



2024 Student Handbook

Registered Training Organisation

RTO Registered Provider Number: 90456

NSW State Government ID: 585

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 Academy has operated as a Registered Training Organisation for over 25 years which means you can be confident that we are experienced to deliver high quality nationally recognised training. Being a Registered Training Organisation also means that IRT Academy meets the 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.

The following information outlines the various policies and procedures that relate to your course.

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



Tania Tsiamis
Group Head IRT Academy

Key contacts

Mail

IRT Academy
1-5 Miller St
Coniston NSW 2500

Phone 134 478

Email irtacademy@irt.org.au

Student support hours

Monday to Friday: 8.30 am – 5.00 pm AEST (excluding public holidays)

General information including courses available

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

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Course types

IRT Academy offers courses ranging from single units of competency courses to fully accredited qualifications.

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 for full qualifications.

Should any concerns be identified IRT Academy will be in touch to discuss support networks and enrolment acceptance. If appropriate resources are not available within IRT Academy, for example an interpreter for a participant from a non-English speaking background, we will help you get access to an appropriate agency/service.

Age

All students must be at least 15 years of age.

Citizenship Status

To be eligible for government subsidies, enrolments must comply with subsidy requirements such as; being an Australian Citizens, Australian Permanent Residents, Humanitarian visa holder and partner visa holder whose sponsor is a humanitarian visa holder or New Zealand citizen.

It is the responsibility of the student to comply with the associated conditions of their specific visa. If you have any questions in relation to your visa please contact the Academy to discuss.

Note: IRT Academy must comply with specific government-subsidised programs' entry/eligibility requirements.

Unique Student Identifier (USI)

If you do not already have a Unique Student Identifier (USI) you can create your own USI online at: usi.gov.au and provide your USI to IRT Academy.

If you want IRT Academy to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, please indicate this on your Enrolment Form and read and sign the Privacy Notice included on the Enrolment Form.

For more information please visit:

W: www.usi.gov.au

E: usi@industry.gov.au
T: Skilling Australia Information line – 13 38 73

Technical Requirements

All IRT Academy courses contain online components including:

- navigating through online content
- participating in online discussions and virtual classes
- online assessments
- downloading and uploading files.

Digital Literacy

You will need to have the level of digital literacy applicable to your course when enrolling into an IRT Academy course. This will include a basic knowledge of computer hardware and software.

You should understand and know how to use:

- the internet
- search engines
- email
- software applications e.g. Microsoft Word, PowerPoint
- the IRT Academy student portal

System Requirements

To successfully engage with our online content, it is recommended you use the latest version of Google Chrome and other applications. 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 engage in our online learning environments appropriately and follow our online code of conduct guidelines including;

Email

- Use a professional email address
- Use a clear subject line when emailing the Academy
- Be clear and polite
- Sign off with a thank you.

Discussion forums/Virtual Classrooms

- 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
- Do not dominate or exclude others, engage in the conversation equally

- Be tactful and inclusive. Be mindful when giving feedback on other people's ideas or comments as and be constructive
- Forgive others of their mistakes, even if you don't agree with another student's post. Offer a different perspective to encourage discussion
- 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" they may sound to you
- Quote your sources and include links where possible
- Maintain confidentiality and respect your classmates privacy
- Report any technical problems

Work Placement Requirements

It is a requirement of the IRT Group that all students participating in work placement must have a National Criminal History Check completed. The results will be assessed by IRT and may affect a student's progression into work placement.

Minimum Numbers

Classroom and online courses are offered on a first in basis where a maximum number of enrolments apply. 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.

Policies and Procedures

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

Government subsidised training

NSW Smart and Skilled – if you are in receipt or are eligible to be in receipt of training that is subsidised by the NSW Government you are encouraged to visit the Smart and Skilled website at; <https://education.nsw.gov.au/skills-nsw> or by telephone: 132 811

Am I eligible to receive Smart and Skilled program (except Smart and Skilled Entitlement Apprenticeships and Traineeships)?

To be eligible for a Smart and Skilled supported qualification you must, at the time of enrolment be:

- Living or working in NSW or
- An Aboriginal or Torres Strait Islander who does not live or work in NSW but lives in a defined interstate NSW border area and
- An Australian citizen, Australian permanent resident, humanitarian visa holder, partner visa holder whose sponsor is a humanitarian visa holder or New Zealand citizen and
- 15 years old or over and
- No longer at secondary school (excluding registered home schooled students).

Go to <https://education.nsw.gov.au/skills-nsw> to check your eligibility.

You will be asked to provide acceptable evidence as proof of your eligibility.

Am I eligible for a Smart and Skilled Entitlement Apprenticeships and Traineeship?

To be eligible for subsidised training in the Smart and Skilled Entitlement Apprenticeships and Traineeship program you need to;

- At the time of commencement be a NSW Apprentice or New Entrant Trainee and have an approved Training Contract in NSW;
- The qualification that is being undertaken is on the NSW Skills list
- The qualification being undertaken is shown on the Training Contract
- provide acceptable evidence as proof of your eligibility.

Note: School Based Trainees are required to provide proof of your school enrolment and registration as a NSW School Based Trainee.

Any exceptions will need to comply with the Smart and Skilled Student Eligibility Policy.

ACT Skilled Capital Funding

If you are in receipt or are eligible to be in receipt of training that is subsidised by the ACT Government you are encouraged to visit the ACT Government website at: <https://www.act.gov.au/skills/home> or by telephone: [6205 8555](tel:62058555)

Am I eligible to receive Skilled Capital funding?

To be eligible for Skilled Capital, you must, at the time of enrolment, be:

- an Australian citizen, permanent resident, or New Zealand passport holder resident for more than 6 months, or
- an eligible visa holder, and
- living or working in the ACT, and
- at least 15 years of age, and
- not enrolled in or attending secondary school or college except where the student:
 - is undertaking a course of study leading to completion of year 12 in an alternative program, or
 - has an Exemption Certificate and the selected Skilled Capital qualification is an approved Australian School-based Apprenticeship pathway.

Previous education and training will not impact your eligibility for Certificate III qualifications and above. However, you cannot be funded for a qualification you have completed within the last 7 years. Also, you can only be subsidised for one Skilled Capital qualification at a time.

IMPORTANT: for up to date information about government subsidies related to your training course always refer to the relevant government website. The information included in this handbook is a guide and may not be current at the time of viewing.

IRT Academy orientation and enrolment

Payment of Course Fees (if applicable)

On receipt of your enrolment form, IRT Academy will issue you with an invoice for the payment of course fees. All course fees are payable to IRT Academy prior to course commencement.

Confirmation of Enrolment

Once course fees have 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 to start your course.

Information will include:

- Course start date
- Course information
- Training venue (if applicable)

- Virtual training access information
- Accessing the IRT Academy Learner Management System
- Accessing your course material
- Details for Academy support.

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.

If you are applying for government funding to subsidise your costs, you will be required to produce acceptable evidence of eligibility. An IRT Academy team member will help you along the way.

Training guarantee

It is the intention of 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 ASQA guidelines, IRT Academy does not collect more than \$1,500 in advance course fees.

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.

Protecting students who do not pay course fees in advance

Where fees are not collected in advance from individual students i.e. invoice in arrears, IRT Academy will send each client/student an invoice as per agreed schedule.

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 apply. Payment plans are also available by application.

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 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.

NSW Students – if you are in receipt of a NSW government subsidy we recommend you read the Smart and Skilled Fee Administration Policy located at the Resources section of the IRT Academy website;
<https://www.irt.org.au/careers-study/irt-academy/resources/>

Secure your place

To secure your place as a full fee student in one of our courses, IRT Academy requires a \$100 deposit, with the balance of course costs due within two weeks of commencement, unless alternative arrangements have been made.

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)

- EFTPOS, which is available at IRT Academy

Refunds and withdrawals

A refund of all or part of IRT Academy fees may be given in the following situations:

Refunds

The IRT Academy Fees and Refunds policy will apply:

- For students who choose to pay fees via the payment plan option, the refund policy below applies to the total cost of all instalments of the payment plan. This means that if only partial payment has been made, IRT Academy must recover the remainder of the course fees if the cancellation is made after a training program has commenced.
- Students who give notice to cancel their enrolment more than ten days prior to the commencement of a program will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment less than ten days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by IRT Academy is required to cover the costs of employees and resources which will have already been committed based on the students initial intention to undertake the training.
- Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

Discretion may be exercised by the Group Head IRT Academy or delegated representative in all situations, if the student can demonstrate that extenuating or significant personal circumstances led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The Group Head IRT Academy may also authorise a refund of tuition fees.

Where refunds are approved, the refund payment is to be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Withdrawal Refund Application Form.

Note. If for any reason IRT Academy is unable to fulfil its expected training services to a student, IRT Academy must refund the student's proportion of fees paid for services not delivered.

We will generally not provide a refund in the following instances:

- job change
- change in work hours
- inconvenience of travel to Academy.

Employer supported students

Where an employer is financially supporting their employees to enroll in an IRT Academy course, the fees are not transferable or refundable unless IRT Academy and the employer reach a written agreement.

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 IRT Academy.

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

Protecting fees being paid in advance

IRT Academy acknowledges that it has a responsibility under the Standard for Registered Training Organisations 2015, Standard 7 Clause 7.3 to protect the fees paid by students in advance of their training and assessment services being delivered.

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 this 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.

Recovery of outstanding fees

IRT will pursue the recovery of outstanding fees according to organisational procedures that will include but not limited to;

- contacting the student in writing to request payment
- maintaining records of all correspondence regarding outstanding payment
- negotiating payment arrangements if appropriate and,
- establishing regular payment reminders.

Course deferral

This information only applies to students in receipt of NSW Government subsidised training under the Smart and Skilled Program or applicable funded program.

If you are enrolled into a course AND you are in receipt of NSW Government subsidised training under the Smart and Skilled Program, and wish to apply for a course deferral you must submit your request in writing to IRT Academy at: irtacademy@irt.org.au

You may request a course deferral up to 12 months from the date of submitting your request. There may be fee implications that will be advised in writing to you.

Course pathways

There are different course pathways available for you to complete your course and achieve your qualification/statement of attainment:

1. Recognition of Prior Learning Pathway – you apply for recognition for *all or some* of the units of competency.
2. Credit Transfer – a recognition of current competency.
3. Assessment Only Pathway – you complete assessment tasks **ONLY** for each unit of competency.
4. Complete Course Pathway - you attend all training sessions; complete all developmental tasks and all units of competency assessments as required.

Please note: It is at the discretion of IRT Academy to approve the course pathway

What is the recognition of prior learning pathway?

Recognition of Prior Learning (RPL) is the recognition of a person's current skills and knowledge acquired through prior learning from other training, work or life experience.

If this pathway suitable for you, you may request this pathway before or at IRT Academy Orientation. Please see your Trainer/Assessor to discuss application process for your qualification/unit of competency(s). For students undertaking full qualifications you may also request RPL during your course.

You may apply for RPL against the entire qualification or the units of competency that you believe you have already achieved competency. Your intent can be noted on your Enrolment Form.

The RPL application process will require you to submit: a professional portfolio of evidence; verified copies of prior qualifications; validated work experience; general life experience; or a combination of any or all of these. This is required to be submitted within two weeks of submitting your RPL application and associated evidence.

The evidence you provide must meet the following criteria:

- Relevant and valid – All evidence must relate to the current unit(s).
- Sufficient – Generally three (3) forms of evidence are required for each unit of competency.
- Authentic – All evidence must be your own, must reflect actual workplace/life experience that directly relates to the unit of competency. All evidence that is submitted must be verified. For example, the evidence may be sighted and verified by a JP, or confirmed by your supervisor.
- Current – Unit of competency related evidence should not be older than two years. This is the evidence that should indicate that you have used the knowledge and skills over the last two years and preferably no more than three years ago, otherwise it might be deemed inadequate evidence of current competence.

If the evidence does not meet the above criteria your Trainer/Assessor may suggest one or more of the following options:

- You may be required to provide more evidence.
- You may need to demonstrate further on-the-job skills and knowledge relating to competence.
- You may be requested to complete whole or part of unit study assessment.

You are welcome to request a copy of the current IRT Academy Fee and Charges Schedule for pricing and conditions that may apply.

The following are also available to support you;

- a. RPL Guide
- b. Unit documents as produced by training.gov.au

Credit transfer

If you wish to apply for Credit Transfer please indicate your intent on the IRT Academy Enrolment Form and advise your Trainer/Assessor. We will need to determine if we are able to grant Credit Transfer depending on both your qualifications and the rules that apply to the course you are enrolling in. You will need to complete the Credit Transfer Application form.

You will be required to bring in verified copies of your other qualifications or the original plus a copy for us to verify within two weeks of course commencement.

Please note credit transfer is only available for units of competency with the exact unit code within the qualification packaging rules.

Providing your USI account and USI VET transcript

You have the option to provide IRT Academy your USI account and/or VET Transcript. This could be for:

- recognition of prior learning
- credit transfers
- verification of your training records.

Please note: We will always ask for your permission to view your VET transcript.

To provide permission to IRT Academy:

1. log into your USI account via the USI Student Portal
2. select Provide Your USI
3. scroll to set up access to your USI account / Permissions
4. from the permissions option, enter 'IRT Academy' or RTO code '90456'
5. set the permission type
6. select an expiry date (3 months to 2 years).

For more information please visit:

W: www.usi.gov.au

E: usi@industry.gov.au

T: Skilling Australia Information line – 13 38 73

What is the complete course pathway?

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

Flexibility

Please note that IRT Academy offers the range of course pathways outlined above flexibly and you are welcome to undertake your course with a combination of the above.

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 subsidies 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).

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 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 Trainer/Assessor.

IRT has a number of Workplace Health and Safety Policies in place that are available for viewing via the IRT intranet. If you require support to access the IRT intranet please see your Trainer/Assessor.

At your RTO Orientation you will be introduced to Workplace Health and Safety information relevant to your course.

Child protection

IRT Academy acknowledges that we have a responsibility to the children who come into contact with our employees, and the families of those children, to ensure that children are protected from any type of abuse.

IRT Academy employees, students and other representatives have a legal, moral and ethical responsibility to protect these children and take actions where they believe there is a requirement to do so.

IRT Academy employees will:

- Treat every child with dignity and respect regardless of individual differences.
- Conduct themselves in a manner consistent with their position as a representative of our organisation.
- Immediately raise any concerns for the safety or wellbeing of a child in accordance with the reporting procedures (see next section).
- Listen to children, take their concerns seriously and allow them to have a say in the decisions that affect them.
- Avoid being alone with children and ensure that other adults are present when working around children.

IRT Academy employees will not:

- Use prejudice, oppressive behaviour or language with children. Discriminate on the basis of age, gender, race, culture, vulnerability or sexuality. Initiate unnecessary physical contact with children or do things of a personal nature that children can do for themselves. Develop 'special' relationships with specific children for their own needs. Show favouritism through the provision of gifts or inappropriate attention.
- Have contact with children outside of IRT Academy duties.

Support and welfare services

To meet your needs your IRT Academy Trainer/Assessor will be available for consultation regarding your progress.

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

General assistance may include:

- One-to-one mentor sessions to explain parts of the course/unit.
- Flexible 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 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 Lifeline Australia. The website can be found at www.lifeline.org.au or phone on 13 11 14.

Costs may apply in some situations, however, if you are an IRT employee, you are entitled to access the Employee Assistance Program. Please see the IRT intranet for contact details.

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 Session attendance (full qualifications)

80% attendance is required. 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 Trainer/Assessor. It is your responsibility as a student to notify the Trainer/Assessor and your manager (for trainees and employer supported students) 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 80%, where possible, you should provide evidence, e.g. medical certificate.

Class attendance (short courses)

100% attendance is required for all short courses.

On-the-job training/work placement

As part of some courses there will be a range of learning and skill practice activities that you will be required to complete with at a workplace.

If you are not an existing employee/approved trainee, IRT Academy will provide support to secure work placement arrangements with an appropriate IRT/other aged care/other service/organisation in the first instance or another aged care provider if IRT is not able to support.

In accordance with IRT policy, students attending an IRT aged care service must have a current police check and have a current influenza vaccination (generally between 1 May and 30 September each year), unless an exemption applies.

We also **strongly recommend** that all students have an up-to-date vaccination against COVID-19.

Self-directed learning

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

Online learning

Students who complete components of their course online will be given access to the IRT Academy Learner Management System.

Employer/work placement sponsor responsibilities

Employers who are financially supporting their employees to undertake an IRT Academy course or are Work Placement Hosts are required to:

- Provide on the job coaching and mentoring as well as learning opportunities in the workplace
- Ensure you have access to the materials and equipment you need to learn in the workplace and complete the assessment tasks.
- Advise the IRT Academy Trainer/Assessor if there are any matters affecting the student's progress that relate to the workplace.
- Comply with traineeship contract requirements (if appropriate).

Assessment

Your assessments may involve a range of activities such as; 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 Training Plan (trainees only) or Assessment Agreement at the IRT Academy Orientation for your signature. This is the document to ensure that your learning progresses at an agreed schedule 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, you need to notify your Trainer/Assessor immediately. Time extensions may be applied for under extenuating circumstances. In this case you will complete an Assessment Extension Application. The application will be reviewed by your Trainer/Assessor in the first

place and then referred to RTO Manager 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. access to a computer);
- Cultural background;
- Individual needs due to disability;
- Language, literacy and numeracy level.

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

Written feedback will be provided to you for each assessment item including guidance and advice on your strengths and areas for improvement. We aim to have all feedback results returned to you within one month of submitting your assessment evidence for marking.

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 Trainer/Assessor as soon as possible, giving reasons for the lateness of your 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 inclusive of; 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:

Competency Achieved C	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.
Competency Not Achieved CNA	<p>This result indicates that either:</p> <ul style="list-style-type: none"> - 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; - 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. <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 advised on different learning options.</p> <ul style="list-style-type: none"> - See Maximum Assessment Attempts section below.
Recognition of Prior Learning RPL	This result indicates that the Student gained the result through acknowledgement of their previous learning and experience towards a course or qualification by submitting a professional portfolio of evidence, prior qualifications, work experience, general life experience, or a combination of any or all of these.
Credit Transfer CT	This result indicates that the Student has obtained results via equivalent current qualifications and has requested to have the results transferred to their current study.

Withdrawn W	This result indicates that the Student has withdrawn from the unit of competency.
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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 Trainer/Assessor 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 RTO Manager. The RTO Manager is to arrange for a 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 reassessments.
- 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.

- 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.
- If the student is seeking a refund of their tuition fees based on an unfavourable outcome, this may be considered by the Group Head IRT Academy on its merits. If the Group Head IRT Academy does not approve a refund and considers that IRT Academy has dealt with the matter appropriately and has provided the student all reasonable opportunity to demonstrate their competence, the student is to be advised of the opportunity to refer the matter to the Office of Fair Trading in relation to their dispute over the requested refund.

IRT Academy Management Team delegated representative will inform the student of the improvement actions identified.

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.

Use of Artificial Intelligence

Please see the Use of Artificial Intelligence policy located on the IRT Academy website; [IRT Academy Student Resources | IRT](#)

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 the Learning Solutions Team. Access to student's records is only available at the site where the records are kept and or archived.

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 listed in the IRT Academy Fees and Charges Schedule.

All requests for replacement certificates or statements of attainment must be in writing, and submitted to IRT Academy at; irtacademy@irt.org.au for processing.

Enrolment variation

If you wish to request to vary the course pathway you have enrolled in, you may submit your request to IRT Academy for consideration. For example, you may wish to shift from a full course completion pathway to a recognition of priori learning pathway, or a combination of these. We will endeavour to support you to meet your needs. An Enrolment Variation Form will need to be completed and submitted to IRT Academy to track your request and the change put in place.

Deferrals

If for any reason you wish to defer your involvement in training and assessment, please discuss this with your Trainer/Assessor as a first step. Your Trainer/Assessor 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. 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 Trainer/Assessor. They may refer you to the RTO Manager IRT Academy 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 Academy (irtacademy@irt.org.au), or completing the Withdrawal/Refund Application form, detailing the date and reasons for your withdrawal.
- You will be refunded any outstanding fees in line with the Fee and Refund 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 Refunds 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 (or delegate) 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, Trainer/Assessor and RTO 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, IRT Academy RTO Manager (or delegate) will convene a second meeting with the student, Trainer/Assessor. 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, the IRT Academy RTO Manager will convene the third and final meeting with the student and Trainer/Assessor. 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. (Use the IRT Academy Complaint Form - see Appendix 1.)
2. The complaint may be made directly to the RTO 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 No. 2.07 on IRT Intranet or request your Trainer/Assessor 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.

Roles and responsibilities

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.

Student 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.

IRT Academy Trainer/Assessor responsibilities

Your IRT Academy Trainer/Assessor is required to comply with the IRT Group Code of Conduct, the Code of Conduct for Aged Care and the following specific to IRT Academy;

- 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 and other relevant IRT Group policies and procedures.

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

Course/unit of competency misconduct will be defined as:

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.

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 Intranet or request your Trainer/Assessor for a copy.

Student feedback

You will be invited to provide feedback about your learning experience with us via a survey format. Your Trainer/Assessor will provide further information about the survey process.

All feedback may 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 our processes and learning 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 (the Standards), 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



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

RTO Manager, IRT Academy

Level 3, 77 Market St, Wollongong NSW 2500

Email: irtacademy@irt.org.au

Name		Date	/	/
Email:				
Mobile:				
Complaint:				



IRT Academy Response

Office Use Only:

Date Received: ____/____/____

Date Response sent: ____/____/____

RTO Manager - IRT Academy: _____

Signature: _____