

IQY Technical College

Member of IQY Technical College Myanmar & International Education Group

DOMESTIC STUDENT HANDBOOK

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WELCOME MESSAGE

Thank you for choosing IQY Technical College (IQY) to help you to build your academic and/or professional career.

IQY Technical College is part of IQY Technical College Myanmar and International Education Group to focus on operation in Australia as an Australian RTO in line with ASQA and Australian VET Legislations while IQY Technical College is operating internationally from its based in Myanmar.

Starting a course of study can be daunting and IQY would like to make the experience as effective and enjoyable as possible.

IQY management, training and support staff are here to help you succeed. We provide the best facilities, equipment, and support services to ensure that not only are your expectations exceeded but that, when you complete your qualification, you will be a competent professional.

However, our efforts will be supported by your dedication and best attitude to ensure your success. We emphasise the importance of the spirit of open communication and cooperation by both parties.

The Student Handbook is designed to introduce you to IQY and provide essential information about your study with us.

It includes general information, guidelines, and policies and procedures that you should keep at hand at all times.

A number of attachments are included that you must read, sign and return to us before you commence your program.

I wish you an enjoyable and rewarding experience with IQY and should you have any questions please do not hesitate to contact our Support Staff.

Dr Hla Myat Mon

Managing Director

QUALITY STATEMENT

IQY delivers nationally recognised training qualifications and is accredited as a Registered Training Provider under the Australian Vocational Education Training (VET) Quality Framework.

VET Quality Framework supported by a strong quality assurance and continuous improvement process across all areas of its operations and training.

As well as meeting VET Quality Framework (VQF) standards, all improvement suggestions and complaints are identified and appropriately actioned and recorded according to the requirements of the VQF standards.

The prime focus of IQY's Quality Management System is continuous improvement of our services. The system focusses on the student experience in learning. The feedback that IQY receives from you and verbal comments are used to improve our procedures, policies, methods of operation, materials, trainer/assessor performance, facilities, and information services.

USING THIS HANDBOOK

This Student Handbook has been designed to provide an understanding of the rights, responsibilities of students and the support IQY has in place.

IQY policies and procedures ensure that the training that is delivered is consistent, relevant and of high quality. The document also outlines the roles and responsibilities of each party, that is, you the student, and IQY as the training provider.

The information contained is correct at the time of printing. IQY's quality management and continuous improvement process means changes may occur without notice. IQY will endeavour to post to its website updates changes in a timely manner. If you are unable to access the website or are unsure as to the version you have, please ask our Support Staff.

A number of "agreements" are included at the back of the booklet. Please note that the following attachments must be read, sign and returned to IQY prior to commencement of your programme:

Appendix 1 Student Code of Conduct

Appendix 2 Change of Details Form

Appendix 3 Authority to Exchange Information

Appendix 4 Acknowledgement Declaration

Appendix 5 Disclosure of Disability or Medical Condition (optional)

Appendix 6 Privacy Notice

Appendix 7 Consent Form for Using Photography in Publicity

Appendix 8 Unique Student Identifier (USI)

Appendix 9 Course Induction

Where to get help Quick Reference Table

Problem	What to do	Who Can Help You
Getting behind in study	Talk to your Trainer first. Don't hide that you are struggling. Getting behind in studies in even one subject can have a bad effect on your entire course	Your Trainer will work with you to create a plan of action. This is called an Intervention Strategy and will be designed to help you overcome problems with attendance or academic progress
Disability / Medical Condition that can affect your study	Ask the Student Services Officer to make an appointment with the VET Operations Manager.	The VET Operations Manager is Dr Hla Myat Mon. She can be contacted via email on mamyatmon@yahoo.com.au A Student Services Officer in reception can help you make a time to speak with Dr Hla Myat Mon or a Counsellor in person.
Illness in general	Attend a General Practitioner for help with illness.	Nearby Doctors Clinic: There is a medical clinic near the campus of IQY that is available for anyone. The address and contact details are: Address Website:

<p>Financial stress Difficulty paying fees on time</p>	<p>Ask to talk to the Student Services Officers who can talk to you about your fees.</p>	<p>The Student Services Officers can discuss payment plans and pass them to the VET Operations Manager and Accounts for consideration.</p>
<p>General financial difficulty</p>		<p>There are community organisations that can provide free help to anyone struggling with managing their money.</p> <p>These links below will take you to websites for places that could help you.</p> <p>http://www.unitingcommunities.org/find-a-service/services/financial-counselling/</p> <p>See Student Services Officers at Reception for help to make appointments</p>
<p>Concerns regarding your courses</p>	<p>If you can't discuss your worries about courses with one of your Trainers, then request to speak to your Course Coordinator and VET Operations Manager.</p>	<p>The Course Coordinators and VET Operations Manager can discuss your situation and help you come up with a plan of action to reduce the risk of you not maintaining academic progress.</p>
<p>I just need someone to talk to</p>	<p>Speak to the Student Services Officer at reception first.</p>	<p>The Student Services Team can refer you to counsellors and community organisations that could provide specific services.</p>

ABBREVIATIONS USED IN THIS HANDBOOK

AQF	Australian Quality Framework
	Framework under which training packages are developed and accredited
VQF	VET Quality Framework
	Framework of standards and conditions of registration under which Training Organisation and Group Training Organisations are accredited and registered
DESE	Department of Education, Skills and Employment
	It manages the ESOS legislative framework. It maintains CRICOS and PRISMS and education institutions about their ESOS obligations. It works closely with Immigration and has the authority to investigate education institutions to make sure they are complying with the ESOS laws
ESOS	Education Services for International Students Act 2000
	Australian legislation providing standards and rules for the provision of education to International Students and registration of providers
PRISMS	Provider Registration and International Student Management System
	Electronic system used by Register Training Providers to update ESOS students' progress and circumstances to Immigration
ASQA	Australian Skills Quality Authority
	Australian National Regulator for VET and International Training

KEY ROLES AT IQY

TRAINING AND COMPLIANCE MANAGER plans, organizes and coordinates the training within IQY and ensures education support to students undertaking courses and has the responsibility in managing the Course Coordinators in relation to course delivery and assessments for Vocational Education and Training, Postgraduate Courses and the English Language Program.

TRAINING AND COMPLIANCE MANAGER /THE COURSE COORDINATOR holds accountability for developing education programs under their specific portfolio in ICT, SIT, CHC and BSB, that is based on ongoing assessment of training needs. This includes course design and content, Trainer and Assessor Guidance.

Both the VET Operations Manager and Course Coordinators are involved in Strategic Planning, Participating in compliance, Validation and Moderation, and Industry Consultations for all of IQY's course offerings.

CHIEF EXECUTIVE OFFICER/THE STUDENT SERVICES OFFICERS are responsible for the day-to-day administrative operations of IQY. See the Student Services Officers if you have a problem, if you want information or need help filling out one of IQY's forms. They can also assist you if you have any difficulty with the study or personal issues affecting your ability to study.

TRAINING AND COMPLIANCE MANAGER /TRAINERS AND ASSESSORS are responsible for the delivery and assessment of course information to students and the review of learning materials and assessment tools within the organisation. These are the people who train you to excel in your chosen vocation. Your Trainer is the first person you should speak with if you are having trouble with assignment deadlines or understanding class material.

THE BUSINESS DEVELOPMENT MANAGER (CONTRACTED) is responsible for networking and sourcing business opportunities for the school. They also play a role in finding employment opportunities for our graduates.

FACILITIES AND EQUIPMENT

Sydney Campus (Head Office)

IQY Campus isxxxxxxxxxxxxxxxxxxxxxx. Public transport- buses, trains, trams, and taxis are within meters of the entrance or a few minutes away.

General Contacts for IQY Campus.

IQY's training venue includes all equipment and resources required to appropriately train our students in all courses offered: training rooms; free Wi-Fi access, learning hub, library of resources and texts for reference on site; student study rooms, with microwave and fridge available in student canteen area.

24 Hour Emergency Contact Details			
Department	Contact Person	Email	Telephone
Dr Hla Myat Mon Dr Kyaw Naing	0424533344 0406987772		
General Enquiries	Dr Hla Myat Mon Dr Kyaw Naing	mamyatmon@yahoo.com.au kyawnaing2524@gmail.com	0424533344 0406987772
IT Support	Dr Kyaw Naing	kyawnaing2524@gmail.com	0406987772
Accounts	Dr Hla Myat Mon	mamyatmon@yahoo.com.au	0424533344
Student Services	Dr Hla Myat Mon	mamyatmon@yahoo.com.au	0424533344

IQY –SydneyCampus

24 Hour Emergency Contact Details			
Department	Contact Person	Email	Telephone
Dr Hla Myat Mon		0424533344	
General Enquiries	Dr Hla Myat Mon Dr Kyaw Naing	mamyatmon@yahoo.com.au kyawnaing2524@gmail.com	0424533344 0406987772
IT Support	Dr Kyaw Naing	kyawnaing2524@gmail.com	0406987772
Accounts	Dr Hla Myat Mon	mamyatmon@yahoo.com.au	0424533344
Student Services	Dr Hla Myat Mon	mamyatmon@yahoo.com.au	0424533344

Your responsibilities

As an IQY student, you have responsibilities to:

- meet the terms of the written agreement with your education provider
- inform us of any changes to your contact details immediately and provide us with confirmation of your contact details at least every 6 months (please refer Appendix 2 Change of Details Form)
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy, and
- † working positively with others within IQY is in part a requirement of Law but most importantly a measure of your commitment to study and the wellbeing of other participants. This requires maturity and at times, understanding. If you have any concerns about how you should behave, speak with your trainer or the Student Services Officers. Remember, that in Australia Discrimination and Harassment are chargeable offences under law.

Refer Appendix 1 Student Code of Conduct to be signed in agreement by you.

Attendance

Each study period is 10 weeks long and students must attend scheduled sessions during the study period. Please refer to your course timetable for the days and times for classes.

You are required to attend scheduled classes and (work placements if they are part of the program) unless:

- ❖ you are sick and have a medical certificate signed by a registered doctor in Australia;
- or
- ❖ you have a family crisis that requires you to return to your home.

If you miss classes due to illness or family crisis you must inform us before commencement of training and provide us with evidence to support your reason for absence. Depending upon the work missed, and by arrangement with your Trainer and / or the VET Operations Manager, you may be able to make up the study.

If you are absent without notifying IQY, the Student Services Officers will contact you and disciplinary action may follow if the reason for not reporting is insufficient.

Each day when you arrive in class your Trainer / Assessor will mark your attendance to note that you were on site. This provides both:

- ❖ a record of your attendance; and
- ❖ in the case of emergency evacuation, a checklist of all people who were in the building.

If you are late and depending on how late you arrive you may be marked as absent.

Further Study

Graduates of our courses may seek credits to the relevant degree programs in Australian Universities. IQY has agreements for Credit Transfer

STUDYING WITH IQY

Intervention Strategy

Where a student is identified as being at risk of breaching attendance or academic performance up to 3 mentoring sessions will be initiated at which the Course Coordinators will attempt to determine any underlying causes and where supports are negotiated and agreed upon. Where necessary the student will be referred to external services for assistance. No charge is made by IQY to the student for referral to appropriate external support services and every effort will be made to access free or low-cost services. The student should be aware that costs directly associated with the support service will be payable by the student. IQY will assist the student to access appropriate funding or medical benefit rebates as may be available from time to time. Refer to IQY Intervention Strategy available from Reception or Student Services Officer. It may include:

- requirement to submit all subsequent assessments by the identified submission due date
- opportunities for catchup sessions for intervention
- mentoring sessions with the Student Support Officer
- opportunity for re-assessment
- additional English language

Appealing an Assessment Result

If a student wishes to query an assessment outcome they should:

 speak with their Trainer/Assessor in the first instance and if unresolved;

 present the request in writing to the Director/s using the Complaints and Appeals Form.

Appeals must be submitted within 20 days of the original assessment decision being advised to the student. Each appellant has the right to represent themselves or to have an advocate present on their behalf at all forums where the issue is being discussed.

Student Selection, Access, and Equity

Reinforced by a broad range of student support services IQY' policy is to provide equal access and opportunity to all persons. Some of our courses have prerequisite standards and competencies which are outlined in course information brochures.

IQY undertakes to:

- ‡ Promote access to training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age, or race.

- † Ensure training services are delivered in a non-discriminatory, open, and respectful manner.
- † Provide culturally inclusive language, literacy, and numeracy support to individuals to meet their personal training goals.

IQY's Access and Equity Officer is the Student Support Services Team. If you believe you are experiencing harassment or discrimination refer the matter to the Student Support Services Officer immediately using the Complaints and Appeals form. In the absence of the Student Support Services Officer contact the Student Services Officers or Reception with your concern. You can make an appointment to talk to the Director of Vocational Education and Training if you would be more comfortable.

Recognition of Prior Learning

Recognition of Prior Learning provides students an opportunity to have their current skills and competencies recognised. These skills and competencies may relate to units that they are about to commence and as a result may exempt them from studying these units. There is a cost related to obtaining Recognition of Prior Learning. As the process requires students to gather evidence confirming their competency, it is essential that the assessor must hold a qualification at least one level above that which they are assessing. Please refer to IQY's RPL policy.

Credit Transfer

Credit transfer involves assessing a previously completed course or subject to see if it provides equivalent learning or competency outcomes to those required within their current course of study. It should be used when the student is seeking credit for a course or subject that they have already completed.

Recognition of Existing Skills and Knowledge

This process allows you to apply for recognition for previous study, work, life, and educational experience that matches the learning outcomes of specific modules within our course.

If you wish to apply for recognition of existing skills and knowledge, please request a Recognition of Prior Learning Kit.

If you are not satisfied with the outcome, you may request a review of the recognition decision through our Appeals Process at www.iqytechnicalcollege.com/IQYAustralia.htm

Credit Transfer

When you have completed a unit of study at another Registered Training Organisation, that is comparable to one in which you are currently enrolled, you may be eligible for Credit Transfer and will not need to complete that unit of study again.

To apply for Credit Transfer please request a Credit Transfer Application.

If you are not satisfied with the outcome, you may request a review of the recognition decision through our Appeals Process at www.igytechnicalcollege.com/IQYAustralia.htm

National Recognition

IQY recognises the qualifications that are presented by any student, if they are original (or verified) copies from any Australian Registered Training Organisation and obtained within the last 3 years. Students must map those qualifications to the course currently being undertaken.

To apply for National Recognition please request a Credit Transfer Application.

If you are not satisfied with the outcome, you may request a review of the recognition decision through our Appeals Process at www.igytechnicalcollege.com/IQYAustralia.htm then click policies-forms.

INDUCTION AND ORIENTATION

Orientation is conducted on the first day of course commencement. Its purpose is to fully inform new students of life at IQY. Staff will be introduced, and a tour of the facilities and description of the local area will take place and an opportunity to ask questions.

Your site induction will include the following subjects with a record made on your Site Induction Record for International and Local Students;

- † Site Safety induction
- † Orientation to the area
- † Academic progress
- † Expectations – Yours and Ours
- † Further study options that are available during and after the course of study
- † Accommodation options available with the active support of IQY Student Services Officers.

Change of Circumstances

It is **your** responsibility and legal obligation to keep **IQY** informed of your situation at all times. A copy of our ***Change of Details Form is included as Appendix 2*** and our Student Services Team will provide you with additional copies if required.

You must advise IQY office as soon as you become aware of any change in:

- † residential or email address,
- † landline or mobile phone number,
- † your personal situation,
- † any problems or issues you are experiencing which may affect either your ability to complete your training successfully

If you are unsure in reporting something to IQY, please ask.

- you are not attending your classes
- † your academic progress level fall below 50% (however, IQY intervention strategies will apply as soon as we identify that you are struggling with your course)
- † you do not make your fee payments

Speak with us if you have any problems or issues and together, we may be able to find a solution.

Non-compliance with rules

Non-compliance of rules will result in consequences including:

implementation of IQY Intervention Strategy available from IQY administration;

- † If the issue or behaviour continues, training services will be withdrawn and you will be notified in writing that enrolment has been terminated and that IMMIGRATION have been advised as required by the legislation.

While we hope that these situations do not occur, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution and have access to our Complaint Process and Appeals Process. Refer www.iqytechnicalcollege.com/IQYAustralia.htm then click policies-forms.

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Legislation

IQY is subject to a variety of legislation relating to training and assessment as well as general business practices. This legislation includes the following.

Work Health and Safety

The Work Health and Safety Act, which IQY complies with, states that employers have a duty of care to provide a safe and healthy working environment for all employees, and that employees have a duty of care to take reasonable care for their personal health and safety and that of others in the workplace. This includes students studying on our premises.

Anti-Discrimination, Human Rights and Equal Opportunity

IQY seeks to attract and retain talented employees and students from all backgrounds and to maintain a great place to work and learn and we are determined to provide an environment free of harassment, victimisation, bullying and upholding of State and Federal laws pertaining to any form of discrimination.

IQY maintains a zero-tolerance policy regarding any form of harassment and discrimination. Breach of these standards will result in suspension or termination of training.

Please refer to Access, Equity and Fairness Policy at www.iqytechnicalcollege.com/IQYAustralia.htm then click policies-forms.

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Privacy and the Privacy Act 1988 (Commonwealth)

IQY keeps your information private and only collects information that relates to your training success and takes all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification, or disclosure including restricted access to electronic files, secure storage of paper files and secure backup of data.

Your personal details and all student records may be made available to:

- † any Commonwealth Government agency
- † any State Government agencies and
- † the Manager of the Tuition Protection Scheme
- † the Fund Manager of the ESOS Assurance Fund
- † IQY Administration and Training staff.

We are required by Australian Laws (including the Immigration Act 1988, the ESOS Act 2000 and the National Code) to tell the Federal and State Government Agencies and the Tuition Assurance provider about any changes to your enrolment and any breach by you of your student visa conditions and all matters that could relate to the review of your time here as a student. This may be while you are studying with us or after you have left.

Please refer to and complete Appendix 3 Authority to Exchange Information and refer to Privacy Policy at www.igytechnicalcollege.com/IQYAustralia.htm then click policies-forms.

Accessing Your Personal File

You may access your personal file and request that updates be made to information that you feel is incorrect or out of date.

To request to see your records you need to apply in writing and normally, access can be provided within 48 hours of request. Copies of records are available a minimum of 5 working days and a fee will apply for administration costs. Student Services staff can provide you with cost details which will depend upon your specific need but will not exceed \$AU15.00. Note that identification will be required to access personal file information.

All records are owned by IQY.

Child Protection

IQY complies with the requirements of Child Protection Legislation which means that convicted sex offenders are prohibited from working with children and young people less than 18 years of age. Before our staff members start work, IQY checks their background to make sure they are not “prohibited”.

Please refer to Children’s Protection Policy at www.iqytechnicalcollege.com/IQYAustralia.htm then click policies-forms.

If you have any questions about any legislation, just ask, as it may affect your training.

Complaints procedures

It is the policy of IQY that all stakeholders will be treated in a fair and equitable manner and always receives quality service.

A complaint arises when:

- † a stakeholder is not satisfied with an aspect of IQY’s services and requests action be taken to resolve the matter;
- † a stakeholder believes they have been treated unfairly or have been discriminated against.

If a student chooses to access our complaints and appeals processes, IQY will maintain the student’s enrolment while the complaints and appeals process is ongoing.

IQY commits to a complaint process that is open, transparent, and accessible to everyone. Please refer to Complaints Policy at www.iqytechnicalcollege.com/IQYAustralia.htm then click policies-forms.

Language, Literacy and Numeracy (LLN)

We always aim to provide a positive and rewarding learning experience for all students. Our enrolment form asks you to provide information regarding Language, Literacy and Numeracy (LLN) requirements or any other special learning needs. In the event of LLN becoming an issue, IQY will contact the student to discuss their requirements.

Where language, literacy and numeracy competency are essential for your course, we require all students to complete a Language, Literacy and Numeracy Assessment. If Students are unable to complete the assessment, or the results of assessment are below standard as required, they will be referred an appropriate service.

The referral is free to you however the costs of the language, literacy, or numeracy program will be your responsibility. We will make every effort to ensure that you are adequately supported to enable completion of your training.

Computer Literacy

All applicants wishing to enroll in IQY programs are required to have basic computer literacy to a level required to achieve satisfactory completion of the program i.e. must be able to use the internet for research and have word processing skills adequate to produce assessments.

Applicants will also need to evidence computer literacy to the level required by the industry for vocational competency. Intermediate Computer Literacy is assumed.

Students with additional needs

In line with our Access and Equity practices, students with special needs are offered the same opportunities as any other applicant. Our training and assessment programs will take special needs into consideration from the planning stage onwards and adopt flexible learning and assessment methods as appropriate.

To assist IQY to provide the best possible learning and assessment strategies we ask that potential students requiring special assistance identify their needs by completing the **Disclosure of Disability or Medical Condition form (Appendix 5)**. This form is optional; however, it will enhance the learning experience if IQY is aware and can prepare specific support services.

Competency based training

You are participating in a course of competency-based training. Qualifications are made up of Units of Competency. These tell us the skills and knowledge recognised as necessary to perform effectively in a job or role. Each industry area divides these skills and knowledge into related categories that form National Competency Standards for specific industry areas.

The National Competency Standards provide a framework for training and assessment and tell us what skills and knowledge an employee at a level within an industry should be reasonably expected to IQY. Our assessments are based on evaluating if you are competent which means you have the skills, knowledge, and right attitude to perform a job.

A competency is: ...

“The ability to perform a job to the required level of performance expected in the workplace.”

Training Methods

“Mixed Mode” Training Delivery

IQY has developed a training delivery structure known as “mixed mode delivery”.

“Mixed mode” training uses training methodologies, which include:

- self-paced learning workbooks – workbooks that allow you to complete assignments and tasks at your own pace.
- recognition of prior learning – a process which provides opportunity for skills and knowledge you acquired previously through other formal learning, on job and life experience to be recognised towards your new qualification.
- off-the-job workshops/lectures – underpinning knowledge and skills training conducted away from your employment by IQY trainers.
- workplace assessment – assessment and recognition of the skills and knowledge you have acquired whilst on-the-job during the course.

Course Assessment

- **Assessment guideline:** it is to provide the principles and guidance to ensure that assessment is fair, valid, flexible, and reliable and meets industry standard.
- **Assessment procedure:** it is for the gathering of valid, sufficient, accurate, consistent, current and authentic evidence for assessment decisions. The process must also be valid, reliable, flexible, fair, and cost - effective; for ensuring the effectiveness of assessment for the industry.
- **Assessment result:** It will be Competent (C) or Not Yet Competent (NYC). Students who have received a result of "NYC"(not yet competent) in any subject can contact the trainers within 2 weeks of the results for discussing of reassessment opportunity. Student may be provided reassessment opportunity if they had good attendance for that subject and had reasonable participation.

Flexible Learning and Assessment

Competency based training allows participants to learn and be assessed in a variety of different ways, allowing the participant many flexible options.

Training can be both 'formal' and 'informal'.

Informal training includes:

- Completing a variety of 'new' tasks, during a normal working routine;
- Formal and informal observation and practice;
- On-the-job coaching and mentoring, including feedback.

Formal training includes:

- 'Off Job' Training Sessions removed from workplace;
- 'Off Job' Training Sessions at the workplace individually or in a group;
- Formal and informal observation and practice with real time feedback;
- Working through training manual and assessments;
- 'Online' training sessions.

Assessment is how we determine whether a competency has been achieved. It is the process of collecting evidence and making judgements about the extent to which a person demonstrates the knowledge and skills as set out in the standards or learning outcomes of a unit of competency.

IQY complies with AQF Assessment Guidelines.

In general, basic forms of skills evidence include:

- ‡ Direct performance evidence
 - observation in the workplace; and
 - simulations, including competency and skills tests, projects, assignments
- ‡ Supplementary evidence, from:
 - oral and written questioning including professional conversations;
 - these may be supported by
 - personal reports; and
 - Witness testimony.

Deferring, suspending or cancelling enrolment

A student may be granted deferment or temporary suspension from their studies on compassionate grounds or due to compelling circumstances (e.g. where a medical certificate states that a student is unable to attend classes). A student may cancel their enrolment for any reason.

IQY may choose to defer, (temporarily suspend a student's enrolment) on two grounds:

- ‡ compassionate or compelling circumstances; or
- ‡ grievous misbehaviour by the student.

The student may appeal an IQY decision within 20 days of the decision via the IQY Appeals Process. Please refer Appeals Process at www.iqytechnicalcollege.com/IQYAustralia.htm then click policies-forms.

Ensuring completion

Where a student will not complete the course within the expected duration as a result of

- † Compassionate reasons such illness
- † Where IQY are unable to provide a prerequisite unit
- † Where IQY have implemented the intervention policy
- † an approved deferment or suspension has been issued by IQY

Graduation

Your results and course file will be forwarded to the VET Operations Manager to make sure everything is in order. We will either:

- † Send a Qualification Parchment or Statement of Attainment; or
- † Contact you for further information.

Incomplete qualifications

If you leave the course without completing and being deemed competent in all the assessments in full, then you will only be entitled to be issued with a Statement of Attainment. This is simply a list of those units that you have been deemed competent in during assessment.

Re-issuing qualifications

IQY will keep records of your course with us for 30 years. If in the future you need another copy of your Parchment, you can write us a letter. The letter needs to state:

- † Your name (if your name has changed, please write both your new name and your name at the time of the course);
- † Your date of birth;
- † Your current address (and your address at the time of the course if you remember it);
- † The course you completed;
- † When that course started and finished; and

- † You will need to provide evidence that you are the person who completed the course

We will review your request and either:

- † Send a duplicate Certificate or Statement of Attainment; or
- † Send a letter explaining why we cannot re-issue your qualification at this time and what you need to do from here.

A fee of \$50.00 currently applies for duplicate testamur. Please take into consideration that this fee may increase without notice. You will be advised of the cost at the time of application for the duplicate parchment.

Feedback/evaluation

IQY actively seeks your feedback and regularly undertakes evaluations of all courses and activities.

We will be providing an Evaluation Form which will take a few minutes to complete. It can be anonymous, however, if you identify yourself and you have negative feedback it would assist us to be able to speak with you to clarify what the issues are and how we might resolve them.

Thank you for choosing to study with IQY.

If you would like any further information, please do not hesitate to contact us.

Things to read and agree to

Student code of conduct

As you have chosen to undertake training it is assumed that you will take personal ownership and responsibility for your success and behavior. Some of the items below are covered by Australian law and are legally enforceable or could lead to fines and or criminal charges.

Unacceptable behavior includes:

Continuous interruptions to the trainer whilst delivering the course content

- ‡ Smoking in non-smoking areas
- ‡ **Being disrespectful to other participants**
- ‡ Harassment, intimidation, threats, violence of any kind (verbal, written, innuendo, physical etc.)
- ‡ Sexual harassment
- ‡ Acting in an unsafe manner placing yourself or others at risk
- ‡ **Refusing to participate when required in group activities**
- ‡ **Continued absence at required times**
- ‡ Being under the influence of alcohol or illegal drugs
- ‡ Lack of personal hygiene
- ‡ Other objectionable behavior
- ‡ **IQY internet/laptops are solely for study purposes ONLY**
- ‡ **When in class mobile phones are to be used for study purposes ONLY**

You have the right to:

- ‡ be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
- ‡ be free from all forms of intimidation;
- ‡ work in a safe, clean, orderly and cooperative environment;
- ‡ have personal property (including computer files and your work) and IQY's property protected from damage or other misuse;
- ‡ have any disputes settled in a fair and rational manner (this is accomplished by the Complaints Procedure);
- ‡ learn in an environment that is conducive to success;
- ‡ work and learn in a supportive environment without interference from others;
- ‡ apply to have existing skills and knowledge recognised;
- ‡ privacy concerning records containing personal information, (subject to other statutory

- requirements and other agreed uses);
- ¢ be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
 - ¢ appeal within twenty days of receiving notification of any decision made about late or missed assessment;
 - ¢ lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
 - ¢ express and share ideas and to ask questions

You have the responsibility to:

1. participate in and complete fully all learning and assessment tasks as scheduled, honestly and to the best of your ability;
2. comply with the requirements of your student visa;
3. attend and participate fully in work experience or work placements if they are arranged for you; (if applicable)
4. advise IQY **prior** to commencement of the training or work experience/placement day of absenteeism; (if applicable)
5. informing IQY if you have any concerns or need for support related to the successful completion of your qualification;
6. treat staff and fellow students with respect and fairness. This includes but is not limited to:
7. following reasonable directions from a member of staff;
8. not behaving in any way that may offend, embarrass or threaten others;
9. not harassing fellow students or staff by for example using offensive language or making unwanted sexual advances;
10. taking care of facilities by not damaging, stealing, modifying or misusing property; and
11. acting in a safe manner that does not place you or others at risk.
12. ensure personal details are current and correct and provide an update to IQY every 6 months;
13. not to smoke in non-smoking areas;
14. not to be under the influence of alcohol or illicit drugs; and
15. follow normal safety practices. Note IQY maintains zero tolerance in:
 - the consumption of or being under the influence of alcohol or illicit substances that affect a person during training or placement times;
 - discriminatory, harassing, abusive, threatening or violent behaviours of any kind whether physical or verbal

Tick the box to show you have read and agree to the student code of conduct

I have read, understand and accept the conditions of the above Code of Conduct. I understand that a breach of the Code of Conduct may result in suspension and/or expulsion from my training program with IQY.

Authority to exchange information

For purposes directly related to my training and/or training contract and assessments as student/employee.

I authorise IQY to:

1. share information directly related to my training and assessment with my employer;
2. gather information from previous employer's/training provider which will assist in developing the most appropriate training plan or RPL process;
3. share academic or previous training information with other learning institutions I have attended;

I authorise IQY to discuss my training, progress and information with my mother, father or legal guardian up to my 18th birthday at which time authority to communicate with them will cease:

- I give permission for IQY to allow access of my records to State and Government Departments and Authorities as may be required from time to time.
- I acknowledge that IQY is required to retain my training records for a period of 30 years. I acknowledge and agree that in the event that IQY ceases to operate or is under new ownership that those records will be transferred to either ASQA or its equivalent at the time or to the new owners who will maintain equivalent levels of security and privacy in regard to those records.
- I agree to my photograph being taken and securely stored by IQY with the understanding that the photograph will be used solely for IQY internal reference purposes. Additional permission must be sought prior to any photograph of myself being used for any other purpose.
- I understand that IQY will comply with the Privacy Act 1988 and subsequent amendments.

Privacy notice

I understand that:

- (a) IQY Technical College Australia Pty Ltd will collect my personal information for the purposes of training and assessment, reporting, administration and evaluation of my progress in my selected educational Program;
- (b) IQY Technical College Australia Pty Ltd may disclose my personal information to the following:
- The Department of Home Affairs;
 - The Department of Industry
 - the contractors or agents of the above organisation; and/or
 - State training authorities, where applicable.
- (c) The purposes of the above disclosure may include:
- Reporting, administration, and evaluation of the educational program; and
 - Verifying or reporting on my progress in the educational program.
- (d) IQY Technical College Australia Pty Ltd, and the Australian Government Departments may also disclose my personal information to another party without my consent where authorised or required by law.

Consent form for using photography/video in publicity/training/assessments and future surveys

I give permission to the ***IQY Technical College Australia*** to use my:

Name, Testimonial, Image/photograph/video in publications and advertisements produced by or for the ***IQY Technical College Australia***.

I understand that these publications will also be placed on web sites managed by the ***IQY Technical College Australia*** for public relations and advertising purposes.

I also give permission for the ***IQY Technical College Australia*** to use the above information relating to me in any **future** publications and websites produced by or for the ***IQY Technical College Australia*** **My contact details will not be published**

I understand that:

The publication **may** appear on the Internet/World Wide Web (WWW); The publication **may** appear in print, electronic, or video media;

The publication **may enable readers to identify me. Important – please note:**

I understand that if my personal information (name, image or video) is published on the Internet/WWW then it will be accessible to users from all over the world.

My information can also be searched for using an identifier such as my name and may be copied and used by any other person using the Internet/WWW. Most importantly, I understand that once my personal name has been published on the Internet/WWW, the ***IQY Technical College Australia*** has no control over its subsequent use and disclosure.

We may at times send you a student survey relating to your career path after graduating from IQY.

Office Use Only

File number: Photo/image ID number:

- I agree to abide by the Student Code of Conduct
- I understand the need to exchange my information with relevant parties and agree
- I understand the IQY Privacy Notice
- I understand that my image or videos of me may be used in assessments, publicity, communications with employers / workplace supervisors

Student Name	
Student Signature	
Date	
Witness name	
Witness signature	
Date	

UNIQUE STUDENT IDENTIFIER (USI)

From the 1st of January 2015 all students enrolled in nationally recognised training in Australia will be required to have a Unique Student Identifier (USI).

A USI is a reference number that is different for every student. The number will allow you to access your records of training for all of the courses you undertake, online at any time.

You can create your own USI by going to www.usi.gov.au and creating your own account and when you receive your USI you can advise IQY of your USI. We will also need your permission to view this in order to verify qualifications or transcripts.

Please complete part A & B

A: Personal Details			
Given Name		Family Name	
Gender		DOB	
Country of Birth		Town / City of Birth	
Passport Number		Phone	
Email			
Address			
Suburb		Postcode	
IQY Student ID		USI	

<p>B: Permission</p> <p>Student Name: _____</p> <p>I.....(insert name) will create my own USI and advise IQY. I also give permission for IQY to verify my records by viewing them via the USI. I understand my enrolment cannot be confirmed until I provide the USI.</p> <p>Signature _____</p> <p>Date _____</p>

Please return the form to the student services officer or email to info@IQY.edu.au More information about USI and how to create it can be found at www.usi.gov.au

Office Use Only (this section is only to be completed by IQY)			
Student ID:		Student USI:	
Created Date		Created by	

Course Induction Checklist

This form is to be completed by an IQY representative and Student during the progress of the Course Induction by initialing the 'Completed' column to indicate that portion of induction has been completed.

INDUCTION ITEMS	Completed
<p>Student Handbook</p> <ul style="list-style-type: none"> <input type="checkbox"/> Handbook Distributed to all students <input type="checkbox"/> Handbook use 	
<p>Emergency Procedures:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Evacuation Procedure <input type="checkbox"/> Location of First Aid Kits <input type="checkbox"/> Location of Fire Extinguishers <input type="checkbox"/> Location of Emergency Exits <input type="checkbox"/> Location of Evacuation Points <input type="checkbox"/> Critical Incident Policy – includes Accident & Emergency 	
<p>Housekeeping:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Amenities, Water, Tea & Coffee <input type="checkbox"/> Smoking <input type="checkbox"/> Littering & Cleanliness of classroom and Learning Facilities 	
<p>Mobile Phones:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Switched off or silent and can only be used for study purpose during sessions 	
<p>IQY History & Practice:</p> <ul style="list-style-type: none"> <input type="checkbox"/> History <input type="checkbox"/> Philosophy <input type="checkbox"/> Code of Practice <input type="checkbox"/> IQY Contact Details <input type="checkbox"/> Staff & Roles including Role of the Trainer/Assessor <input type="checkbox"/> Administration Hours <input type="checkbox"/> Security <p>Student Rights & Responsibility</p> <ul style="list-style-type: none"> <input type="checkbox"/> Student Code of Conduct and Responsibilities <input type="checkbox"/> Children's Protection <input type="checkbox"/> Dress Code <input type="checkbox"/> Access & Equity <input type="checkbox"/> Privacy <input type="checkbox"/> Complaints <input type="checkbox"/> Appeals <input type="checkbox"/> Confidentiality <input type="checkbox"/> Copyright, Cheating & Plagiarism 	

INDUCTION ITEMS	Completed
<p>Student Services</p> <ul style="list-style-type: none"> <input type="checkbox"/> Support Services & Intervention <input type="checkbox"/> Phone Access <input type="checkbox"/> Photocopying <input type="checkbox"/> Messages 	
<p>Fees & Refunds</p> <ul style="list-style-type: none"> <input type="checkbox"/> Course Fee Payment Dates <input type="checkbox"/> Payment of Fees <input type="checkbox"/> Refunds <input type="checkbox"/> Exiting from a course 	
<p>Course Purpose and Vocational Outcomes:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Course Overview <input type="checkbox"/> Course Group & Student Identification Number <input type="checkbox"/> Content <input type="checkbox"/> Schedule including Important Dates relevant to specific course <input type="checkbox"/> Student Support Notes <input type="checkbox"/> Break Times <input type="checkbox"/> Academic Progress <input type="checkbox"/> Attendance & Punctuality <input type="checkbox"/> Missed Sessions <input type="checkbox"/> Repeating Sessions <input type="checkbox"/> Repeating Assessments <input type="checkbox"/> Methodology <input type="checkbox"/> Competency Based Training <input type="checkbox"/> Informal & Formal Training <input type="checkbox"/> Recognition of Prior Learning <input type="checkbox"/> Credit Transfer <input type="checkbox"/> Assessment Results <input type="checkbox"/> Learning Strategies <input type="checkbox"/> Assessment Strategies <input type="checkbox"/> Evaluation and Feedback – including QI Learner Questionnaire <input type="checkbox"/> Issuance of Parchments <input type="checkbox"/> Qualification <input type="checkbox"/> Statement of Attainment 	

I confirm that the above topics were covered in the Induction Process and that I understand the content and agree to the conditions, responsibilities, and policies. I also confirm that I have received a copy of the Student Handbook and that I will contact IQY within a maximum of 5 working days if I have concerns or do not understand any of the contents.

Signature of Student:

Date:

CHANGE OF DETAILS FORM

Use this form to tell us about changes in your personal information. Drop the form at reception or send an email to igytechnicalcollege@gmail.com

Information is within the guidelines of the Privacy Principles contained in the Privacy Act 1988 and will be used solely for IQY training activities.

1. PARTICIPANT			
Name			
Address			
Suburb			Postcode:
Phone Number			Email:
Mobile Phone No			Date of Birth:
2. PARENT/GUARDIAN (If Participant is under 18 years of age)			
Name			
Address			
Suburb			Postcode:
Phone Number			Email:
Mobile Phone No.			Fax No:
3. EMERGENCY CONTACT			
Name		Relationship	
Phone Number		Mobile	
4. QUALIFICATION/COURSE DETAILS			
Course Title			
Course Code			
Commencement Date			Termination/Completion Date:
5. AUTHORISATIONS		Completion of this section is mandatory	
<p>I _____ authorise IQY to collect, store and use my personal information within the limitations of the Privacy Principles contained in the Privacy Act 1988.</p>			
Participant/Guardian Signature		Date / /	

DISCLOSURE OF DISABILITY OR MEDICAL CONDITION CONFIDENTIAL

If you believe you have an illness, disability or other condition that might require special arrangements or assistance you should complete this form.

Completion of this form is not compulsory, but it will permit IQY to make appropriate arrangements. Failure to notify IQY of an illness, disability or other condition will make it difficult for IQY to exercise appropriate duty of care and may well endanger safety.

No liability is accepted by IQY or its employees, volunteers, or representatives in regard to assistance provided to a student for illness, accident or emergency.

No liability is accepted by IQY or its employees, volunteers, or representatives regarding a student's undisclosed physical or mental illness or disability being exacerbated in the course of the normal progress of training, excursion or placement.

The completed form should be forwarded in a sealed envelope marked to the attention of the Program Administrator who will determine the appropriate Trainer/Assessor to assist you. The Trainer/Assessor will be pleased to discuss appropriate arrangements with you in confidence. The form will then be placed on your secure client file.

NAME:

COURSE:

COURSE DATE:

CAMPUS/ON-JOB:

TYPE OF CONDITION:

ASSISTANCE REQUIRED (if any):

EMERGENCY CONTACT/PERSON WHO MAYBE CONTACTED IN AN EMERGENCY:

NAME:

RELATIONSHIP TO YOU:

ADDRESS:

Phone (Work): (After hours)

NAME: SIGNATURE:

DATE: