credited toward the new program, and any additional fees will be invoiced, and standard refund conditions will apply if the learner subsequently withdraws

Certification and Completion

Issuing Qualifications and Statements of Attainment

Industry Skills Training is responsible under the National Vocational Education and Training Regulator Act 2011 for the quality of the training and assessment delivered in this course, and for issuing all AQF certificates and Statements of Attainment.

IST 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.

Certification documentation may be issued in electronic and/or hard copy format. Information on replacement or reissued certification is available in the Accessing Your Records section of this handbook.

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
- The USI has not been verified in accordance with regulatory requirements.

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 comprises 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 that 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.

Other fees and charges

IST does not charge any hidden fees. All applicable fees are outlined in this section and provided before enrolment. The following additional fees may apply depending on individual circumstances:

Item	Cost
Copy Fee. Required when 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 the issued learning/reference workbook (per workbook)	\$95.00 (Incl. GST)
Re-assessment fee	\$300.00 (GST exempt)
Re-enrolment fee, in addition to any tuition fees	\$60.00 (Incl. GST)
Cert I – IV: RPL assessment fees per unit	\$150 - \$300 per unit (incl. GST)
Diploma or Advanced Diploma: RPL assessment fee per unit	\$ 300 - \$400 per unit (incl. GST)
Work placement Co-ordination / Assessment <i>Applies to qualifications requiring mandatory work placement. The fee covers coordination, placement sourcing, compliance checks, and ongoing support. The final amount is determined by the specific qualification and placement provider. This fee includes up to 3 visits; additional visits will incur an additional \$250 per visit.</i>	\$500 - \$800 (Incl. GST)
WorkSafe licensing fee is <u>not</u> included within any IST fees and is payable by the student directly to WorkSafe.	
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.	

Fees and Charges

Industry Skills Training (IST) operates in accordance with applicable legislation and the Standards for Registered Training Organisations 2015. IST charges 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.

Fees Payable

When and how do I pay?

Fees are payable once you receive your confirmation of enrolment and invoice. Fees must be paid in full within 7 days of receiving the invoice notification from Industry Skills Training, unless you have entered into an approved payment arrangement. Industry Skills Training may cancel enrolment or discontinue training if fees are not paid as required. Payment methods include direct deposit, cheque, credit card or direct debit.

Please note: For government-funded students, the Western Australian Government's VET Fees and Charges Policy applies. As capped fees apply to a calendar year only, additional fees may be incurred if an enrolment continues into a new calendar year.

Protection of Fees Paid in Advance

Industry Skills Training has safeguards in place to protect learner fees paid in advance.

For individual learners, Industry Skills Training does not collect more than \$1,500 in tuition fees before the commencement of training. Any fees collected in advance for services yet to be delivered are protected and are not used until the relevant training or assessment service has commenced.

These arrangements are in place to ensure compliance with the Standards for Registered Training Organisations 2025 and to protect learners in the event of course cancellation or withdrawal.

All fees, charges, payment terms and refund conditions will be clearly outlined in a written agreement before enrolment, in accordance with consumer protection requirements.

For a full list of current fees and charges, please visit our website. www.ist.edu.au

Fees & Charges (Non-Government Funded courses)

All fees are communicated clearly to learners before enrolment and are designed to be fair, transparent and aligned with the services provided.

- All training tuition fees are exempt from the payment of GST. No GST included.
- An initial RPL application fee of \$1,500 applies. This covers the preliminary evidence review, RPL interview, and development of an individual RPL assessment plan.
- 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.
- Students 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.

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

Learner Cancellation

Learners who give notice to cancel their enrolment 10 business days or more before the commencement of a program will be entitled to a full refund of fees paid. Learners who give notice to cancel their enrolment 9 business days or less before the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) covers staff time and resources already allocated based on the learner's 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.

For online programs, once a learner has logged into the LMS to view or access course content, the learner is considered to have commenced training, and no refund applies. This will be applied reasonably, taking into account the level of access and participation in the course.

Requests for refunds after commencement may be considered in exceptional circumstances (e.g. illness, hardship or compassionate grounds) and will be assessed in line with Industry Skills Training's policies and applicable consumer protection legislation.

Please note: The above refund conditions apply to fee-for-service programs only.

For State Government-funded programs, learners who have not yet commenced a unit of competency, or who withdraw 20% of the unit duration /census date, are eligible for a full refund of that unit, upon written request.

For further information on refunds, including how to apply, please refer to the Schedule of Fees & Charges located at the back of this handbook.

Refund requests must be submitted in writing using the appropriate form and include any required supporting documentation. Approved refunds will be processed within 21 days of receipt.

Learners who cancel their enrolment partway 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.

Requests for refunds or special consideration may be reviewed on a case-by-case basis in line with Industry Skills Training's refund policy and relevant consumer protection legislation.

Learners are advised to consider alternative options, such as requesting to suspend their enrolment and re-commencing in another scheduled training program. Learners have the right to lodge a complaint or appeal regarding fees, refunds or cancellation decisions in accordance with Industry Skills Training's Complaints and Appeals Policy.

Refunds

Can I get a refund?

Yes - If you give notice to cancel your enrolment 10 business days or more before 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 before 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 General Manager if there is an extenuating or significant personal circumstance that led to your withdrawal.

Once our online students have logged into our LMS to view / access course content, the student is considered to have commenced training, and no refund applies.

* 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.

Details of the refund policy, including circumstances where refunds may apply, are also available on our website or upon request.

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. Email requests can be sent to admin@ist.edu.au. 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 of notification of your refund approval.

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 before the commencement of their course. This fee protection arrangement complies with national standards designed to limit the amount paid by students 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 that the supply of a course for a 'professional or trade course' is a GST-free education course. GST does apply to the payment of some miscellaneous charges.

Changes to terms and conditions

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

Complaints and Appeals

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.

Learners will not be disadvantaged in any way for lodging a complaint or appeal. If a matter cannot be resolved internally, Industry Skills Training will advise the learner of the appropriate external body to refer the matter to, in line with regulatory requirements.

If you are having any difficulty accessing the required form or with submission, please contact us at:
1300 757 296

What Is a Complaint?

A complaint is negative feedback about services or staff that 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 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 people involved, where possible. Sometimes, this 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 Handling Appeals

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

This process applies to learners, staff, contractors, third-party providers, and other stakeholders involved with Industry Skills Training.

Complaints and appeals may also be submitted verbally or via email at admin@ist.edu.au. While written submissions are preferred, all forms will be acknowledged and processed.

- A complaint or appeal may be received in any form (written, verbal), although people seeking to make a complaint are recommended to complete the complaint form or request an appeal for a decision that is available on the Industry Skills Training website.

- A person who makes a complaint or an appeal must be provided with 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 with assurance that Industry Skills Training has 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 lodgment, response and resolution. Data from complaints and appeals will be analysed to identify trends and inform continuous improvement of services and systems. Industry Skills Training will maintain a 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
- All complaints and appeals will be investigated fairly and without bias. No action will be taken until the investigation is complete
- 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 with the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meetings 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. People involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves professionally and courteously. Information will not be disclosed to third parties without the complainant's written permission via an Information Release Form approved by the CEO.
- The handling of a complaint/appeal is to commence within seven (7) working days of the lodgment 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 with 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 lodgment of the complaint/appeal.
- Complaints/appeals must be resolved to an outcome within sixty (60) days of the complaint/appeal being initially received. Where the Industry Skills Training General Manager considers that more than 60 calendar days are required to process and finalise the complaint/appeal, the General Manager 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 for 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 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 General Manager. A decision to release information to third parties can only be made after the person making a complaint or seeking an appeal has been permitted to do so. 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 who 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 into account relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

Unsatisfied With the Outcome of an Appeal

- If a learner is not satisfied with the outcome of an internal complaint or appeal process, they have the right to seek an external review.
- Learners may lodge a complaint with the Australian Skills Quality Authority (ASQA), the national regulator for vocational education and training
- Information on how to lodge a complaint with ASQA is available at:
www.asqa.gov.au
- Nothing in Industry Skills Training's complaints and appeals process limits the learner's right to pursue other remedies available under Australian Consumer Law or other applicable legislation.

Additional Information

Parking

If attending our Balcatta site by vehicle, there is limited on-site parking available; parking is available only between bays 3-18. Alternatively, there is parking in the surrounding area, but please ensure that you read all parking-related signage.

At our Joondalup campus, there is an extensive range of public parking as well as public transport for both bus and train within a 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 and adhere to any signage requirements to avoid any parking infringements.

Public Transport

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

Lunch Options

If you would like to buy lunch while attending one of our campuses, you will find a variety of cafés and eateries just a short walk away. Each campus is centrally located with plenty of food options nearby.

Students are also welcome to bring their own food. All campuses have a dedicated student breakout area equipped with a fridge, microwave, toaster and other basic amenities for your use.

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 on Industry Skills Training, so we can improve our services in the future. Formal complaints or appeals should be submitted in accordance with the Complaints and Appeals Policy.

Third-Party Delivery

Industry Skills Training does not currently deliver training and assessment on behalf of, or through, third-party training providers.

If this arrangement changes in the future, learners will be fully informed before enrolment, and all third-party arrangements will comply with the Standards for Registered Training Organisations 2025.

Here to Support You

At Industry Skills Training, we are committed to supporting you throughout your learning journey and making sure you feel confident, informed and equipped to succeed.

Whether you need guidance with your studies, help navigating challenges or someone to talk to about your studies, our team is here for you.

The following pages include important external support services and our contact details, so you always know where to turn if you need a hand. We are proud to have you with us and look forward to being part of your learning journey.



INDUSTRY
SKILLS
TRAINING

Mental Health Support



Emergency

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

Student Assistance Program

Confidential Counselling for study related or personal concerns



0407 086 000

Lifeline

Anyone having a personal crisis



13 11 14



Lifeline.org.au

Suicide Call Back Services

Anyone thinking about suicide



1300 659 467



**Suicidecall
backservice.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



Balcatta

Suite 5, 110
Erindale Road



Armadale

Armadale Shopping
Centre T36, Orchard
Avenue

Scan the QR code to follow us on social media

