



# **2023 Student Handbook – Offshore students**

Registered Training Organisation  
RTO Registered Provider Number: 90456

## Welcome to IRT Academy

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

The IRT Group is a community based, not-for-profit, charitable organisation, which has been providing services to older Australians for over 50 years.

IRT Group is collaborating with Groworx to establish an innovative skill development program that will develop a pipeline of motivated and qualified care workers in Australia to meet the current and growing demand for the aged care sector.

The collaboration involves IRT Academy as the Registered Training Organisation (RTO) delivering all aspects of training and assessment for the CHC33015 Certificate III in Individual Support (Ageing). Groworx will be acting as a third party agent for IRT Academy and their function is to provide practical education support and administrative support services for the duration of the qualification in the Philippines and Australia.

In addition, Groworx is responsible for the qualification elements of the program that relate to moving and transitioning to life in Australia.

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

IRT Academy commits to:

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

**Groworx** is a global business that leverages on cross-cultural integration to provide optimized people service solutions. Their scalable solutions and co-sourced global teams accelerate business performance by reducing the cost of running operations and building customer loyalty.

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

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



Tania Tsiamis Group Head IRT Academy

## Key Contact Details

All enquiries and support requests are to be directed to the Groworx Global Service Centre (GSC).

### Phone

+63 917 704 6810

### Email

All enquiries [info-irt@groworx.com.au](mailto:info-irt@groworx.com.au)

### Student support hours

Monday to Friday: 7.00 am – 4.00 pm (excluding public holidays)

### General information including; offshore student resources

Website <https://www.irt.org.au/careers-study/irt-academy/>

## Table of Contents

Key Contact Details .....	4
Course Team .....	6
Course Type .....	6
Course Entry Requirements .....	7
IRT Academy Orientation and Enrolment.....	9
Training Guarantee.....	10
Fees, Charges and Refunds.....	11
Consumer protection .....	12
Course pathway .....	12
Legislation.....	13
Privacy and confidentiality.....	13
Workplace health and safety .....	15
Support and welfare services.....	15
Your training and assessment.....	16
Classroom/Virtual attendance (full qualifications) .....	16
On-the-job Training/Work Placement.....	17
Self-directed learning .....	17
Online Learning .....	17
Late submission of assessments.....	18
Student assessment records .....	18
Results.....	19
Appeals process – Academic matters.....	20
Plagiarism, cheating and collusion .....	21
Student records and certification.....	21
Certificates/Statements of Attainment .....	21
Deferrals.....	22
Withdrawals.....	22
Terminations.....	23
Enrolment cancellation .....	23
Complaints – non-academic matters .....	24
Making a complaint to ASQA .....	25
IRT Academy Code of Conduct.....	25
Your Rights & Responsibilities.....	25
IRT Academy Rights & Responsibilities .....	26
Disciplinary procedures .....	27
Student feedback .....	28
IRT Academy Code of Practice.....	28
Appendix 1. IRT Academy Complaint Form.....	32
IRT Academy Complaint Form_offshore student.....	32

## Course Team

The CHC33015 Certificate III in Individual Support (Ageing) (the “qualification”) will be supported by the following key team members from IRT Academy and Groworx:

Function	Role	Partner
Training and assessment	Trainer/Assessor/s RTO Manager	IRT Academy
General education support	Tutor	Groworx
Enrolment administration	Program Support Lead Officer	Groworx
Course progress administration support	Program Support Lead Officer	Groworx
Non-qualification program delivery & support	Program Manager Training Manager Program Support Lead Officer	Groworx

## Course Type

### Certificate III Qualification

<b>Purpose</b>	The Certificate III qualifies individuals who apply a broad range of knowledge and skills in varied contexts to undertake skilled work and as a pathway for further learning.
<b>Knowledge</b>	Graduates of a Certificate III will have factual, technical, procedural and theoretical knowledge in an area of work and learning.
<b>Skills</b>	<p>Graduates of a Certificate III will have:</p> <ul style="list-style-type: none"> <li>• cognitive, technical and communication skills to interpret and act on available information.</li> <li>• cognitive and communication skills to apply and communicate known solutions to a variety of predictable problems and to deal with unforeseen contingencies using known solutions.</li> <li>• technical and communication skills to provide technical information to a variety of specialist and non-specialist audiences.</li> <li>• technical skills to undertake routine and some non-routine tasks in a range of skilled operations.</li> </ul>
<b>Application of Knowledge &amp; Skills</b>	<p>Graduates of a Certificate III will demonstrate the application of knowledge and skills:</p> <ul style="list-style-type: none"> <li>• with discretion and judgement in the selection of equipment, services or contingency measures .</li> <li>• to adapt and transfer skills and knowledge within known routines, methods, procedures and time constraints.</li> </ul>

	<ul style="list-style-type: none"> <li>• in contexts that include taking responsibility for own outputs in work and learning including participation in teams and taking limited responsibility for the output of others within established parameters.</li> </ul>
<b>Volume of learning</b>	The volume of learning of a Certificate III is typically 1 – 2 years.

## Course Entry Requirements

### Language, Literacy and Numeracy

Our courses require English language, literacy and numeracy (LLN) skills appropriate to the course level. Students are required to complete an online LLN skills assessment upon enrolment. Should any concerns be identified IRT Academy will be in touch to discuss support networks and enrolment acceptance. If appropriate resources are not available in-house, for example an interpreter for a participant from a non-English speaking background, support will be provided in the form of referrals to the appropriate agency/service.

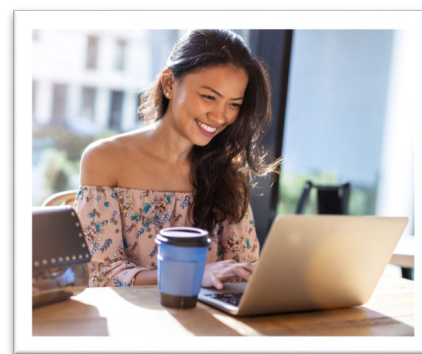
### Age

All students must be at least 18 years of age.

### Technical Requirements

Some IRT Academy programs contain online components including:

- navigating through online content
- participating in online discussions
- online assessments
- down loading and uploading files.



You are therefore required to have a certain level of computer literacy when enrolling into an IRT Academy online course. You should have a basic knowledge of hardware, software and firmware aspects of personal computers and/or laptops. You should understand and know how to use:

- the internet
- email
- word processing software e.g. Microsoft Word
- social media applications e.g. Facebook, Instagram

You will be oriented to the specific platforms and systems that you will use through the qualification including;

- Axclerate Learning Management System for all qualification uploads and downloads
- Webex

- Workplace by Facebook®
- TalentLMS®
- GSC Ticketing System via Freshdesk®

### **System Requirements**

To successfully run IRT Academy and our online content it is recommended you use the latest version of Google Chrome as Adobe Flash is required. We do, however, attempt to support as many browsers and browser versions as possible. You will have the best learning experience by keeping your browser up to date.

### **Online Etiquette**

Students are required to adhere to an online code of conduct.

This includes:

#### Email

- Use a professional email address
- Lead emails with a clear subject line
- Be clear, polite and succinct
- Sign off with a thank you

#### Discussion forums

- Don't hesitate to ask questions if you want more information or something clarified
- Participate in online forums, don't hide in the background. Share your point of view and contribute where valuable
- Do not dominate or exclude others, engage in the conversation equally
- Be tactful, not critical. Be mindful when criticising other people's ideas or comments as tone is often misinterpreted online
- Forgive others of their mistakes, even if you don't agree with another students post. Offer a different perspective to encourage perspective
- Read the whole thread before posting
- Use proper language, avoid slang where possible
- Be concise, to the point and clear
- Be respectful of diversity. It is OK to disagree with a point of view, but it is definitely inappropriate to disrespect and be offensive towards others. Profanity, and racist, sexist, ageist, and religious comments are unacceptable, no matter how innocent or "funny" may sound to you
- Cite your sources and include links where possible
- Maintain confidentiality and respect your classmates privacy
- Report any technical problems



### **Work Placement Requirements (will be conducted in Australia for offshore students)**

It is a requirement of the IRT Group that all students participating in work placement must have the following;

- National Criminal History Check completed.
- Current influenza vaccination

*\*Please note that these requirements are subject to change and students will be advised of the current requirements by IRT Academy.*

These results will be assessed by IRT Academy and may affect student's progression into work placement and overall completion of the qualification.

### **Minimum Numbers**

Classroom and online courses may be offered on a first in basis where a maximum number of enrolments apply. IRT Academy reserves the right to cancel or defer a course if insufficient enrolments are received. Late enrolments may be accepted at the discretion of IRT Academy.

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

### **Policies and Procedures**

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

## **IRT Academy Orientation and Enrolment**

### **Student Allowance**

As part of the full program inclusive of the qualification; CHC33015 Certificate III in Individual Support (Ageing) and Groworx delivered components you will receive an allowance paid fortnightly conditional on attendance to all scheduled training and program classes and events.

The terms and conditions applicable to this allowance will be provided by Groworx.

### **Confirmation of Placement**

Once your completed enrolment documentation has been received by IRT Academy, your place in the course will be confirmed through a Confirmation of Placement email. This email will include all the details you will need to know for class. In a classroom-based course, information can include:

- Course start date
- Course information
- Training venue.

In an online course, information can include:

- Accessing the IRT Learning Management System - Axcelerate
- Accessing your course material
- Details for Academy support via Groworx.

### **Enrolment**

You will complete an online IRT Academy Enrolment Form as part of your course registration and agree to the IRT Academy terms and conditions.

You are required to provide photo identification that enables us to verify your identity. An up-to-date Driver's License, Passport or Proof of Identity Card with a current photograph and/or USI will be accepted.

### **Training Guarantee**

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

The corporate structure, governance and financial management systems and processes guarantee the training for students enrolled with IRT Academy. Specifically, the integrity, business experience and training expertise of the Academy personnel ensure continuity of training and completion of training is guaranteed for all students.

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

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

As per (Australian Skills Quality Authority (ASQA) guidelines, IRT Academy does not collect more than \$1,500 in advance course fees.

**\*Please note that students participating in this program with IRT Academy and Groworx do not incur a course fee. Fees may apply if students wish to purchase the textbook rather than opting into the loan option.**

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

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

## **Fees, Charges and Refunds**

The IRT Academy Fees and Charges Schedule is available on our website for view at any time.

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

Prior to enrolment you will be informed of fee structures and payment processes.

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

Students who have not paid course/other fees will not be permitted entry into the IRT Academy Learning Community or classroom session, will have their academic record withheld and will not be awarded their qualification until all monies owing are paid in full.

### **Textbooks**

Textbooks are supplied on a loan basis at the commencement of a course. Charges apply if student wishes to purchase, replace or does not return the loaned textbook.

For more information on textbook AUD pricing, please refer to the IRT Academy Fees and Charges Schedule on our website.

### **How to pay**

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

- Electronic Funds Transfer to IRT Academy Account:

BSB: 032 685

Account: 318 666

(Please include your name and Invoice number in the payee section)

### **Course deferral**

A course may be postponed for private individual students up to twelve months from the date of receipt of notice. This will depend on the course schedule offered by IRT Academy at the time and the circumstances of the individual. Course postponement must be approved by IRT Academy and applications must be in writing to Groworx for IRT Academy approval.

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

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

## **Consumer protection**

The Group Head IRT Academy, IRT Academy acts as the Consumer Protection Officer at IRT Academy. To contact the Consumer Protection Officer please call 134 748 or email at: [irtacademy@irt.org.au](mailto:irtacademy@irt.org.au)

## **Keeping students informed**

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

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

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

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

## **Course pathway**

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

## Legislation

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

- National Vocational Education and Training Regulator Act 2011 (Cth)
- Aged Care Act 1997 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Privacy Act 1988 (Cth)
- Discrimination Act 1991 (ACT)
- Work Health and Safety Act 2011 (ACT)
- Training and Tertiary Education Act 2003 (ACT)
- Anti-Discrimination Act 1977 (NSW)
- Privacy and Personal Information Protection Act 1998 (NSW)
- Workplace Health and Safety Act 2011 (NSW)
- Apprenticeship and Traineeship Act 2001 (NSW)
- Equal Employment Opportunity. We are committed to following policies and practices that do not discriminate against individuals in employment on the basis of disability, race, ethnicity, sex, marital status, age, pregnancy, sexual preference and/or political affiliation.
- We provide a supportive and positive learning experience.  
We ensure that all IRT Academy Students are treated in an equitable manner.

## Privacy and confidentiality

We are committed to maintaining your privacy and confidentiality at all times and complying with the NSW Privacy and Personal Information Protection Act 1998 and the Federal Privacy Act 1988.

Student information will not be provided to anyone unless you have provided written consent for us to do so or the information is allowed or required by law to be provided.

This may occur when training attracts Government incentives and may include:

- Federal and State Education Departments (including State Training Services)
- Trainee employers
- Australia Skills Quality Authority

- In cases where your employer has paid for your training and assessment we will request that you sign a Disclosure of Progress in the Enrolment Form to allow us to discuss your course progress with your employer.

*Under the Data Provision Requirements 2012, IRT Academy is required to collect personal information (information or an opinion about me), collected from me, my parent or guardian, such as my name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, sensitive personal information (including my ethnicity or health information) and other enrolment and training activity-related information (together Personal Information) and disclose that Personal Information to the National Centre for Vocational Education Research Ltd (NCVER).*

*Your Personal Information (including the personal information contained on my enrolment form and your training activity data) may be used or disclosed by IRT Academy for statistical, regulatory and research purposes. IRT Academy may disclose personal information for these purposes to third parties, including:*

- *School – if I am a secondary student undertaking VET, including a school-based apprenticeship or traineeship;*
- *Employer – if I am enrolled in training paid by my employer;*
- *Commonwealth and State or Territory government departments and authorized agencies, including the NSW Department of Industry;*
- *NCVER;*
- *Organisations conducting student surveys; and*
- *Researchers*

*Personal Information disclosed to NCVER may be used or disclosed for the following purposes:*

- *Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;*
- *Facilitating statistics and research relating to education, including surveys;*
- *Understanding how the VET market operates, for policy, workforce planning and consumer information; and*
- *Administering VET, including program administration, regulation, monitoring and evaluation.*

*NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth.), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).*

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

## Workplace health and safety

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

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

IRT and Groworx has a number of Workplace Health and Safety Policies in place that are available for viewing. See the IRT Academy website to access relevant IRT policies.

At your qualification orientation, you will be introduced to Workplace Health and Safety information relevant to your course.

## Support and welfare services

To meet your needs your Groworx Tutor ("Tutor") will be available for consultation regarding your progress and concerns. The Tutor is supervised and supported by the IRT Academy Trainer/Assessor for the course and will oversee all student matters relating to course completion.

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

General assistance may include:

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

### Support

It is our responsibility to ensure that students experiencing disadvantage are supported to meet their individual needs.

For example; the Disability Standards for Education 2005 outlines the key steps to be undertaken including;

1. **Consultation** - we must consult with the student in order to understand the impact of a student's disability and to determine whether any adjustments or changes are needed to assist the student
2. **Reasonable adjustments** - An adjustment is a measure or action taken to assist a student with disability to participate in education and training on the same basis as other students.

An adjustment is reasonable if it achieves this purpose while taking into account the student's learning needs and balancing the interests of all parties affected, including those of the student with disability, the education provider, staff and other students

3. **Eliminating discrimination** - education providers develop and implement strategies to prevent harassment and victimisation of people with disability. Harassment in this case means an action taken in relation to people with disability that is reasonably likely to humiliate, offend, intimidate or distress the person.

## **Welfare**

If you are experiencing considerable difficulties during your course in the Philippines and would like to speak to a counsellor/other service you are encouraged to speak with your Groworx Tutor for support to refer you to an available service located in the Philippines.

Once you have arrived in Australia, if you are experiencing considerable difficulties and would like to speak to a counsellor, please see your Trainer/Assessor for support to refer you to a counseling service.

IRT Academy will typically refer you to Lifeworks, the IRT Employee Assistance program provider.

## **Your training and assessment**

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

### **Classroom/Virtual attendance (full qualifications)**

95% attendance is required for all students participating in this program as per the agreements signed with Groworx and inclusive of their terms and conditions including allowance payment.

Attendance will be recorded by the Trainer/Assessor on a class attendance list at the commencement of each training session including virtual training sessions by teleconference and video conference. Late arrivals and early departures from training sessions are required to be recorded by the Tutor.

It is your responsibility as a student to notify the Tutor (who will inform the Trainer/Assessor) if you are unable to attend a training session for any reason. In this instance alternative arrangements may be scheduled by your Trainer/Assessor. If your attendance is below 95%, where possible, you should provide evidence, e.g. medical certificate.



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

On arrival in Australia you will complete a range of learning and skill practice activities with workplace buddy support at an IRT (or other approved) aged care centre.

In accordance with government regulations and/or company policy, students attending an IRT aged care service must have the latest immunisations. The actual requirement will be informed to all students by IRT Academy.

### **Self-directed learning**

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

### **Online Learning**

Students who complete components of their course online will be given access to the IRT Academy Learning Management system website.

### **Assessment**

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

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

Your Assessor will be an IRT Academy Trainer/Assessor.

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

It is your responsibility to ensure that assessments are completed according to this schedule. If you wish to request any changes to this schedule, you need to notify your Tutor immediately. Your Tutor will liaise with the Trainer/Assessor for a decision.

Time extensions may be applied for under extenuating circumstances, in this case you need to complete an Assessment Extension Application. The application will be reviewed by your Tutor in the first place and

then referred to the Trainer/Assessor for consideration. In some instances you may be requested to provide evidence to support your application such as a medical certificate.

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

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

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

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

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

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

### **Late submission of assessments**

You should contact your Tutor as soon as possible, giving reasons for your lateness of submission. For assessments you have seven (7) days to do this, or until the day of your next class, whichever comes first. Where possible, you should provide evidence to support what you say, e.g. medical certificate.

### **Student assessment records**

Assessment evidence (original) submitted by you is retained by IRT Academy for a period of two years and includes; assessment tools together with observation checklists, workplace supervisor checklists/reports, completed written tasks/assessments, assessment records and assessment summaries.

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

## Results

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

RESULT	DESCRIPTION
<b>Competency Achieved</b> CA	This result indicates that the relevant learning activities and assessments have been submitted to the Trainer/Assessor by the due date, and met the required standard.
<b>Competency Not Achieved</b> CNA	<p>This result indicates that either:</p> <ul style="list-style-type: none"> <li>- The relevant learning activities and assessments have been submitted to the Trainer/Assessor by the due date, and have not met the required standard, or;</li> <li>- The Student did not submit to the Trainer/Assessor the relevant learning activities and assessments by the due date, or may have not submitted any work at all.</li> </ul> <p>If your evidence is assessed as <i>Competency Not Achieved</i>, the feedback document will direct you with regards to areas that require re-assessment.</p> <p>The Student will be required to submit any evidence requested for re-assessment within a two-week time period of receiving the Assessor’s feedback.</p> <p>If the evidence submitted for re-assessment still does not meet the competency requirements the Student will be counselled on different learning options.</p> <ul style="list-style-type: none"> <li>- See Maximum Assessment Attempts section below.</li> </ul>
<b>Withdrawn</b> W	This result indicates that the Student has withdrawn from the unit of competency.

### **Maximum assessment attempts**

A student may attempt an assessment five (5) times.

If the student is not assessed as competent after five attempts student will be assessed as Competency Not Achieved (CNA). The student is required to submit a written request to the RTO Manager showing cause as to why they should be re-enrolled.

The student will be responsible for the administration fee associated with re-enrolment. If approved and the qualification remains current the Trainer/Assessor will advise the student of the assessment requirements to demonstrate competency. If the unit is no longer current the Trainer/Assessor will discuss the available options including the study requirements in the current version of the unit of competency.

The appeals process is available to the student for all assessment attempts.

### **Appeals process – Academic matters**

Applications received from student/s for reconsideration of an unfavourable decision or finding are to be treated with the highest importance.

An appeal must be made in writing using the Assessment Decision Appeal Application form provided by the Tutor and specify the particulars of the decision or finding in dispute.

Appeals must be lodged within 10 business days of when the decision or finding is communicated to the student.

The following procedure is to be followed when an application for appeal is received:

- A student appealing and assessment decisions is to be referred immediately to the Trainer/Assessor and RTO Manager. The Trainer/Assessor and RTO Manager will determine the plan for re-assessment of the student as soon as possible.
- The student is also to be offered the opportunity to undertake additional training before this re-assessment. The student may be offered up to two re-assessments.
- If after the reassessment, the student remains not-yet-competent and is unsatisfied with the assessment outcome, the student is to meet with the RTO Manager in person or by phone to discuss the assessment process and the assessment outcome. The Training Manager will continue to liaise with IRT Academy Trainer/Assessor (and RTO Manager as required) to ensure the outcome is reached within the IRT Academy policies and procedures.
- If after consultation with the RTO Manager, the student remains unsatisfied with the assessment process, the student is to be offered to pursue the matter as a complaint and the matter is to be dealt with in accordance with the complaint handling procedure.

## **Plagiarism, cheating and collusion**

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

### **Definitions**

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

### **Student responsibilities:**

All Students have a responsibility to:

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

### **Preventative action**

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

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

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

## **Student records and certification**

All students have right of access to their own records. Only authorised personnel may access student's records upon written authorisation from the student. Students wishing to access their records must submit a written request to IRT Academy.

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

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

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

Request for a replacement certificate or statement of attainment by the student will incur an administrative charge as indicated on the Fees & Charges Schedule located on the IRT Academy website..

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

### **Deferrals**

If for any reason you wish to defer your involvement in training and assessment, please discuss this with your Tutor as a first step. Your Tutor may refer you to the Trainer/Assessor to discuss any support requirements or to the RTO Manager IRT Academy if you have a complaint or grievance. In all instances we will endeavor to implement processes that will support you to continue with your training.

If you do decide to defer you can only do so for a maximum of 12 months, after this time you will not be entitled to continue with your course.

### **Withdrawals**

If you decide to withdraw from a course, we ask that you discuss the reasons for doing so with your Tutor and/or Trainer/Assessor.

They may refer you to another appropriate staff member to discuss any support requirements or to the RTO Manager if you have a complaint or grievance.

If you still decide to withdraw then the following applies:

- You should give formal notice, by either emailing the contact email provided, or completing the Withdrawal/Refund Application form, detailing the date and reasons for your withdrawal.
- You will be refunded any outstanding fees (if applicable) in line with the Fee and Fees and Refunds Policy.
- You will be issued any Statement of Attainment for units assessed as competent within 21 days of notice of discontinuation.
- Your Training Plan/Assessment Agreement will be updated and you will be given a copy.
- You will be given the results of any assessments.
- The result for a unit of competency will be reported as – Withdrawn

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

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

## **Terminations**

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

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

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

## **Enrolment cancellation**

IRT Academy retains the right to cancel a student's enrolment if it is deemed necessary. Following review of student progress and participation, the IRT Academy Group Head IRT Academy has the authority to determine if a student is not meeting the Academy and course requirements (including work placement components).

The following procedure will be followed:

- The first meeting will be convened with the student, Tutor, Trainer/Assessor and Education Program Manager to discuss the situation and finalise a plan of action to resolve the identified issues. This agreed plan will be shared among all parties in writing and be held in the IRT Academy Student Management System on the student's record.
- Should progress as per agreed to plan not be evident, a second meeting will be arranged with the student, Trainer/Assessor and RTO Manager. A revised plan will be established if deemed appropriate and the student will be advised that this is a final warning.
- Should progress as per agreed to plan not be evident, a third and final meeting will be arranged with the student, Trainer/Assessor and RTO Manager. The student will be formally advised that his/her enrolment will be cancelled.
- Should a refund apply the IRT Academy Fees & Refunds Policy will apply.

## Complaints – non-academic matters

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

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

### How you can make a complaint:

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

### How we will respond to your complaint:

1. When we receive a complaint we assess it in terms of its seriousness and urgency.
2. We will acknowledge its receipt and let you know the likely timeframe for dealing with the complaint within 48 hours of receipt.
3. If the complaint is about an assessment result then the above IRT Academy Appeals Procedure will apply.
4. If the complaint is about a person or a process then the IRT Grievance Policy will apply. See IRT Grievance Policy located on the IRT Academy website for a copy.
5. You will receive a response to the complaint personally either during a meeting or via the telephone with email/written confirmation of discussion.
6. If you remain dissatisfied with the outcome of the complaint handling, the Group Head IRT Academy may arrange for the complaint to be considered by an appropriate independent third-party such as The Resolution Institute <https://www.resolution.institute/> Fees will apply as published on The Resolution Institute website at the time of lodging the application to The Resolution Institute.

These costs will be equally shared between IRT Academy and the complainant.

IRT Academy will implement all matters agreed to within this external process within 30 days, and will give due consideration to all recommendations made by The Resolution Institute.

7. If the above service is unable to resolve the matter, you may refer the complaint to ASQA. In some cases, ASQA may not be the appropriate body to handle a complaint. ASQA can only deal with complaints about:



- the information provided to the student by an RTO about the course/s they are interested in;
- the delivery and assessment of the training the student has received; and
- the qualifications the student has or has not been issued.

### *Making a complaint to ASQA*

- To make a complaint, you are to lodge their concerns using ASQA's online complaints portal <https://asqaconnect.asqa.gov.au/>.  
Complaints referred by another agency may be accepted through agreed alternative communication protocols.

Issues raised in complaints undergo an assessment to determine whether they are within ASQA's jurisdiction. Where a complaint relates to a provider or an issue that is the responsibility of an alternate agency, ASQA will inform the complainant of the appropriate agency to respond to their complaint.

ASQA also provides information on its website about other agencies that may be able to assist individual students to resolve their complaints. A person lodging a complaint about a provider to ASQA is asked to disclose their identity to ASQA to help with assessment of the information that they are providing.

- IRT Academy employees will be available to provide assistance to students during the complaint handling process.
- The response to the complainant must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified as a result of the complaint.

### **IRT Academy Code of Conduct**

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

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

## **Your Rights & Responsibilities**

### **You have the right to:**

- Learn in an environment that complies with the policies and procedures of IRT and IRT Academy.

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

**As a student, IRT Academy requires you to:**

- Comply with IRT Academy procedures and policies included in this Handbook, communicated by IRT Academy employees and via other forms of communication and media.
- Demonstrate positive attitude to learning.
- Respect your Trainer/Assessor and peers.
- Be punctual and have the necessary learning materials ready for use.
- Maintain a current email address and to regularly check and respond to email contact from IRT Academy.
- Undertake work placement (where required) as per the agreed plan.  
Be punctual, remain at the work site for the scheduled period, and comply with all workplace policies and procedures.

Note: Be prepared to be flexible as the work placement site may need to change arrangements and their priority will always be to the client/resident before the student.

- Refrain from all forms of cheating and plagiarism.
- Approach your Trainer/Assessor if you have a learning related concerns or problems.
- Submit your assessments as per the issued Assessment schedule.
- Turn off mobile phones whilst participating in classes/training sessions.
- Follow all IRT policies and procedures to ensure compliance with all relevant government regulations such as WH&S and anti-discrimination policies.
- Wear appropriate attire including closed-in footwear.

**IRT Academy Rights & Responsibilities**

IRT Academy Trainer/Assessors, IRT employees and IRT Academy endorsed representatives have the right to:

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

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

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

## **Disciplinary procedures**

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

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

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

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

This includes:

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

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

- offensive language
- disrespectful or threatening behaviour towards the Trainer/Assessor or other students
- bullying the Trainer/Assessor or other students
- continuous interruptions during training sessions
- smoking in non-designated areas
- use of mobile phones and/or technological devices for personal use during class time
- any form of harassment, sexual or other
- not abiding by the WH&S and Anti-discrimination Legislation
- acting in an unsafe manner that places themselves or others at risk

- continued un-notified absence
- being under the influence of alcohol or illegal drugs (See IRT PC 2.09 Alcohol & Substance Abuse Policy).

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

See IRT Disciplinary Action Policy No. 2.12 on IRT Academy website.

## **Student feedback**

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

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

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

## **IRT Academy Code of Practice**

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

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

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

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

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

We ensure that student academic, financial and other records maintained by us are complete and accurate. These records are managed to maintain confidentiality and will not be provided to third parties unless authorised by you in writing or required under law.

You may view your own records to confirm their accuracy & completion.

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

### **Access and equity**

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

The obligations we place on our employees and students are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free from discrimination and harassment. We will deal fairly and constructively with concerns and complaints regarding IRT Academy service.

### **Industry Recognition**

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

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

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

### **Quality systems**

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

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

### **Student needs**

We recognise that Students may have skills and knowledge that are relevant to the enrolled course

outcomes. IRT Academy will assist students to gain recognition for these skills and knowledge through a process known as Recognition of Prior Learning.

If the Student has completed the relevant unit with another Registered Training Organisation, IRT Academy will automatically credit the unit(s) towards the completion of the qualification once verified. IRT Academy offers learning and assessment services that are within the resources of IRT Academy to meet individual learning needs.

### **Fit and proper persons**

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

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

### **Data provision**

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

### **VET regulator cooperation**

IRT commits to provide the VET Regulator:

- Accurate and truthful responses to information requests from the VET Regulator relevant to the RTO's registration:
  - In the conduct of audits and the monitoring of its operations
  - By providing quality/performance indicator data
- By providing information about substantial changes to its operations or any event that would significantly affect the RTO's ability to comply with these standards within 90 calendar days of the change occurring;
  - Information about significant changes to its ownership within 90 calendar days of the change occurring; and
  - In the retention, archiving, retrieval and transfer of records
- An annual declaration on compliance with the Standards for Registered Training Organisations 2015, to the VET Regulator and in particular whether it:
  - Currently meets the requirements of the Standards across all its scope of registration and has met the requirements of the Standards for all AQF certification documentation it has issued in the previous 12 months; and

- Have training and assessment strategies and practices in place that ensure that all current and prospective learners will be trained and assessed in accordance with the requirements of the Standards.



## Appendix 1. IRT Academy Complaint Form

### IRT Academy Complaint Form\_offshore student

Form: Complaint Form  
Date Created: February 2022  
Date Reviewed:  
Version: 1.0

Please write the details of the complaint on the section below, and submit to:

Email: [info-IRTA@groworx.com.au](mailto:info-IRTA@groworx.com.au) cc: [irtacademy@irt.org.au](mailto:irtacademy@irt.org.au)

<b>Name</b>		<b>Date</b>	/	/
<b>Email:</b>				
<b>Phone:</b>				
<b>Complaint:</b>				
<b>IRT Academy/Groworx Response</b>				





**Office Use Only:**

**Date Received:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Date Response sent:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**RTO Manager - IRT Academy:** \_\_\_\_\_

**Signature:** \_\_\_\_\_