

	<ul style="list-style-type: none">▪ Website▪ Student Handbook▪ Student Management Database▪ Certificates▪ Statements of Attainment▪ Marketing Materials
Continuous Improvement	This standard is reviewed, according to the Continuous Improvement Cycle, during the month of October on an annual basis.
Responsibility	<ul style="list-style-type: none">▪ Chief Executive Officer▪ Senior Management

Chapter 2:

Enrolment

The training provider ensures students have the existing skills, knowledge and experience required to successfully undertake the course

INFORMING AND PROTECTING STUDENTS (CLAUSE 5.1 TO 5.3)

5.1 Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

5.2 Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register;

the training and assessment, and related educational and support services the RTO will provide to the learner including the:

estimated duration;

expected locations at which it will be provided;

expected modes of delivery;

name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf ; and

any work placement arrangements.

the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.

the learner's rights, including:

details of the RTO's complaints and appeals process required by Standard 6; and

if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in;

the learner's obligations:

in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services;

any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and

any materials and equipment that the learner must provide; and

information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

Strategy

In order to ensure that learners are adequately informed about the services they are to receive, their rights and obligations, and the RTO's responsibilities under these Standards, the RTO will provide learners with information prior to course commencement of services including any third party arrangements affecting the delivery of training and/or assessment. The RTO will provide this information through the following:

Course Flyer

Enrolment Agreement Form
Student Handbook

The RTO will provide each learner with a copy of the Course Flyer and Enrolment Agreement Form, which outlines the services the RTO will provide the learner, along with the rights and obligations of the learner and the RTO.

Inform and Protect Learners

The RTO has mechanisms in place to ensure that the prospective learner has clear information about the services that will be provided by the RTO prior to course commencement, so that they can make an informed decision to ascertain if the course is suitable for them, taking into account their existing skills and knowledge and any specific needs.

Following is a table that includes the information provided to the learner and where the learner will be able to access this information.

Type of information	Publication			
	Course Flyer	Enrolment Agreement Form	Student Handbook	Website
Full course code and title	✓			✓
Venue, length and mode/s of delivery and/or assessment	✓			
Third Party arrangements (if applicable)	✓		✓	✓
Entry requirements	✓			✓
Support Services		✓	✓	✓
Course fee information	✓			
Additional fees, payments and refunds	✓	✓	✓	
Funding entitlements	✓			✓
Consumer rights		✓	✓	✓
Terms & Conditions of Enrolment		✓		✓

Course Flyer

Course flyers are distributed to all potential students prior to course commencement and include the relevant information about the training to be offered, as well as course fees that are relevant to the course.

Course flyers are developed in accordance with the information included within the Training and Assessment Strategy.

The course flyer includes the following information:

- Code and title of the training product as per training.gov.au
- Currency of the training product

Estimated duration of training and/or assessment

List of unit/s of competencies offered within the course
 Entry requirements (if applicable)
 Expected locations at which the training will be provided
 Expected modes of delivery
 Name and contact details of any third party that will provide training and assessment, and support services to the learner on the RTO's behalf
 Any work placement arrangements
 Course fees and charges, including any additional fees
 Legislative and occupational licensing requirements.
 Payment and terms and conditions.
 Refund terms and conditions (if applicable)
 Contact details of the RTO
 Delivery and Assessment Mode
 The learner's obligation to repay any VET FEE-HELP debt
 Any entry requirements
 Any materials and equipment the learner must provide
 Any implications on the learner's entitlement to access government funding by undertaking the training and/or assessment

Course information is also available on the website.

Refer to the Advertising and marketing policy and procedure on page 21 for more details on what should be on course flyers and other advertising and marketing materials.

Student Responsibilities (S)

As a student with IQY Technical College, you are responsible for your own actions, this includes:

Complying with the policies and procedures within the Student Handbook

Participating in all training activities by asking questions and interacting with other students

Communicating with the Trainer any struggles that you may be having, especially if it will affect your training and assessment.

Thinking of the classroom as your workplace, are you a good work colleague?

Dressing appropriately for the classroom, as if you would dress for your workplace

Using your brain and challenge yourself in the classroom, you will thank yourself later when you have a better understanding of the training that was delivered

Completing all assessment requirements required to determine your competency

Cooperating with Trainers, Assessors, RTO Staff and Students in the conduct of training and assessment

Pay all course fees prior to course commencement

Finding ways to relate to your reading and writing. What original thoughts and experiences can you bring to the course to make it come alive for yourself?

During training you will participate in all activities, don't jeopardise your own learning by not participating

Surround yourself with other students who can help you. You don't have to be best friends with everyone you seek advice from but find friends or acquaintances that will help you to be the best of you.

Enrolment Agreement Form (T&S)

All students are required to complete an enrolment form prior to course commencement to ascertain contact details, Unique Student Identifier, course of interest, emergency contact details, whether there is any recognition of prior learning

and to collect the relevant statistical information required for AVETMISS reporting.

The back of the enrolment form outlines the Terms and Conditions of enrolment, including student's rights and responsibilities. Students are required to sign the back of the form to acknowledge their agreement with the RTO's terms and conditions.

A copy of the Enrolment Agreement Form will be supplied to the learner, in line with the Australian Consumer Law requirements, prior to course commencement.

The RTO Manager is responsible for ensuring each student has completed an enrolment form prior to course commencement.

Following is a list of "Terms & Conditions of Enrolment" listed on the Enrolment Agreement Form:

Enrolment and Selection (Clause 5.3)

- Consumer Guarantee (Clause 5.3)
- Course Fees, Payments and Refunds (Clause 5.3)
- Fee Protection (Clause 7.3)
- Cooling Off Period (Clause 5.3)
- Complaints and Appeals (Clause 6.1)
- Credit Transfer (Clause 3.5)
- Language, Literacy and Numeracy (Clause 1.7)
- Support Services (Clause 1.7)
- Legislative and Regulatory Requirements (Clause 8.5)
- Workplace Health and Safety (Clause 8.5)
- National VET Data Privacy Notice (DPR 4.1)

The Enrolment Agreement Form includes:

Confirmation that the RTO is responsible for compliance of training and/or assessment

Confirmation that the RTO is responsible for issuance of AQF certification documentation

Details of the RTO complaints and appeals processes (also refer Clauses 6.1 – 6.4)

The learner's rights if the RTO or third party closes or ceases to deliver the agreed training and/or assessment

Each student is required to complete an enrolment form prior to course commencement. The form is to be signed by the student stating that they agree with the RTO's policies and procedures, as outlined on the back of the enrolment form.

National VET Data Privacy Notice

The Privacy Notice at Schedule 1 of the [National VET Data Policy](#) sets out privacy information a student needs to know before they enrol with a registered training organisation (RTO). IQY Technical College is responsible for providing this Privacy Notice to students as part of the enrolment process.

The Privacy Notice explains how personal information provided by the student may be collected, held, used or disclosed, together with training activity information. It also assists to establish a student's expectations of how their personal information and training data may be handled.

The Privacy Notice also makes it clear that the Notice is in addition to any other specific requirements RTOs are obligated to provide to their students, for example, under state or territory privacy laws.

The Enrolment Agreement Form includes the Privacy Notice under the Terms and Conditions.

Enrolment and Selection (S) – 5.2

The student is responsible for notifying IQY Technical College if they have a medical condition or disability or require assistance in their training.

A deposit must accompany enrolment to secure a placement within a course; this fee is also the Administration Fee.

It is the student's responsibility to note the date, time and location of the course as advertised.

Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.

Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.

If you are unable to complete your course, due to changed personal circumstances, IQY Technical College will make every effort to ensure you are placed into an alternative pre-scheduled course.

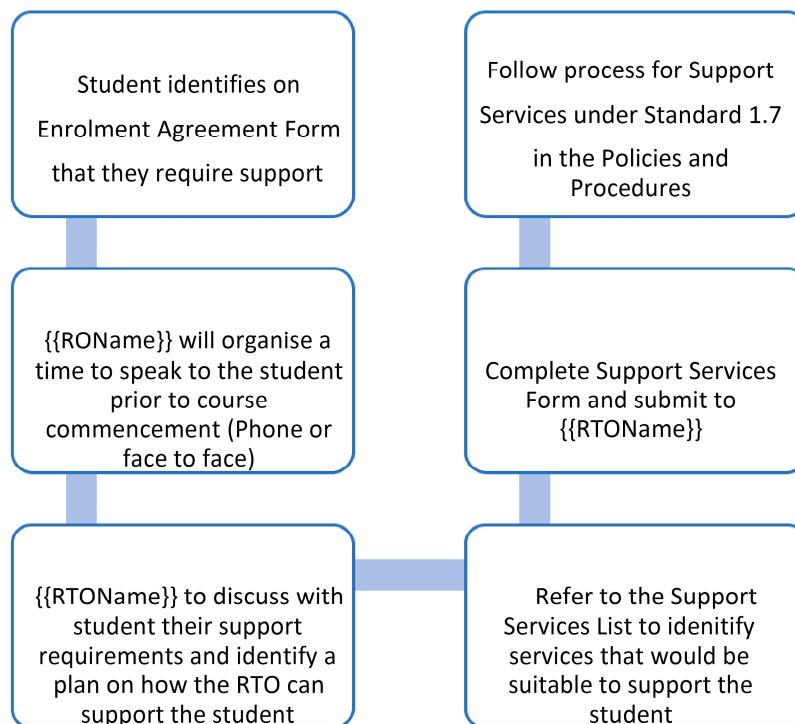
Students can only join after course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.

The RTO reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a Trainer/Assessor at any time without notice.

Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. The RTO's students are covered by public liability insurance whilst working within the RTO's premises.

If a student is identified as having a Disability and requiring further support, refer to the Support Services section in this manual.

Support Services Process



Information Session

An information session is offered to students to provide them with further information about the course to assist them with making an informed decision about enrolling into

	a course. The Information Session is only applicable for full qualifications.
Evidence	<ul style="list-style-type: none">▪ Course Flyer▪ Enrolment Agreement Form▪ Student Induction Presentation▪ Student Handbook
Continuous Improvement	This standard is reviewed, according to the Continuous Improvement Cycle, during the month of November on an annual basis.
Responsibility	<ul style="list-style-type: none">▪ Chief Executive Officer▪ Senior Management

5.3 Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

all relevant fee information including:

fees that must be paid to the RTO; and

payment terms and conditions including deposits and refunds;

the learner's rights as a consumer, including but not limited to any statutory cooling -off period, if one applies;

the learner's right to obtain a refund for services not provided by the RTO in the event the:

arrangement is terminated early; or

the RTO fails to provide the agreed services.

Strategy

In order for a client to make an informed decision on course selection and enrolment, the RTO will ensure that clients are provided with the information they need to make that decision.

Policy and Procedure/s

Enrolment & Selection (S)

The student is responsible for notifying IQY Technical College if they have a medical condition or disability or require assistance in their training.

A deposit must accompany enrolment to secure a placement within a course; this fee is also the Administration Fee.

It is the student's responsibility to note the date, time and location of the course as advertised.

Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.

Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.

If you are unable to complete your course, due to changed personal circumstances, the RTO will make every effort to ensure you are placed into an alternative pre-scheduled course.

Students can only join after course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.

The RTO reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a Trainer/Assessor at any time without notice.

Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. IQY Technical College's students are covered by public liability insurance whilst working within the RTO's premises.

Course Fees, Payments, Refunds and Certification (S)

Please refer to the course flyer for information on course fees, including any required deposit; administration fees; materials fees and any other charges (if applicable).

In line with the RTO's Fee Protection Policy the RTO will not collect more than \$1,500 prior to course commencement.

Certificates and Statements of Attainment are issued to students who are assessed as competent in the units successfully completed. The cost of the certificates is included in the course fees.

Refunds may be made in the following circumstances:

- Participants have overpaid the administration charge
- Participants enrolled in training that has been terminated by the RTO
- Participant advises the RTO prior to course commencement that they are withdrawing from the course
- If the participant withdraws from a course or program, prior to course commencement, due to illness or extreme hardship as determined by the RTO
- In the event that the RTO fails to provide the agreed services

A deposit of no more than \$1,500 is required prior to course commencement; this deposit is to confirm a place in the course. Please refer to the Course Flyer for the deposit amount required.

An **administration fee**, which is outlined on each individual course flyer, is required to be paid prior to course commencement which is included within the deposit fee. Students may be entitled to a refund of the remaining deposit if the deposit is more than the administration fee. If the student withdraws from the course prior to course commencement, they will forfeit this administration fee. **If the total course fee is less than \$150**, then the total of the course is to be paid prior to course commencement to secure a place within the course.

No refunds will be issued once the student has commenced the course

Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, a **certificate re-issue fee of \$80** will be charged.

The RTO is responsible for issuance of AQF certification documentation within 30 calendar days of course completion.

If a student is deemed not yet competent on completion of a unit of competency, they will be offered an opportunity to be reassessed. If a student is deemed not yet competent a second time, they will be given another opportunity for reassessment.

If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.

There will be no reassessment fee, unless stipulated on the course flyers. If a reassessment fee is applicable, this fee will be included on the course flyer.

If a student is deemed not yet competent by the third attempt, they will be required to withdraw from the unit of competency

If a student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued and the student will be given a six month period to undertake reassessment if required.

Cooling Off Period

The RTO protects the rights of the learner including but limited to the Statutory requirements for cooling-off periods.

Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the RTO Manager (a letter or email is acceptable) within 10 business days of enrolment, unless the student has already commenced the training. Please refer to the Refund policy for process on acquiring a refund.

Payment Plan

For fees that are more than \$1,500, a payment plan will be offered on the course flyer.

A deposit to be paid prior to course commencement of up to \$1,500, this includes a non-refundable administration fee, as outlined on each course flyer.

An example of the payment plan is as follows:

Progress Payment, to be paid following commencement, will be 50% of the remaining fees

Midway Payment, to be paid at the halfway point of the course, will be 25% of the remaining fees

Final Payment, to be paid prior to course completion, will be 25% of the remaining fees

Consumer Guarantee (\$)

IQY Technical College guarantees that the services provided by IQY Technical College will be:

provided with due care and skill

fit for any specified purpose (express or implied)

provided within a reasonable time (when no timeframe is set for the training).

On the Enrolment Agreement Form the supply of services states when the services will be provided and the date they will be completed. If the Enrolment Agreement Form does not include the dates, i.e. for RPL or on the job training, the RTO guarantees to supply the service within a reasonable timeframe. What is 'reasonable' will depend on the nature of the training and other relevant factors such as the students' ability to complete the training and assessment.

What happens if this guarantee is not met?

In the first instance, the student should submit a complaint to the RTO identifying where the RTO has not met its requirements against the Consumer Guarantee, please refer to the Complaints and Appeals policy on page 57 for how to submit a complaint.

If a student believes that the RTO has failed to meet one or more of the consumer guarantees, he/she is entitled to a remedy – for example, a refund, a further service to rectify the problem and in some circumstance's compensation for consequential loss. In line with the Complaints and Appeals process, the RTO will provide the appropriate remedy.

If the problem is **minor** and can be fixed, the RTO will choose how to fix the problem.

The consumer cannot cancel and demand a refund immediately, the RTO must have an opportunity to fix the problem. If the complaints process takes too long, the consumer is eligible to cancel the service and request a refund.

In the event of a **major** problem, and the RTO is unable to fix the training service, the consumer can choose to:

- terminate the contract for services and obtain a full refund, or
- seek compensation for the difference between the value of the services provided compared to the price paid.

A purchased service has a **major** problem when it:

has a problem that would have stopped someone from purchasing the service if they had known about it
is substantially unfit for its common purpose, and can't easily be fixed within a reasonable timeframe
does not meet the specific purpose the consumer asked for and can't easily be fixed within a reasonable timeframe

creates an unsafe situation.

IQY Technical College is not required to provide a remedy or refund if a consumer:

- simply changes their mind, decides they do not wish to go ahead with the training
- discovers they can buy the training more cheaply elsewhere

Evidence

- Enrolment Agreement Form
- Student Handbook
- Course Flyers

Continuous Improvement

This standard is reviewed, according to the Continuous Improvement Cycle, during the month of **November** on an annual basis.

Responsibility

- Chief Executive Officer
- Senior Management

PROTECTING PRE-PAID FEES BY STUDENTS (CLAUSE 7.3)

7.3 Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$ 1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.

Strategy

To comply with the “Requirements for Fee Protection” in Schedule 6 of the Standards for RTOs, this includes fees collected by Third Parties (including by an education agent or broker) and online shopping carts to collect fees online.

Policy and Procedure/s

Fee Protection Policy (S)

Prepaid fees include all fees paid in advance from individual learners and prospective students. These requirements do not apply to employers engaging the RTO to provide training/assessment to its staff.

Fees include **all** fees that the student is required to pay to complete the course, this includes:

Enrolment/Administration Fees

Tuition Fees

Fees for materials, including text books

Any other fee component that is a mandatory fee to complete the course

The RTO will ensure that all fees are clear and transparent on the course flyer.

All student fees will be protected by one or more of the following measures:

Threshold Prepaid Fees

Unconditional Financial Guarantee

Tuition Assurance Scheme

Threshold Prepaid Fee

The RTO requires a minimum deposit, which will not exceed \$1,500 per individual student, prior to course commencement. If the full course fees are below \$1,500, the full fees may be required prior to course commencement. Please refer to the course flyers for an outline of all course fees.

Following course commencement, full fees will be required to be paid by either a payment plan (if remaining fees are over \$1500), or in full (if the remaining fees are below \$1500) for tuition and other services yet to be delivered.

In order to protect students who prepay course fees in excess of \$1500, the RTO has in place the following policies:

If the RTO is unable to provide services for prepaid services, the RTO will place the student into an equivalent course such that:

The new location is suitable to the student

The student receives the full services for which they have prepaid at no additional cost to the student; or

Students will be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

The RTO will not collect more than \$1500 prior to course commencement and progress payments will not exceed \$1500 instalments throughout the course.

If course fees are more than \$1500, progress payments will not exceed \$1500 and the remaining course fees will be evenly distributed across the duration of the course delivery.

Unconditional Financial Guarantee

If applicable, the RTO may hold an unconditional financial guarantee from a bank operating in Australia where:

The guarantee is for an amount no less than the total amount of prepaid fees held by the RTO in excess of the threshold prepaid fee amount (\$1500) for each student for services to be provided by the RTO to those students; and

All establishment and ongoing maintenance costs for the bank guarantee are met by the RTO.

Tuition Assurance Scheme

If applicable, the RTO may have in place current membership with a Tuition Assurance Scheme approved by ASQA.

Evidence

- Enrolment Agreement Form
- Student Handbook
- Course Flyers

Continuous Improvement

This standard is reviewed, according to the Continuous Improvement Cycle, during the month of **November** on an annual basis.

Responsibility

- Chief Executive Officer
- Senior Management

PROVIDING CREDIT FOR PRIOR STUDIES (CLAUSE 3.5)

3.5 The RTO accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or

authenticated VET transcripts issued by the Registrar.

Strategy

The RTO has in place a credit transfer policy and procedure to ensure that all students are advised that they are eligible to apply for credit transfer for units or modules where evidenced by AQF certification documentation or an authenticated VET transcript (unless licensing or regulatory requirement prevent this).

Policy and Procedure/s

Credit Transfer (T&S)

AQF Certifications issued by other Registered Training Organisations (RTO) are recognised by IQY Technical College, this enables individuals to receive national recognition of their achievements.

In order to apply for a credit transfer, the student is required to complete the following steps:

Complete the "Credit Transfer Form"

Attach a certified copy of the authenticated VET transcript from the other RTO and highlight the units you wish to have applied to your current enrolment

Submit completed "Credit Transfer Form" and VET transcript to the RTO

Units are verified on www.usi.gov.au, only applicable if student completed the units after 1 January 2015

The **RTO** in consultation with relevant Assessor will review and confirm whether student is eligible for Credit Transfer (CT)

If the student is eligible, the result of CT should be applied to the unit within the Student Database

The **RTO** to advise the student in writing of the outcome of the credit transfer application:

Student is eligible for CT and the result has been entered into the Database

Student is not eligible for CT and the reason why

Authenticated copies are to be certified by a Justice of the Peace or someone within the RTO who has sighted the original document and authenticated that they have "sighted the original document and that this is a true and correct copy of the original document".

Evidence

- Enrolment Agreement Form
- Student Handbook
- Credit Transfer Form

Continuous Improvement

This standard is reviewed, according to the Continuous Improvement Cycle, during the month of **November** on an annual basis.

Responsibility

- Chief Executive Officer
- Senior Management