



Student Handbook

2024

ICG Training and Consultancy Services Pty Ltd

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ABN: 51 646 754 690

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Handbook Disclaimer

This handbook contains information that is correct at the time of printing. Changes to legislation and/or training provider policy may impact on the currency of information included. ICG Training and Consultancy Services Pty Ltd (ICG) reserves the right to vary and update information without notice. Readers are advised to seek any changed information and/or updates from the training provider.

This handbook has been prepared as a resource to assist students to understand their obligations and those of the training provider. All students must read, understand, be familiar with, and follow the policies and procedures outlined in this handbook.

Further information can be obtained by contacting:

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ICG acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the lands on which our company is located and where we conduct our business. We pay our respects to ancestors and Elders, past and present. ICG is committed to honoring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.

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Welcome!

Congratulations and thank you for choosing ICG Training and Consultancy Services Pty Ltd (ICG) to support you on your learning journey!

About Us

ICG Training and Consultancy Services Pty Ltd (ICG) is a Registered Training Organisation (RTO) providing nationally recognised training and assessment services to the mining, industrial, renewable energy, civil construction and earth moving sectors. Based in Tasmania, we have a specialised scope focusing on energy and resources, utilities, power generation and safety.

Backed by a team of experienced professionals, our business leaders' mission and vision are to provide high quality, flexible and industry relevant training that develops a safer skilled workforce, allowing us to be recognised as a leading provider of energy and resources, utilities, power generation training.

Here at ICG, our quality programs provide realistic scenarios and extensive practical training, so our students gain the knowledge, skills and experience they need to work safely and go home each day.

As an RTO, ICG is committed to exceeding the Standards for NVR RTOs 2015 and operating in accordance with the National VET Regulation Act 2011.

ICG strives to deliver high quality, innovative and engaging training that is relevant to industry. We empower our students and clients to achieve their goals by providing a genuine and supportive student focused approach. Our commitment to continuously improving our service offerings means we can continue to evolve to meet the needs of our sector through innovative education and learning opportunities.

We are a Registered Training Organisation that delivers qualifications from the Australian Qualifications Framework (AQF). We are regulated by the Australian Skills Quality Authority (ASQA), who are the national regulator for the vocational education and training (VET) sector and are responsible for regulating approximately 90% of Australian vocational education and training (VET) providers.

ASQA monitors our performance and quality to ensure that we maintain a commitment to our students and that we continue to meet national standards.

Code of Conduct

As a responsible member of the VET community, ICG follows a Code of Conduct which outlines how students can expect us to behave. Similarly, we have expectations for student behaviour.

ICG's Code of Conduct states that:

'ICG promotes a culture that values high ethical standards and behaviours. We will not condone any behaviour or actions that may reasonably offend, insult, humiliate, discriminate against, or result in the risk of violence to another person or group of people or which puts ICG's reputation at risk.'

ICG ensures that we all act with integrity and adhere to the Code of Conduct in our behaviour and decision making. The Code of Conduct details the standards expected in order to ensure difficulties and decisions are dealt with in an ethical and fair manner.

When you enrol into one of our programs, you must agree to the terms and conditions outlined in this handbook.

General Information

Compliance with Legislation

As a registered training organisation, it is the responsibility of ICG to ensure that we fully comply with all regulatory guidelines, frameworks and the Standards for Registered Training Organisations 2015 at all times as a condition of our registration.

Additionally, ICG abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-Discrimination Act (1991).
- Workplace Injury Management and Workers Compensation Act 1998.
- Fair Trading Act 1987.
- Commission for Children and Young People Act 1998.
- Child Protection (Offenders Registration) Act 2000.
- Copyright Act 1968.
- Disability Discrimination Act 1992.
- Disability Standards for Education 2005.
- Human Rights and Equal Opportunity Commission Act 1986.
- National Privacy Principles.
- Privacy Act 1988.
- Racial Discrimination Act 1975.
- Sex Discrimination Act 1984.
- Standards for Registered Training Organisations 2015.
- Workplace Injury Management and Workers' Compensation Act (1998).
- Work Health and Safety Act 2011.
- Work Health and Safety Regulation 2011.

ICG is dedicated to following the provisions in the Vocational Education and Training (VET) Quality Framework.

More information about these regulations and legal frameworks can be found at:

www.comlaw.gov.au (the Australian Government website for Commonwealth Law).

www.asqa.gov.au (this is the website for the regulator of Australia's VET sector).

Environmental Sustainability

ICG recognises the importance of protecting our environment and will minimise the environmental impact of our practices. We encourage all students, staff and visitors to participate in reusing, recycling and reducing our waste.

Harassment, Bullying and Anti-Discrimination

ICG considers harassment to be any unwelcome behaviour that offends, humiliates, or intimidates any other person on any grounds, either sexual or non-sexual. Harassment due to race, sex, pregnancy, religion, marital status, sexual preference, disability, transgender status or age is against the law under Anti-Discrimination legislation.

Harassment can take many forms, including:

- Material that is racist, sexist, ageist, sexually explicit, anti-gay, anti-transgender that is displayed publicly, circulated, or put in someone's workspace or belongings, on a computer (including e-mail) or on the internet including social media platforms.
- Verbal abuse or comments that put down or stereotype people generally, or an individual particularly, because of their sex, pregnancy, race, homosexuality, disability, transgender (transsexual), age or marital status, or physical characteristics such as height and weight.
- Jokes based on gender, race, marital status, homosexuality, disability, age or transgender (transsexual).
- Ignoring, isolating, or segregating a person or group.
- Staring or leering in a sexual manner, unwelcome wolf-whistling.
- Sexual or physical contact, such as grabbing, kissing, or touching or intrusive questions about sexual activity.
- Repeated sexual invitations when the person has refused a similar invitation before.

Harassment does not have to be an ongoing pattern of behaviour or number of incidents. Just one act can be enough to be harassment. Someone does not have to say "no" before any behaviour or action can be considered harassment.

It is also against the law for anyone to victimise anyone because they complained about harassment, or because they supported someone who complained about harassment.

Rights and Responsibilities

Know your rights and responsibilities and what you can expect from us!

Student Rights

All enrolled students will:

Be treated fairly and with respect by trainers, other staff and other students.

Learn in a safe training environment free from harassment and discrimination.

Receive the training and support necessary to achieve educational goals (once all fees are paid or exemptions granted).

Have their personal information stored, maintained and protected in accordance with the National Privacy Principles.

Are provided with information about the requirements of the training program to

Be made aware of the fees and charges relevant to completing their training, including charges for equipment and other resources that may be necessary.

Are consulted in the development of their plan and receive an updated copy as they progress through their education.

Have the opportunity to present Recognition of Prior Learning (RPL) and Credit Transfer (CT) at the commencement of their learning.

Receive information relating to deferring or discontinuing studies.

Receive accurate Certificates and/or Statements of Attainment on successful

enable them to make an informed decision regarding enrolment.

Are informed about the implications of government training entitlements and subsidy arrangements (if applicable).

Have access to our consumer protection system and our complaints and appeals process.

completion of an accredited training course.

Receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf.

Student Responsibilities

All students must ensure that they:

Treat all staff, students and the public with respect, fairness and courtesy.

Provide true and accurate information throughout the course of their enrolment.

Provide a valid USI on enrolment.

Pay the necessary fees by the due date.

Meet their Workplace Health and Safety (WHS) duty of care responsibilities and follow any WHS instructions.

Always behave in an ethical and responsible manner.

Are punctual and attend all scheduled training and assessment sessions.

Complete assessments as scheduled and meet assessment deadlines.

Do not plagiarise, collude or cheat in any assessment event.

Do not cause damage to equipment or facilities.

Do not Illegally copy software, install software, or introduce viruses onto local computers.

Are not under the influence of alcohol or illegal drugs in the learning environment.

Do not use any social media such as Facebook, Twitter or Instagram, mobile phones, pagers or similar devices for personal reasons in class or during assessments.

Do not use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded.

Do not behave in any way they might intimidate, threaten, harass or embarrass other students or staff.

Do not use offensive language, smoke in any designated non-smoking areas, are always free from drugs and alcohol, or litter on or around our location.

If a student does not meet these responsibilities, consequences will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning).
- Suspension from the course.
- Learner to reimburse the costs incurred by any damage caused.
- Cancellation of the course without refund and/or credit.
- Matter referred to the police.

RTO's Rights

As an RTO, we have the right to:

- Program to run and/or cancel any course, ensuring all students are notified and supported.
- Adjust course fees, times, or dates for the whole or any part of a program as required.

RTO's Responsibilities

As an RTO, we have the responsibility to:

- Support students in learning, studying, and developing skills in a safe and healthy educational and social environment.
- Do our best to make sure that students can complete their course in ways that are convenient to everyone.
- Make changes to course delivery, timetable, and location only if it is in the best interests of all our students or if the advantages of the changes will outweigh any inconveniences.
- Advise students of changes to fees, course delivery, timetable, and location and of any alternative arrangements available.
- Protect the welfare of children and other vulnerable people who may encounter our students during the work-placement or work experience components of a course, visits to industry and simulated workplace settings.
- Request students (where applicable) to sign a declaration in relation to their history of violent or abusive behaviour or dealing with vulnerable people.

Where there are any changes to agreed services, we will advise students as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

Smoking, Drugs and Alcohol

People under the influence of alcohol or unauthorised drugs in in our learning environment are a danger to themselves and to others. Smoking can also present an immediate danger, in relation to flammable or explosive substances, as well as long-term health damage.

ICG is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations.

Any student under the influence of drugs and/or alcohol is not permitted on our premises, to use our facilities or equipment, or to engage in any ICG activity. People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Student Feedback

To ensure we continually improve our training services and resources ICG welcomes feedback from students at any time, however, we will specifically ask for feedback at the completion of your study. We are dedicated to ensuring our practices are continuously improved to ensure the best possible outcomes.

Learning Support

ICG is dedicated to the success of our students, which is why we offer a range of student support services and networks to ensure student's ongoing engagement and motivation. Educational and support services can include:

- Pre-enrolment materials.
- Study support and study skills programs.
- Language, literacy, and numeracy (LLN) programs or referrals to these programs.
- Equipment, resources and/or programs to increase access for students with disabilities and other students in accordance with access and equity.
- Learning resource centres.
- Mediation services or referrals to these services.
- Flexible scheduling and delivery of training and assessment.
- Counselling services or referrals to these services.
- Mental health support or referrals to these services.
- Health and wellbeing support or referral to these services.
- Information and communications technology (ICT) support.
- Learning materials in alternative formats, for example, in large print.
- Learning and assessment programs contextualised to the workplace, and
- Use of trained support staff including specialist teachers, note-takers and interpreters.

Students with a disability or barrier to learning are required to identify their disadvantage in the application process to ensure that appropriate resources and adjustments can be made prior to commencing the program. We support students with equal opportunity in their studies in accordance with the Disability Discrimination Act 1992 (Cth).

Students facing any difficulties which may affect their learning can approach ICG staff for advice and counsel.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at ICG. All staff, students and visitors are responsible for ensuring our learning environment remains safe and that their personal actions do not put the health and safety of others at risk.

Each student will be provided with a work health and safety overview at the commencement of their learning program. This will include instructions for what to do in the event of an

emergency.

Policies and Procedures

Access and Equity

ICG promotes, encourages and values diversity and providing our students with a learning environment that fosters success. We strive to meet the needs of our community and of individuals and/or groups who might be otherwise disadvantaged. This includes providing equitable access to learning and development resources and equal opportunity to access training services with flexible delivery and assessment arrangements and LLN support where necessary.

ICG prohibits discrimination based on factors including:

- Gender.
- Race.
- Age.
- Ethnicity.
- Marital Status.
- Religious Background.
- Sexual Orientation.
- Parental Status.

Complaints and Appeals

Student Complaints

Throughout your learning program, if you have a concern about your course, your trainers, other staff, other students or ICG policies and procedures, we recommend you speak with someone as soon as the situation arises.

In the first instance we recommend students discuss the situation with the people who are directly involved and give them the opportunity to respond. If you then feel that the situation or complaint has not been dealt with, you can contact ICG representatives.

ICG will ensure that our complaints process is accessible, transparent, fair and equitable and that any complaint or appeal is treated privately and in a timely manner.

Assessment Appeals

You have the right to appeal an assessment decision where you feel the assessment process was unfair or that the decision made by the assessor does not accurately reflect your competence.

Any assessment appeal must be lodged within two (2) weeks of being formally notified of the result of the assessment. Participants are encouraged in the first instance to talk to the assessor who made the assessment decision.

Grounds for appeal may include ICG's failure to:

- Provide appropriate advice before and during the assessment.
- Provide reasonable adjustment where necessary.
- Take literacy, numeracy and language requirements into consideration.
- Consider all available evidence and make an assessment decision consistent with the evidence provided.

Additional Options

If in the instance of an appeal or complaint not being resolved, there are other avenues of complaint. These include:

- The Office Fair Trading for complaints regarding non-training issues such as disputes over refunds or charges.
- The Australian Skills Quality Authority (ASQA) is the national regulator of training and assessment delivery - www.asqa.gov.au.
- The WorkSafe Authority in your state is the point of contact for any Work Health and Safety issue.
- The relevant State Training Authority.

Consumer Protection

ICG provides protection for our consumers as part of our provision of quality training and assessment products and services. The Consumer Protection Policy Procedure advises our prospective and current students and customers on their rights and obligations as consumers. Under this policy, we provide:

- Accurate information about our services and fees.
- Information about student rights and responsibilities.
- Training and support necessary to allow achievement of competency.
- Quality training and assessment experiences.
- Clear and accessible feedback and a consumer protection system including an identified consumer protection officer.
- A complaints and appeals procedure.
- Procedures for protecting personal information.

Course Information

Courses will be advertised on ICG's website where course information will be made available to students prior to their enrolment.

Once your enrolment has been accepted and the course commences, the trainer/assessor will be provided with a copy of your training and assessment plan which must be used to monitor and record your progress.

Fees and Charges

Course Fees

The applicable fee for each course offered by ICG is outlined on our website.

Several factors will determine how much students will pay for their program. This includes things like:

- The course or program and its duration.
- Study load and mode (full time, part time, face-to-face, online etc.).
- Any credits that may be applied through direct credit transfer, recognition of prior learning.
- Any previous qualifications held.
- Eligibility for subsidies or concessions if applicable.

Irrespective of the availability and receipt of government subsidies by an employer, school, or student, it is a requirement of ICG that where enrolment fees, administrative charges or other charges are applicable, these must be paid before or at the time of enrolment.

Our fees and charges are reviewed on a yearly basis and are subject to change.

Fee Protection

ICG is aware of its obligation as Registered Training Organisation to protect student fees paid in advance. To this effect, it has the following fee protection policy in place:

ICG is required to protect fees paid in advance for nationally recognised training. To meet this regulation, ICG may accept payment of no more than \$1,500 from individuals prior to the commencement of their course.

Following course commencement, ICG may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

Additional Fee Information:

Prior to enrolling into your chosen program, you will be informed of any additional costs for equipment, textbooks or field trips that may be required. This information will also be included on our website.

Students must have paid the relevant fees in full to receive any credentials. If fees are not paid in full, ICG will not issue Certificates or Statements of Attainment and, in certain circumstances, will refer students' debt to a debt collection agency.

In some circumstances (i.e., under certain Awards) an employer or support agency will pay the fee on behalf of the students, however, no credentials will be issued to this payer, unless written authorisation is provided by the participant themselves.

No additional fees will be incurred by the students if a third party is delivering training and assessment on our behalf (known as a Third-Party Arrangement).

Skills Recognition or Credit Transfer approvals will incur a fee adjustment, that you will be provided upon enrolment.

A processing fee applies if past students request a re-issue of a document that has been previously issued. Document re-issue fees apply to:

- Statement(s) of Attainment.
- Certificates and Diplomas.
- Record of Results.

Payment Options

Payment of course fees can be made to ICG via direct bank deposit.

Failure to Make Payment

All fees and charges must be paid by the due date. Failure to pay fees and charges may result in any or all of the following, until the full amount is paid:

- a) Suspension from attending or participating in the course.
- b) Exclusion from assessment activities.
- c) Withholding of qualification and academic record.
- d) Termination of the enrolment.
- e) Exclusion from any future enrolments at ICG.

Other Fees

Replacement of Training Materials

ICG will charge a fee to replace any lost training and/or assessment materials that have been previously issued.

Fees for Recognition of Prior Learning (RPL) or Credit Transfer (CT)

Fees will be adjusted for RPL or Credit Transfer for any units in the Training Program.

Re-issue of Transcripts

An administration fee of **\$80** applies if a student requires a re-issue of a document that has already provided. Document re-issue fees apply to:

- Statement(s) of Attainment.
- Testamur.
- Record of Results.

Cancellation Fee

If a student withdraws their enrolment prior to the commencement of their course they may be entitled to receive a refund of monies paid, however, ICG will retain the non-refundable administration fee of 20% of the total course fee. This fee covers the costs that ICG has already incurred in processing the application, enrolment, resources and payments.

If a student withdraws from the course after the scheduled start date, no refund is applicable, and they may be required to pay any outstanding balance.

To apply to withdraw, students must ICG to discuss.

Privacy

ICG strongly supports the privacy and confidentiality of our students. Information is collected, used and stored in accordance with the Privacy Act 1988 (Cth) and the Trade Practices Act 1974 (Cth) and the National Privacy Principles.

Certain general, non-specific information such as location, sex, age and results may be passed on to other agencies to inform future funding arrangements and/or statistical data gathering requirements. These agencies may include State/Territory Departments of education and training and the National Centre for Vocational Education Research (NCVER).

We will not share personal information to any person or agency without a student's permission, unless required to do so by law. Information is not given to any other agency, organisation or anyone else unless one of the following applies:

- a) You have given us permission.
- b) You would reasonably expect, or has been told, that information of that kind is usually passed to those individuals, bodies, or agencies.
- c) It is required or authorised by law, or
- d) It will prevent or lessen a serious and imminent threat to somebody's life or health.

Please refer to the Privacy notice at the back of this handbook.

Records and Information Management

ICG is committed to maintaining and safeguarding the accuracy, integrity, confidentiality, and currency of all records and responding in a timely manner to requests for information or access to records by past or current students.

All hard copy records including personnel files and Learner records are stored in a locked secure office area. Electronic records are saved on a password protected computer system and training records are stored in our Student Management System. We protect records by maintaining up to date virus, firewall and spyware protection software.

Refunds

ICG maintains a fair and equitable refund policy that outlines the concurrences for which we would grant a refund of fees paid. If a student withdraws from their learning program, they must discuss this with their trainer to determine if a full or partial refund may be applicable.

The information below outlines some of the circumstances under which a refund may be granted.

Circumstance	Refund Policy
Withdrawing from a training program.	If a student withdraws prior to the scheduled start of the training program, a refund will be granted less a non-refundable Administration fee of 20% of the total course fee.
	If a student withdraws after the course commences, no refund will be granted, and the student may be required to pay any outstanding balance.
If a training program is cancelled before commencement.	A full refund of fees paid will be made.

Third-Party Arrangements

If your course includes delivery by a Third-Party Provider, ICG will advise you of the arrangement prior to the program commencing.

You will also be advised of:

- The name and contact details of any third party that will provide training and/or assessment, and related educational and support services to you on our behalf, and
- Your rights, including: if ICG, or a third-party delivering training and assessment closes or ceases to deliver any part of the training product that you are enrolled in.
- Any changes to Third-Party Arrangements.

Nationally Accredited Training

Meeting Standards for Nationally Accredited Qualifications

As a Registered Training Organisation (RTO) ICG is required to comply with the VET Quality Framework and meet a number of standards that are overseen by the National VET Regulator, the Australian Skills Quality Authority (ASQA).

The framework incorporates the Standards for Registered Training Organisations (RTOs) 2015. We must comply with these standards in order to maintain our registration.

Each year, we conduct an internal audit of our compliance and every few years, ASQA will audit our organisation. We may ask you to participate in these audits and we appreciate your cooperation.

Entry Requirements

Some of our learning programs may have entry requirements prior to enrolling. When you enrol into one of our programs, the entry requirements are clearly displayed in the course information on our website.

These entry requirements are the minimum qualifications, knowledge, skills, experience and/or attributes that a student must hold to be considered for entry into some courses.

Entry requirements may relate to things such as:

- Previous work experience or education.
- Specific levels of language, literacy and numeracy (LLN) skills.
- Access to a relevant workplace where required competencies can be practiced.
- Access to a computer, software and the capacity to access online materials.
- Access to an internet connection with enough capacity to download course materials.
- Access to specific materials such as personal protective equipment (PPE) or other tools of trade.

Course delivered by ICG may expose participants to both physical and psychological challenges and activities. It is the responsibility of the student to advise the trainer of any known physical, medical or psychological conditions.

Disclosure of these conditions will not prejudice the student's opportunity to achieve the course outcome but will allow the trainer to cater for any special needs where required.

Pre-requisites to Training

Some units of competencies and/or qualifications may have specific pre-requisite requirements that must be met prior to a student's enrolment in the training product. These pre-requisites usually involve the requirement for students to hold specific qualifications or units of competency. Evidence that participants meet all course pre-requisites are required before acceptance to a course.

Enrolment

All potential students must complete an enrolment application and meet any required eligibility criteria for subsidised training, prior to being accepted into any of ICG programs. The application must be completed, and it is advised to disclose information about any special circumstances and/or training needs that you may have.

Information on the fees and charges relating to your proposed course of study will be provided to you and payment terms and methods will be agreed upon.

Once all enrolment documentation has been received, and the relevant fees paid, you will be enrolled into the program and a trainer and assessor assigned to support you through your learning.

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of their qualifications gained from 1 January 2015, regardless of the provider.

ICG cannot issue Certificates or Statements of Attainment without a verified USI. Therefore, it is mandatory that all students supply their USI upon enrolment. You can apply for your USI at <https://www.usi.gov.au/students/create-usi>.

If you are unable to create your own USI or require further assistance, contact ICG or the Office of the Student Identifiers Register (USI Office) www.usi.gov.au/contact-us.

Skills Recognition and Credit Transfer

ICG offers assessment only pathways that promote Recognition of Prior Learning (RPL) and consider competencies currently held, regardless of how, when or where the learning occurred. Any applications for RPL or Credit Transfer should be made at enrolment and evidence must be supplied.

Recognition of Prior Learning (RPL)

RPL is an assessment process where the existing skills, knowledge and experiences of the applicant can be recognised towards the achievement of a unit of competency or qualification. These skills may have been obtained through training programs, work experience, voluntary work, schoolwork, life or sporting experience.

Candidates who believe they may be eligible for this assessment pathway must apply for RPL on one or more Units of Competency in their program. Successful applications for RPL will see that this process can save you time in achieving a qualification as you do not have to repeat learning for skills and knowledge you already have.

To apply for RPL, you are required to submit an *Application for Recognition of Prior Learning Form*, where further details regarding RPL will be provided.

To obtain the required application form, contact ICG.

Credit Transfer (CT)

ICG recognises all nationally recognised qualifications issued by AQF providers. Credit transfer and advanced standing may be applied to equivalent Units of Competency and related qualifications that you have already been awarded.

Credit transfer can only be awarded for whole units of competence that meet the packaging rules of the Qualification you are enrolled in. Partial credit will not be considered, and you will be advised to seek recognition.

To ensure that we assess RPL and CT applications in a consistent and fair manner evidence must be provided.

Course Information

Once your enrolment has been accepted and your course commences, you will be provided with the relevant training plan and training materials to support your learning. You will need to supply your own stationery materials and, in some cases, your own Personal Protective Equipment, however, you will be notified of the materials you are required to supply prior to attending the course.

You will be emailed information on your classroom sessions and where your course requires workplace visits or practical placement, your trainer will advise you of the details.

Duration

The duration of your program depends on several factors, including your commitment to your learning and to submitting assessments regularly and on time. Your study load (i.e., full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications can also contribute to the length of your program.

Further, the level and complexity of the qualification you are studying will impact on course duration. The AQF summarizes the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

Competency-Based Assessment

All the nationally recognised training delivered by ICG is done so in line with the principles of competency-based assessment (CBA). CBA is an approach that focuses on your ability to do something and is used to develop tangible skills and is typically based on a standard of performance expected in the workplace and industry.

Competency-based assessment is conducted to determine if you can demonstrate the essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether you have the required skills and knowledge to perform effectively in the workplace.

A unit of competency consists of:

- **Elements** - Describe the essential outcomes of the unit by breaking down the unit into actions or outcomes.
- **Performance Criteria** - Break down the element into tasks, roles and skills, and applied knowledge that reflect the required standard of performance in the workplace.
- **Foundation Skills** - Describes language, literacy, numeracy and employment skills that are essential to performance in the workplace.
- **Performance Evidence** - Specifies process and evidence, as well as the frequency or volume of evidence, that the assessor needs to collect to determine a student's competency.
- **Knowledge Evidence** - Specifies the knowledge a student must have to perform the work tasks described in the unit of competency.
- **Assessment Conditions** - Mandatory conditions, methods, contexts and resources required for assessment.

This means assessment is conducted to see whether you have the required skills and knowledge to perform effectively in the workplace.

As a student, if your performance in the assessment does not demonstrate the requirements, competency-based assessment will see you marked as 'Not Yet Competent', and more training will be provided to you to get you to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate that you can perform to the required standard and be classed as 'Competent' include:

- Being observed as you work/perform the tasks and activities.
- Responses to verbal questioning.
- Written responses to theory questions.
- Responding to a role play or case study.
- Conducting a project.
- Submitting a written report.
- Compiling a portfolio of work samples.
- A combination of the above.

All ICG trainers/assessors meet the requirements detailed by the Standards for RTOs 2015, in that, training and assessment is delivered by persons who have:

- a) Vocational competencies at least to the level being delivered and assessed .
- b) Current industry skills directly relevant to the training and assessment being provided.
- c) Current knowledge and skills in vocational training and learning that informs their training and assessment.

Industry experts may also be involved in the assessment judgement, working alongside the trainer and assessor to conduct the assessment.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Your Training and Assessment Plan

We give all students enrolled in a qualification a Training and Assessment Plan which outlines how and when training will take place. This is signed by all parties involved and given to you at the start of your training.

Submitting Assessments

As an ICG student, you are expected to complete and submit your assessments by the due dates outlined in your training plan. Full and detailed instructions on the requirements for each assessment will be provided, including its context and purpose. You will receive feedback regarding the outcome of each assessment item and an assessment judgement of Competent or Not Yet Competent will be recorded based on the evidence you submitted.

Plagiarism

Plagiarism is taking someone else's work and using it as your own. ICG considers it to be a form of cheating and we take it very seriously. The following are examples that constitute plagiarism:

- Copying and using sections of text without acknowledging the source.
- Cutting and pasting sections of other people's work without recording a reference
- Presenting group work as your own.
- Using information (pictures, text, designs, ideas etc.) without citing original author(s).
- Unintentionally failing to cite where information has come from .

You will be required to sign a declaration that all work that you submit is your own.

Referencing

You must provide references in your work that identifies where your information has come from (i.e., who wrote it, when it was written and the name of the text or a link to the website).

Resubmissions

If one of your assessment submissions was deemed 'Not Yet Competent', it will be returned to you and you will be given an opportunity to review, redo and re-submit your work. This may mean submitting additional evidence or demonstrating a task again.

If, after two (2) resubmissions the assessor has confirmed a 'Not Yet Competent' outcome, you will need to meet with your trainer and discuss further options. These options may include, but are not limited to:

- Reasonable adjustment if required.
- Re-enrolling in and re-do the entire unit. Fees will also apply.

Assessment Feedback

You will receive valuable feedback regarding the outcome of each of your assessment items, from your assessor. Your assessor may provide this feedback to you verbally, when required, and in writing using an ***Assessment Outcome Report Form***.

Your feedback will provide you with:

- Clear and constructive feedback on the assessment decision.
- Information on ways of overcoming any identified gaps in competency revealed by the assessment.
- The opportunity to discuss the assessment process and outcome, and
- Information on reassessment and the appeals process if applicable.

If you have any additional questions about your submission, you can speak with your assessor.

Feedback is provided to you within two (2) weeks of their submission and/or final submission date. Practical feedback may be provided immediately after the completion of assessment.

Reasonable Adjustment

Not all students are able to demonstrate skill competency in the same way, therefore, it may be necessary to adjust the assessment tasks for individual students. Reasonable adjustment is the process of adjusting or changing the assessment to meet the needs, characteristics and any equity requirements of the candidate being assessed. This must be applied within the framework of the unit and the impact on the organisation.

Reasonable adjustment to learning methodologies and assessment may need to be applied when a student has any of the following issues:

- Physical disabilities.
- Limited language, literacy and/or numeracy skills.
- Limited communication skills.
- Limited learning strategies.

Reasonable adjustment ensures:

- Adjustable learning strategies that aim to meet the learning needs of each student.
- Appropriate learning materials for the individual needs of each student.
- Flexible learning activities with appropriate study materials.
- Adaptable assessment procedures that enable individual students to demonstrate the knowledge, skills or competencies.

Students who believe they may require reasonable adjustment during their learning are encouraged to speak with your ICG representative during the enrolment process so that we can pass this information onto your trainer/assessor and include these adjustments in the training and assessment strategy.

The types of adjustments that are made must be within our capacity to provide them and include:

- Oral response to questions rather than written.
- Allowing extra time for assessment.
- Using a support person.
- Enlarging reading material.
- Braille translations.
- Use of technology such as voice activated software screen reading, voice synthesisers.
- Use of ramps, height adjustment desks.

Withdrawing or Deferring Enrolment

Withdrawing from Training

For whatever reason, you may need to withdraw from your learning program. If you wish to withdraw prior to your course commencing, you must:

- Discuss the reasons with your trainer or other staff.
- Advise us in writing at least ten (10) working days prior to course commencement.

You may be entitled to receive a refund of monies paid; however, ICG will retain the non-refundable administration fee. This fee covers the costs that has already been incurred in processing the course application, enrolment, resources and payments.

If you withdraw from the course after the scheduled start date, no refund is applicable, and you may be required to pay any outstanding balance. Contact us for more information.

Deferring Studies

You can request a deferral at any time. If you decide to defer, you can do so for a maximum of 12 months. If, after this time, you are not ready to recommence your studies, you will not be entitled to continue with the course and no financial credits will be applicable.

Students who wish to request deferral must advise us in writing. You will not incur additional fees and you will remain responsible for all debts and other charges related with the course.

Cancelled Courses

If ICG cancels a course for any reason, all students enrolled at the time of the cancellation announcement will have their fees fully refunded.

Students who have already been assessed as competent for progressing through the units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

Issuing Certificates

Upon your successful completion of all coursework and assessment tasks, and provided all fees are paid and USI has been verified, ICG will issue a Testamur and Transcript, or a Statement of Attainment to you within thirty (30) calendar days.

Referring agencies or Third Parties will under no circumstance be issued copies of student credentials, regardless of who pays the necessary course fees. You can give us permission to issue referring agencies or third parties with copies of your competency report.

Replacement credentials can be re-issued. Fees apply.

Continuous Improvement and Course Feedback

ICG is committed to providing high quality training and assessment services that are relevant to students, employers and industry and demonstrates this through systematically monitoring, evaluating and improving our practices through a quality improvement plan and continuous improvement actions.

We regularly evaluate our courses to ensure that we continue to deliver quality programs that meet our student's needs. ICG may use a number of the following processes, tools and instruments to gather this feedback, but may not be limited to:

- Email communications.
- Training Evaluation form.
- Assessment Evaluation form.
- Client Feedback Form.
- Satisfaction surveys (online).
- Learner Questionnaire (Quality indicator).
- Employer Questionnaire (Quality indicator).
- Complaints forms.
- Appeals Forms.

We wish you all the best and look forward to supporting your learning journey!

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), ICG collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide us with your personal information, you will not be enrolled as an ICG student.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- Administration of VET, including program administration, regulation, monitoring and evaluation.
- Facilitation of statistics and research relating to education, including surveys and data linkage.
- Understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact us using the contact details below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

State training authorities may use your personal information for statistical, regulatory and research purposes. For more information about how the State training authorities will handle your personal information, please refer to the relevant State's training authority website or request information from ICG using the details below.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact ICG to:

- Request access to your personal information.
- Correct your personal information.
- Make a complaint about how your personal information has been handled.
- Ask a question about this Privacy Notice.

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