



Student Handbook

*“Education is the most important weapon you can use
to change your life”*

Nelson Mandela

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Welcome!

On behalf of myself, and the rest of the Integrity team, I would like to welcome you to Integrity Education Group Pty Ltd.

This Student Handbook contains a range of information, which we have deemed to be particularly relevant to your training. If there is any information you require that is not addressed in this handbook, please contact our Student Services Team and we will be more than happy to assist. As an Integrity Education Group Pty Ltd student, you can expect to encounter an enthusiastic training team as well as a dedicated support team committed to providing a consistently high-quality service. Our team is motivated to support all our students, so please do not hesitate to contact us if you need advice or assistance.

We hope at the end of your training, you will leave us with a qualification, which is much more than just a piece of paper. Instead, we hope you will leave with a collection of real skills you can use within your industry sector and an ethos that supports a fun and engaging learning experience.

Happy Studying!

Anna Spiliotis

Chief Executive Officer,

Integrity Education Group Pty Ltd

1. OUR ORGANISATION

Integrity Education Group Pty Ltd Group Pty Ltd is a Registered Training Organisation (RTO) that operates under the authority of the Australian Skills Quality Authority (ASQA). Integrity Education Group Pty Ltd Group Pty Ltd Training Organisation's Identification number (TOID) is 22401.

Integrity Education Group Pty Ltd Group Pty Ltd is a leading provider of Community Services, Disability and Aged Care Services training. We specialise in offering nationally recognised qualifications and courses that lead to real employable outcomes in the Community sector.

Anna Spiliotis is our Chief Executive Officer of Integrity Education Group Pty Ltd Group Pty Ltd and has committed her life to helping others, with a career spanning over 15 years in the Community Services sector with a focus on residential care.

Integrity Education Group Pty Ltd engages highly qualified and experienced industry professionals in the development of course materials and delivers training solutions to a broad range of clients Australia-wide. Learning and Development solutions are offered through virtual and face to face workshops, or a "blend" of the two options to cater for all types of learning styles.

Our reputation for high quality courses that encompass technical, theoretical, and practical components has led employers in the residential community care sector to recommend our company as their "preferred training provider". We are proud to provide these services to industry in Australia.

2. OUR OFFICE



Head Office and Main Campus

Integrity Education Group Pty Ltd Group Pty Ltd

Factory 6, 11 David Street,

Dandenong

Vic 3175

Phone: 1300 400 346

Website: www.integrity.edu.au

Email: info@integrity.edu.au

A.B.N. 86 139 306 371

Office Hours

Our office is open from 9am to 6pm Monday to Thursday

And 9am to 5pm Friday (Australian Eastern Standard Time).

3. OUR TRAINING PROGRAMS

Integrity Education Group Pty Ltd Group Pty Ltd delivers a range of accredited qualifications in the community services industry. For more information, please visit our website:

www.integrity.edu.au

Eligible students can get assistance through the Skills First program or other Government initiatives. For more information on the eligibility criteria, please visit the following website:

<https://www.skills.vic.gov.au/s/how-to-check-your-eligibility>

4. HOW TO ENROL

Student Selection & Recruitment

Recruitment of students will always be responsible, ethical, and consistent with the regulatory and funding contract requirements. Integrity Education Group Pty Ltd Group Pty Ltd is committed to non-discrimination and always complies with equal opportunity and anti-discrimination legislation.

Online Registration

Prospective students are required to complete and submit an online application through the Integrity Education Group Pty Ltd Group Pty Ltd website. Following submission of their online application, an email confirming receipt of their application is sent to the applicant. Once an application has been received, they will be contacted by one of our Authorised Delegates who will assess the application and request any further information required. Once all the information and documentation has been received, their application can be processed to the next stage. Please note that this application is not considered an enrolment into a qualification. This is subject to acceptance by Integrity Education Group Pty Ltd Group Pty Ltd and will only be finalised upon completion of a successful Pre-Training Review and Skills First eligibility assessment.

Pre-Requisites & Entry Requirements

If any qualifications on the Integrity Education Group Pty Ltd Group Pty Ltd scope of registration have pre-requisites or entry requirements, our Authorised Delegates will clearly highlight these to prospective students prior to processing their online application. If a student does not meet the pre-requisites or entry requirements; Integrity Education Group Pty Ltd Group Pty Ltd will try to formulate a pathway to help them achieve these requirements.

Pre-Training Review

Integrity Education Group Pty Ltd will conduct a Pre-Training Review and Language. Literacy and Numeracy Assessment for each prospective student, as part of enrolment and before the commencement of training, to ascertain the most suitable program for that individual to enroll in.

The Pre-Training Review will:

- Identify the individual's objectives for training and the likely job or further study outcomes from the development of new competencies and skills
- Identify any competencies previously acquired (including through RPL, recognition of current competency (RCC) or credit transfer (CT))
- Consider the individual's existing educational attainment and capabilities, literacy, and numeracy skills; and digital capability, where the proposed learning includes portions delivered online and
- Identify whether the proposed learning strategies (including online delivery) and materials are appropriate for that individual and, where necessary, steps to overcome any barriers.

Evidence of Eligibility for Government Funded courses

Integrity Education Group Pty Ltd Group Pty Ltd assesses an individual's eligibility in line with the requirements detailed in the Victorian VET Funding Contract and the Guidelines about Eligibility. Applicants must meet the eligibility criteria identified in the VET Funding Contract and the Guidelines about Eligibility. Additionally, they must provide the relevant identification to evidence and support that they meet the eligibility requirements.

Unique Student Identifier

The Commonwealth Government has mandated through Section 14 of the Student Identifiers Act (2014) the implementation of the USI (Unique Student Identifier) for all accredited vocational training.

The USI is a reference number made up of ten numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers with whom you undertake recognised training
- will give you access to your training records and transcripts completed from 1 January 2015 onwards
- can be accessed online, anytime, and anywhere
- is free and easy to create and
- stays with you for life

Also, from 1 January 2015, any Registered Training Organisation awarding nationally recognised training cannot issue a Statement of Attainment, Transcript or Certificate to a student who does not have a Unique Student Identifier. You are invited to visit the USI website at www.usi.gov.au for information (including privacy parameters if you have any concerns). Integrity Education Group Pty Ltd requires all students to obtain their Unique Student Identifier prior to enrolment.

Credit Transfer

Integrity Education Group Pty Ltd Group Pty Ltd accepts and provides credit to learners who have achieved equivalent competency in nationally recognised units which form part of training programs and have been issued by a Registered Training Organisation in accordance with the AQF regardless of where it has been issued. This means students will not be required to repeat the relevant unit or module.

Integrity Education Group Pty Ltd Group Pty Ltd will seek to verify and authenticate any award presented before applying a credit transfer to an enrolment by directly accessing the USI transcript online or by contacting the organisation that issued the award to confirm the content is valid.

As the recognition of qualifications and statements of attainment issued by other RTOs is a simple administrative process, students will not be charged any fees for credit transfer recognition.

Recognition of Prior Learning (RPL)

RPL is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for partial or total completion of a qualification. It means that the candidate gains credit towards all, or part of a vocational qualification without undertaking the complete training program. RPL can be granted for one or more units of competency. This means that when undertaking the qualification, the training and assessment volume can be reduced.

Integrity Education Group Pty Ltd Group Pty Ltd is aware that many people may have gained the knowledge and skills from their previous experience. In such cases, Integrity Education Group Pty Ltd Group Pty Ltd will consider formally recognising this through a formal RPL process. If you would like to apply for RPL for a particular unit of competency, you must supply evidence of your prior skills and knowledge to achieve the standard of competency required. In addition, you must also demonstrate the currency of those skills and knowledge. Briefly, the RPL process is as follows:

- Contact us and request an RPL application form at info@integrity.edu.au
- Complete and submit the following:
 - RPL Application form
 - Self-assessment for skills and knowledge
 - Evidence of prior skills and knowledge
 - Evidence of currency of prior skills and knowledge

Upon receipt of the abovementioned items, an interview will be arranged with you. You will be asked to bring any evidence you have to the meeting to prove that you have done what you say. Be prepared to talk about your experiences that are relevant to the units of competency for which you have applied for credit. The RPL Assessor will be looking at your evidence and listening to your work and life experiences and details of previous studies to work out if you have enough evidence to be granted credit for units/subjects in your course. RPL fees are applicable and will be outlined and determined at the time of your interview.

Upon completion of the assessment of your RPL application, you will be advised of the outcome. The success of an RPL application is not guaranteed.

RPL comes at a fee of \$550.00 per unit.

Confirmation of Enrolment

Upon completion of the Enrolment process, Integrity Education Group Pty Ltd Group Pty Ltd will provide the student with the following:

- Login details and access to the Learning Management System
- Their Training Plan which displays critical information about their training program.

5. Training Fees and Charges

Students can view detailed information about the standard Training Fees and Charges on our website, which also includes information about all the additional charges that may be incurred during the training program. Integrity Education Group Pty Ltd Group Pty Ltd do not accept payments of more than \$1,500.00 from a student prior to the commencement of their training.

6. Delivery Modes

Integrity Education Group Pty Ltd Group Pty Ltd Quality offers the following modes of delivery for their training programs.

Workshops (face to face and virtual)

Integrity Education Group Pty Ltd workshops are designed to provide conceptual clarity of key topics and issues contained in the course content. Workshops are conducted in an environment that promotes discussion and sharing of ideas, leading to genuine learning outcomes. It is expected that Students study and work through their course materials before attending the workshops, bringing with them the main issues that they would like to discuss.

Online Learning (Distance)

Online Learning (Distance) Self-paced is ideal if you are remotely located, returning to the industry or just cannot take the time off work. If you choose to study online, you will have access to our experienced trainer and assessors who will be available by telephone and email to provide support.

Blended Delivery

Blended Delivery Integrity Education Group Pty Ltd offers students the option to undertake some of their training through the online learning system and also through the workshop program. Blended Delivery Students enroll as an online student and then opt into specific classes.

7. Assessment

Assessment is necessary in order for a trainer and assessor to evaluate if a student satisfies the minimum standards expected in the workplace as expressed in the relevant endorsed industry competency standards. Assessment in Vocational Education & Training is based on Competency Based Assessment. Competency Based Assessment is designed to allow students to demonstrate their ability to undertake and complete assessments to a prescribed level – this is known as attaining “competency”. Students must achieve the required knowledge and demonstrate they can perform a task, activity, or exercise sufficiently enough to be assessed as “competent”.

Assessment Methods

A range of assessment methods are incorporated, appropriate to the context of the relevant unit(s) of competency. The core Principles of Assessment and associated Rules of Evidence are used in developing assessments tools to ensure they are:

- Fair, Flexible, Valid and Reliable.

For a Student to be assessed as competent, the Student must demonstrate their:

- ability to perform relevant tasks in a variety of workplace situations, or accurately simulated workplace situations
- understanding of what they are doing and why, when performing tasks
- ability to integrate performance with understanding, and show they are capable of adapting to different contexts and environments.

Integrity Education Group Pty Ltd Group Pty Ltd students are assessed using a combination of:

- Written questions
- Case studies
- Projects
- Role-plays/Observations
- Work Placement

How do I complete my Assessments online?

As a student, you will complete your theory assessments on the Integrity Education Group Pty Ltd Group Pty Ltd Learning Management System (LMS) which enables the effective marking of assessments. You are emailed the link to activate your student account on the LMS once you have successfully completed the enrolment process. All course materials and assessments can be accessed through the Learning Management System.

When you submit an assessment task, it is marked by an assessor within ten (10) business days. For all assessments, the assessor will determine if you have completed the assessment to a satisfactory level and provide written feedback. If a resubmission is required, the Assessor will indicate this, and their feedback will provide guidance regarding any relevant issues.

As a student, you will have three (3) attempts (including the initial assessment submission) at achieving competency in a unit or a cluster of units.

If the assessor's comments are not clear in outlining the gap between the work previously provided and the evidence needed to exhibit competency, you can email the assessor for further clarification. Once all theory and practical assessments for a unit of competency have been completed, you will then have attained the associated unit of competency.

Roleplay/observation assessments can be completed in either the workplace or in our simulated environment. Where a roleplay/observation appointment is cancelled/postponed with less than 48 hours' notice (or if the student does not attend the appointment), this may be counted towards the limit of three attempts.

Appealing an Assessment

As a student, you have immediate access to an assessor to discuss any concerns you may have with the course content, assessments and/or feedback provided on any assessments you have submitted. Assessors can be contacted by phone or email.

As noted previously, you have three (3) attempts to achieve a "satisfactory" result for any given assessment. In exceptional circumstances, it is possible that you may wish to challenge an assessment outcome by speaking with your assessor in the first instance and if it is not resolved, making a request in writing to the RTO Manager.

Integrity Education Group Pty Ltd Group Pty Ltd has a formal Complaints & Appeals Policy which is always available from our website and can be provided to you upon request.

Industry/Enterprise Consultation and Input

It is Integrity Education's policy to continually engage with Industry and Enterprise and obtain their feedback to ensure quality training and assessment courses are delivered to students. As such, students are adequately skilled for the professions they choose.

Integrity Education Group Pty Ltd engages with Industry/Enterprise before any courses/qualifications are added to the scope of registration. During this engagement process, learning and assessment strategy documents are developed, which sets a documented platform for how each course/qualification is to be delivered and assessed.

Integrity Education Group Pty Ltd continually updates these strategy documents to ensure that Industry/Enterprise input is included in the ongoing delivery of courses/qualifications offered. Furthermore, Integrity Education's trainers/assessors are industry practitioners, who have a passion for the industry as well as extensive experience in the industry. Integrity Education Group Pty Ltd students can be assured their educational experience is driven by industry needs and most importantly, industry expectations.

Guarantee of Continued Training and Assessment

Integrity Education Group Pty Ltd is committed to providing value for all its students. In the unlikely event that Integrity Education Group Pty Ltd is unable to complete a course or part thereof due to unforeseeable circumstances and is unable to make alternative arrangements using its own resources, then Integrity Education Group Pty Ltd will arrange for training and assessment to be completed through another RTO at no additional cost to the student. Prior to transfer to another RTO, affected students will be formally notified of the arrangements.

Learning tips

To maximise your learning outcomes, it is important that you start and plan your studies in the right way. We have included some tips below, gained over years of experience and based on individual student feedback.

Plan your program

- Clarify course requirements and deadlines at the beginning
- Work out how much time on average you will have daily
- Set target dates to finish topics and activities, not just for the assignments

Be in charge

- Set your own learning goals for the program – be clear about why you are doing it, why it is going to be worth the trip
- Expect and demand good service from your tutor and provider
- Ask for any help early, when you need it, as often as you need it

Develop a routine

- Timetable study into your week
- Set up your study area
- Give yourself rewards for finishing things on time
- Give yourself special rewards for finishing things well

Be a smart Student

- Focus on the requirements (what will be assessed)
- Look through all the materials to get the big picture first
- Check the introductions and summaries before you start a section to see what to look for
- Skim through parts you are already familiar with, ensuring there are no unfamiliar sections throughout
- Review each section as you go – test yourself on main points, what you recall

Discuss your learning

- Keep in regular touch with your assessor
- Do not shut off contact if you are getting behind (it will only make it worse)
- Keep in touch with other students (email, phone)
- Talk about what you are learning with others (family, colleagues, friends)

Apply your learning

- Use examples from your work and life in activities and assignments
- Use what you learn while it is fresh, during the course

8. Practical Placement

A relevant industry placement is a mandated requirement for the following qualifications:

QUALIFICATION CODE & NAME	PLACEMENT HOURS
CHC40313 Certificate IV in Child, Youth and Family Intervention	120
CHC43015 Certificate IV in Ageing Support	120
CHC43115 Certificate IV in Disability	120
CHC52015 Diploma of Community Services	100
CHC53315 Diploma of Mental Health	160

An important part of our students' learning can only be achieved through real-life hands-on industry experience known as "practical placement" for specific allocated "placement hours" to receive your qualification.

Students are placed with host employers or can nominate one. Students are covered by Integrity Education Group Pty Ltd Group Pty Ltd Public Liability Insurance as part of the practical placement arrangement.

Prior to the practical placement, the Practical Placement Agreement must be signed by the host employer, the student, and Integrity Education Group Pty Ltd Group Pty Ltd, and will be kept in your student files along with your Logbook, Third-Party Report book, and other necessary documents.

Sourcing Practical Placement

The process for sourcing a Practical Placement position for students shall be undertaken as indicated below:

- Student is placed with a (screened/compliant) willing host employer; or
- Existing employer, or nominated employer of the student, which is screened for compliance and suitability by Integrity Education Group Pty Ltd.
- To generate placements Integrity Education Group will liaise with industry to identify other potential host employers.
- Integrity Education Group will determine suitability of potential host employer, including supervision and occupational health and safety requirements.
- The initial assessment of the site is completed by the Training Manager through an inspection of the site, interviewing of the workplace supervisor and establishing that all the requirements of the Practical Placement criteria are met. The workplace supervisor is offered assistance and support required by the Training Manager.
- Practical Placement venues will be monitored by Integrity Education Group to ensure they comply with the agreement. During training and assessment, the site is monitored through a range of mechanisms including the student site evaluation, inspection of the site by the Training Manager and interview of the workplace supervisor and the staff.

The Training Manager provides any assistance and support required by the workplace supervisor and confirms that all the requirements of the Practical Placement facility selection criteria are met every six months.

- A site visit will be conducted by Training Manager for all host employer workplaces. The site visit will ensure the workplace is appropriate for the student's placement and there is access to appropriate equipment while maintaining Work Health and Safety standards.
- All host employers shall be given information relating to the Practical Placement requirements and course information.
- A Practical Placement Agreement will be signed by Integrity Education Group, the host employer, and the student. The agreement will specify the roles and responsibilities of all parties, hours the Practical Placement will take place and the total hours required to complete the outcomes of the specified units of competency requiring the practical placement.
- The Practical Placement Agreement will include the requirement for the host employer to provide an induction session with all students prior to any placement hours being completed.

Prior to Practical Placement

- Students will undertake training within the Integrity Education Group environment in all pre-requisite units and the theory components of units to be assessed in the Practical Placement. This includes any Workplace Health and Safety training that is to be included within the course. This training shall take place within Integrity Education Group classrooms and simulated work environments and shall occur prior to any Practical Placements are undertaken.
- Students will undertake a Practical Placement induction which will allow for the student to become familiar with the workplace and meet host employers and colleagues. The induction will be conducted by the host employer as indicated within the Practical Placement Agreement.
- The Training Manager will conduct an orientation program with each workplace prior to acceptance of students. The orientation program will include the following:
 - Integrity Education Group's responsibilities to train students to acceptable standards, orientate students to the Practical Placement program, support students in the workplace, provide support to the students and monitor attendance and progress
 - Workplace responsibilities to provide students with work in keeping with the requirements of the logbook, to properly complete the logbook, to monitor and supervise student work, to record attendance and to allow workplace visits and contact between the trainer, the workplace supervisor and the students

- Compliance requirements.
- Students will be informed about the Practical Placement prior to commencing the course.
- The Training Manager will ensure that students undertaking Practical Placement in industries where there are legislative requirements for workers, meet those legislative requirements prior to starting Practical Placement. (e.g. Working with Children Check, Police Check, CI Card). This should be arranged prior to the student commencing the course, where possible.

Undertaking Practical Placement

- Students will be required to complete the practical placement as specified in the Practical Placement Agreement. Any variations to the hours worked and conditions of the Practical Placement must be amended in the agreement by Integrity Education Group and re-issued to all parties for authorisation.
- Student's attendance through the Practical Placement will be recorded by the host employer and the student via the Practical Placement Log. This will record all times and dates the student completes Practical Placement hours for the host employer.
- The student will be provided with support and guidance from the host employer in the completion of required workplace tasks. These tasks will ensure the student further develops their skills and knowledge in the required areas as specified in the Practical Placement Agreement.
- Integrity Education Group will monitor the Practical Placement through trainers and assessors / Training Manager completing:
 - Regular contact with the student through normal classes where feedback on the practical placement will be sought.
 - Site visits to conduct assessments in the workplace where trainers and assessors will ensure the workplace is providing adequate support and guidance to the student. The trainers and assessors will also ensure the workplace is Work Health and Safety compliant.
 - The employer and student will be required to sign a logbook indicating the hours completed which will be monitored by trainers and assessors.
- Assessment of required practical skills will be undertaken by qualified assessors. On some occasions the assessor may require the host employer to participate in the assessment process through observing students in the workplace. All assessments shall be by a qualified assessor from Integrity Education Group.

After Practical Placement

- Training Manager ensures that all practical placement records including learning and/or assessment objectives, incident reports and the results of assessments undertaken during practical placements are filed in the relevant student logbooks.
- The Training Manager arranges for the Practical Placement Agreement to be kept with the student's enrolment form in student files.

Recording of Practical Placement

- Each student undertaking a Practical Placement will have a copy of their Practical Placement Agreement kept on their file. An electronic copy of the original Agreement will be kept on the students file in VETtrak.
- All hours completed within the workplace will be recorded in the student's Practical Placement Log.
- This log will be signed by the student and the employer and be monitored by
 - Integrity Education Group trainer and assessor or Training Manager
 - be included as an assessment requirement for the specified unit(s).

9. Deferrals and Extensions

Integrity Education Group Pty Ltd understands that circumstances can change and as a result you may need to make a change to your enrolment for reasons such as:

- needing to defer training due to a medical condition
- family or personal issues preventing them from undertaking training at the present time
- unplanned lengthy holidays

We can offer the following options:

- Amending your mode of delivery
- Extending the duration of your Enrolment
- Suspending your studies
- Deferring a workshop class

An amendment to your enrolment form must be completed and emailed to info@integrity.edu.au for consideration. Students may apply to make changes to their enrolment at any time within the training period.

10. Student Support

Integrity Education Group Pty Ltd will take reasonable steps to ensure that all students with special needs or disabilities or other medical conditions can access support services without experiencing discrimination. These services may be provided by Integrity Education Group Pty Ltd or contracted to another person or agency.

Reasonable adjustment is provided to those with special needs, according to individual circumstances. This means providing the appropriate services and/or facilities for student learning and assessment.

Reasonable adjustment may include but is not restricted to:

- the use of adaptive/assistive technology (equipment and software designed for use by people with special needs)
- alternative assessment methods
- learning and assessment aids such as papers in large print and the use of scribes and interpreters
- extra time to complete a course or assessment

When assessing a student's needs, Integrity Education Group Pty Ltd will:

- consult with the enrolled Student (or their associate) about the need for the Student to have access to specialised support services
- decide whether an adjustment is necessary for participation in the enrolled course
- identify what that adjustment might be
- make the required adjustment

Integrity will advise relevant staff of the services made available to the student and provide them with information needed to assist the student in accessing those services. Staff will facilitate the provision of specialised services for the student including making collaborative arrangements with specialised service providers.

Integrity may provide necessary specialised equipment to support the student, including adaptive technology and assistive devices, and may plan for interpreters and note-takers if needed.

Referral sources will be provided to those with Language, Literacy & Numeracy difficulties, or other identified areas of learning difficulty.

Special consideration may be granted if through misadventure (e.g., illness, bereavement, or personal trauma) a student is prevented from completing an assessment, or sitting an examination, or believes that their performance in an assessment event has been affected by the incident.

A case-by-case approach will be taken to grant special consideration.

11. Withdrawals

In some instances, students' circumstances may change, and this affects their ability to successfully complete the course/qualification they are undertaking with Integrity. Students must advise Integrity in writing if they are unable to successfully complete a course/qualification.

A student may be required to withdraw from a course/qualification with Integrity due to agreed disciplinary actions taken against them in the event there has been a breach of policies and procedures set out by Integrity. In addition, Integrity reserves the right to withdraw a Skills First funded student's enrolment in the event that a student does not adhere to the assessment submission deadlines or the class attendance requirements.

In the event a student's enrolment is withdrawn, cancelled, or discontinued for whatever reason, Integrity will document the reason and advise the student as well as relevant regulating and funding bodies as per their requirements. Students can obtain a formal Statement of Attainment at no additional cost if their enrolment is withdrawn, cancelled, or discontinued prior to completing their qualification, provided they have no outstanding payments.

To withdraw their enrolment with Integrity, a student must:

1. Discuss their intention to withdraw from the course with their trainer and assessor
2. Complete and sign the Withdrawal Form
3. Submit this form to our office or email it to info@integrity.edu.au

12. Refunds

Refunds are available in certain circumstances. Our refund policy and procedure, on our website www.integrity.edu.au outlines how we assess and manage refund requests.

All requests for refunds should be made in writing via info@integrity.edu.au and addressed to:

- RTO Manager, Integrity Education Group Pty Ltd , 6/11 David Street Dandenong Vic 3175
-

13. Issuing a Qualification/Statement of Attainment

Integrity Education Group Pty Ltd will only issue AQF Qualifications and Statements of Attainment for courses within its scope of registration. On completion of a course, students are to be issued with appropriate certification, authorised by the CEO, or an appropriately delegated Integrity Education Group Pty Ltd staff member, within 28 days.

Integrity Education Group Pty Ltd is not obliged to issue a student's Qualification or Statement of Attainment unless all fees have been paid in full.

As an Integrity Education Group Pty Ltd student, if for any reason you need a copy of your Qualification or Statement of Attainment at a later stage, you may contact Integrity Education Group Pty Ltd to request this. A fee may be applicable for this service.

If a past student requests a re-issuance due to a name change, they will need to provide:

- A copy of the legal document that details the name change
- Proof of currency against initial issuance

The new issuance is then dated on the day of processing the change. A fee may be applicable for this service.

All Qualifications/Statement of Attainments are sent to a postal address nominated by the student. Integrity takes no responsibility for the student's testamur once posted. It is each student's responsibility to ensure they provide the correct mailing address as part of their enrolment. In order to reduce the risk of fraudulent qualifications, it is not our policy to electronically issue Qualifications/Statement of Attainments.

14. Complaints and Appeals

Integrity Educations ensures that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process. This applies to all complaints and appeals involving the conduct of the RTO, its trainers, assessors, other staff and students. If Integrity Education Group Pty Ltd engages any third party to provide services on their behalf, this policy will also be applicable.

We encourage our students to informally resolve complaints/appeals as we have found that the majority of these situations can be addressed and resolved on this level. In the event a complaint/appeal arises, we request that students first speak to their trainer, assessor or person/s their complaint and appeal is related to. We promote and request that parties involved try to resolve their issues with each other in an informal manner, with mutual respect for each other.

However, we also understand that not all complaint/appeals can be resolved in an informal manner. We endeavor to have all informal complaint/appeals be brought to the attention of the RTO Manager and forwarded to the continuous improvement process if applicable.

In situations where the complaint/appeal cannot be resolved informally, refer to the full policy and procedure at www.integrity.edu.au.

15. Student Code of Conduct

Code of Practice

Integrity Education Group Pty Ltd attempts to provide training and assessment services in a spirit of co-operation and mutual respect. It is committed to the welfare of all students, and complies with WHS, anti-discrimination and equal opportunity legislation and other RTO specific and industry specific legislative requirements. Integrity Education Group Pty Ltd expects mutual respect and the rights of others to be observed at all times. Breaches of conduct will be handled directly by the CEO of Integrity Education.

Students of Integrity Education Group Pty Ltd can expect:

- suitably qualified Trainers and Assessors
- appropriate teaching methods and materials
- professional conduct
- clean, comfortable facilities suitable for adult learning
- accurate and current information
- opportunities for individual input into their learning needs

Students of Integrity Education Group Pty Ltd are entitled to:

- learn in an environment free of discrimination and harassment
- be informed in advance of assessment procedures (if applicable)
- pursue their educational goals in a supportive and stimulating environment

- privacy concerning personal information
- lodge a complaint using an effective grievance process
- be treated with courtesy, fairness, and respect at all times

Students of Integrity Education Group Pty Ltd have a responsibility to:

- attend scheduled assessment events and submit assessment items on time
- be punctual and attend scheduled workshops regularly (where applicable)
- not engage in plagiarism, cheating or any kind of misconduct or illegal behaviour
- make and keep a copy of all submitted assessments
- observe normal safety practices, including no smoking in buildings or any outside area other than a designated area
- respect and value the experience of colleagues
- show sensitivity to issues regarding gender, ethnicity, class, age, sexuality, or physical disability
- behave in a responsible manner by not littering, harassing, or offending fellow students or staff, damaging property or persons, or attending class affected by alcohol or illegal drugs.

In the specific case of a student attending training/assessment activities under the influence of alcohol or illegal drugs, assistance in contacting appropriate referral agencies will be offered. If a student is unable to meet their responsibilities, they will be required to speak with the RTO Manager regarding necessary changes, including the possible cessation of attendance.

Academic Misconduct & Disciplinary Procedure

This policy sets out the minimum behavioral standards Integrity Education Group Pty Ltd requires of students insofar as Academic Misconduct and Plagiarism and Collusion. Academic Misconduct refers to behaviour that may:

- Disrupt the learning environment
- Be inappropriate towards a staff member or other students
- Involve dishonesty or aid others to gain an unfair advantage in assessments
- Contradict the Assessment Policies and Procedures set out in this guide
- Result in misadventure during an examination
- Plagiarism content from material not referenced in the bibliography
- Copy another student's work, or

- Involve lodging work completed by another person under your name

Plagiarism and Collusion

You are not to represent someone else's ideas or work as your own. This includes:

- Not referencing other people's work
- Copying or substantially copying another student's work as your own
- Substantially paraphrasing the course materials in your assessments

You are not to undertake any behaviour that purposely undermines a fair and just assessment system including:

- The submission of an assessment that has already been submitted
- Unauthorised access to assessment resources or inappropriate help from another person in relation to assessments

The above policies apply to all students that have undertaken study previously, as well as current and future students. All students are required to sign a declaration at the time of submission stating the assessments submitted are their own work.

Gaining Access to Your Records

Students can access their own records at any time provided they forward a written request to the RTO Manager which clearly identifies them as the person wishing to gain access. With regard to third party access of student records (such as employers), this request must be authorised by the student in writing.

All requests for gaining access to student records should be addressed to info@integrity.edu.au. These requests will then be actioned by the RTO Manager.

Workplace Harassment

It is the policy of Integrity Education Group Pty Ltd to provide a work and training environment that is free from all forms of harassment and intimidation. Integrity Education Group Pty Ltd is also committed to uphold State and Commonwealth laws pertaining to harassment.

Harassment, bullying or discrimination against Integrity Education Group Pty Ltd personnel or students by any person under Integrity Education Group Pty Ltd responsibility, is unacceptable and will not be tolerated. Integrity Education Group Pty Ltd recognises the rights of all personnel and students to work and learn in an environment free from harassment, bullying and unlawful discrimination.

Harassment is defined as behaviour directed at an individual or group, which is:

- Offensive, belittling, humiliating, intimidating, or threatening
- Unwelcome and unsolicited
- Is of the type which:
 - Is unreciprocated
 - Can be expected to be repeated
 - Makes the work or study environment unpleasant, humiliating or intimidating for the individual or group
 - Can make it difficult for effective work or study to be done
- When a requirement, which is the same for everyone, has an unfair effect on some people because of an attribute such as race, pregnancy, gender, disability (indirect discrimination)
- Perhaps sexual in nature or based on gender, race, disability, or sexual preference.

It is expected that all Integrity Education Group Pty Ltd students will comply with this policy. The various legal acts involved in harassment and discrimination makes it an offence for a person to engage in unwelcome conduct in circumstances whereby a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated, or intimidated.

Integrity Education's (vicarious) liability for workplace harassment is minimised by virtue of the following enactments by Integrity Education:

- Establishment of an effective complaints' procedure
- A guarantee provided to treat all complaints seriously and promptly
- Provided assurances that appropriate action will be taken to address and resolve any complaints, and
- Monitoring of the workplace / learning environment and culture.

Any concerns or complaints relating to harassment should be directed through the appropriate channels outlined under the Complaints and Appeals policy.

Work Health and Safety

Integrity Education Group Pty Ltd is committed to providing a safe workplace and learning environment for both staff and students. Integrity Education Group Pty Ltd ensures strict compliance with workplace health and safety legislation by educating all personnel during their induction process and by ensuring trainers incorporate WHS considerations when planning and delivering training.

Integrity Education Group Pty Ltd expects all students to accept responsibility for a safe work/learning environment. Personnel and students are expected to follow a set of safety standards, which are clearly outlined in the personnel induction process and at the commencement of each workshop class. These standards are designed to:

- Prevent accidents and ill health caused by work / learning conditions
- Protect from any health hazards which may arise out of work or conditions in which work/learning is carried out and
- Maintain a workplace environment designed to satisfy needs for safety, health and wellbeing during work/study.

16. Legislative Requirements

Integrity Education Group Pty Ltd complies with all relevant State and Commonwealth Government legislation and regulatory requirements applicable to the industry, including (but not limited to):

Anti-Discrimination Act 1991

Corporations Act 2001

Copyright Act 1968

National Vocational Education and Training Regulator Act 2011

Privacy Act 1988

Privacy amendment (enhancing privacy protection) act 2012

Data Provision Requirements 2012.

Standard for Registered Training Organisation 2015

Australian Quality Training Framework (AQTF)

Disability Act 2006

Working with Children Act 2005

Charter of Human Rights and Responsibilities Act 2006

Australian child protection legislation

Community Services Act 1987 (1987)

Integrity Education Group Pty Ltd operates in accordance with each of these legislative and regulatory requirements, where appropriate, incorporating them into Integrity Education Group Pty Ltd policies and procedures.

Privacy Policy

This policy ensures that Integrity Education Group Pty Ltd Group Pty Ltd meets it's legal and ethical requirements in regard to the collection, storage and disclosure of the personal information it holds in regards to individuals. Our Privacy Policy can be access and read on our website: <https://www.integrity.edu.au>