

**Illawarra >> ITeC <<**

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## **Student Handbook**

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## The Illawarra ITeC Ltd

Registered Training Organisation 90185

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Student Handbook

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### Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or **The Illawarra ITeC Ltd (Illawarra ITeC)** policy may impact on the currency of information included. Illawarra ITeC reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Illawarra ITeC.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of Illawarra ITeC. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook.

Any queries can be directed to appropriate person/s noted in **Section 7. Contacting ITeC** herein – Illawarra ITeC's Contact Details:

# Table of Contents

|       |   |    |
|-------|---|----|
| 1.0   | Welcome .....   | 2  |
| 2.0   | Mission .....   | 3  |
| 3.0   | Student Selection, Enrolment, Admission, Induction/Orientation and Work Health & Safety (WHS) ..... | 3  |
| 3.1   | Selection.....  | 3  |
| 3.3   | Enrolment, Admission, Induction/Orientation.....  | 4  |
| 3.4   | Unique Student Identifier (USI) .....   | 5  |
| 3.5   | National Recognition (Credit Transfer) & Recognition of Prior Learning (RPL) .....                  | 6  |
| 4.0   | Code of Practice & Customer Protection Policy .....   | 7  |
| 4.1   | Legislation.....  | 7  |
| 4.2   | The Rights and Responsibilities of Students and Provider Obligations .....                          | 8  |
| 4.3   | Workplace Health & Safety (WHS) .....   | 9  |
| 4.4   | Withdrawal of students .....  | 9  |
| 4.5   | Fee and Refund Policy .....   | 10 |
| 4.6   | Client Welfare, Guidance and Support Services .....   | 11 |
| 4.7   | Access and Equity.....  | 11 |
| 4.8   | Language, Literacy and Numeracy .....   | 12 |
| 4.9   | Delivery .....  | 12 |
| 4.10  | Assessment .....  | 12 |
| 4.11  | Assessment Appeals Process .....  | 16 |
| 4.12  | Complaint Process .....   | 16 |
| 4.13  | Complaint Appeal Process.....   | 16 |
| 4.14  | Disciplinary Procedures .....   | 17 |
| 4.15  | Access to Clients' Records .....  | 17 |
| 4.16  | Marketing .....   | 17 |
| 5.0   | Illawarra ITeC's Scope of Registration with ASQA.....   | 18 |
| 6.0   | Australian Qualifications Framework .....   | 19 |
| 6.1   | AQF Qualifications .....  | 19 |
| 6.1.1 | Certificates I – IV .....   | 19 |
| 6.1.2 | Diploma .....   | 19 |
| 7.0   | Contacting ITeC .....   | 20 |

## 1.0 Welcome

Welcome to Illawarra ITeC. We sincerely hope you will gain great benefit from the course in which you have enrolled. This student handbook has been put together to ensure participants have access to all the information they will need. Please feel free to call our Training Manager if you have any queries regarding your course or information provided to you.

We wish you a rewarding experience in your pursuit of lifelong learning through education & training.

Our staff are readily available to support your continuing education and assist you to plan and develop skills and knowledge to support your future endeavours. Should you have any feedback to provide us, it can be done through our feedback forms, trainers, training manager or any of the management team (*refer Contact Details on the last page of the Student Handbook*).

Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods. We offer training sessions via:

- Classroom lessons
- Workplace visits
- Online/Correspondence and
- A combination of the above

Our courses are designed to maximise you're learning by being hands-on, relevant and enjoyable.

Students can expect to learn through a variety of methods:

- Face to face support
- Practical learning/doing
- Instruction/tutorial
- Print based and online materials
- Workshops – practical, discussions, constructions
- Small group activities
- Role-play/scenarios
- Case Studies
- Work-based Projects

Illawarra ITeC prides itself on providing a clean, healthy and happy environment for learning and our premises and facilities include up to date Computer Rooms, Training Rooms, Retail Store, Hospitality Kitchen, Carpentry Workshop, Music Recording Studio and a 110 seat Theatre as well as online facilities.

**Tony O'Connor**  
**Chief Executive Officer**

## 2.0 Mission

Through the provision of employment opportunities, training and advice, assist the community to contribute to an ever-changing economy by:

- Commitment to providing quality and innovative Vocational Education and Training options, which produce high level skills leading to positive employment outcomes.
- To be a financially sustainable provider of services to improve employment and social outcomes.

### Values

Illawarra ITeC is committed to pursuing the following values in all aspects of its operations:

- Innovation in the delivery of training
- Excellence in business practice
- Providing a best service to our customers
- Focussed on providing a safe work environment
- Caring of our staff, trainees and customers
- Open communication for all staff

## 3.0 Student Selection, Enrolment, Admission, Induction/Orientation and Work Health & Safety (WHS).

### 3.1 Selection

Students enrolling in a course with Illawarra ITeC must meet course and/or funding eligibility and entry requirements relevant to the course being undertaken.

Students must adhere to the Illawarra ITeC code of conduct and student rights and responsibilities.

All candidates enrolling in courses at Illawarra ITeC have the opportunity to withdraw and receive a refund where applicable (refer Fee, Charges & Refund Policy).

On pre-enrolment, students will need to provide formal identification through a birth certificate, driver's licence, Australian passport or other forms of evidence as advised. These must be sighted and signed by an Illawarra ITeC trainer/employee.

You may be eligible for credit or recognition towards other courses (refer 4.3).

### 3.2 Smart & Skilled

If you are enrolling in a course funded or partially funded through NSW Smart & Skilled Program Illawarra ITeC will provide you with a copy of the **NSW Smart & Skilled 2022 – Student Pre-Enrolment Information**. This document is located on ITeC's website [www.illawarraitec.edu.au](http://www.illawarraitec.edu.au), you can ask us for a copy you can find a copy on the Training Services NSW website: <https://smartandskilled.nsw.gov.au/>

**NSW Training Services Student Enquiries Contact Phone Number: 1300 772 104**

### 3.3 Enrolment, Admission, Induction/Orientation

Prospective students must complete the Illawarra ITeC **Application for Course Enrolment Form** and enrolment is completed by payment of due fees (where applicable) to Illawarra ITeC. Completed Course Enrolment Form can be personally delivered to ITeC's premises, posted or email (for details refer below):

ITeC's premises is located at:

1-5 Miller Street (Corner Fox & Miller Streets) CONISTON NSW 2500

- Postal Address: PO Box 1700 Wollongong NSW 2500
- Email: [itec@illawarraitec.edu.au](mailto:itec@illawarraitec.edu.au)

Illawarra ITeC conducts an enrolment, induction/orientation program for all clients. All students must have a Unique Student Identifier (USI) to undertake nationally recognised training (refer 3.4 for further details). This program reviews the Code of Practice and also includes:

- The completion of Illawarra ITeC's **Course Enrolment Form** with at least **one form of identification** required: Driver's Licence.
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Full Birth Certificate (Australian) *please note a Birth Certificate Extract is not sufficient.*
- Certificate Of Registration by Descent
- Citizenship Certificate
- Immi Card (evidence of Immigration status)
- **Please note:** *Where enrolled the unit of competency CPCWHS1001 – Prepare to work safely in the construction industry (White Card) as part of obtaining a White Card issued by SafeWork NSW students will be required to provide 100 points of identification on the day of training (refer separate details that will be provided prior to enrolment).*
- identification of any specific needs of the individual client with regard to:
  - Language, Literacy and Numeracy support.
  - Venue safety and facility arrangements.
  - Relevant legislative requirements and accessibility.
  - Review of the training and assessment program and flexible learning and assessment.
  - Client support, welfare and guidance services arrangements.
  - Appeals and complaints procedures.
  - Disciplinary procedures; and
  - Recognition arrangements.

Students are given specific course information prior to enrolment or at any information session. Students are asked to acknowledge that they have received information on the course hours, content, assessment requirements, Work Health & Safety (WHS) and completion information at the first session. Prior to starting training, you will be given a copy of your Training Plan.

### 3.4 Unique Student Identifier (USI)

From the 1st of January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will be required to have a Unique Student Identifier (USI).

If you do not already have a USI you will need to apply for one and there are (2) two options for you do so:

a) **Create a USI yourself.** If you choose this option, complete the following steps:

- Go online to [www.usi.gov.au](http://www.usi.gov.au) and follow the steps.
- Write down your USI and keep it somewhere handy and safe
- Notify the Illawarra ITeC of your USI number via email or phone as soon as possible

**OR**

b) **The Illawarra ITeC can apply for a USI on your behalf.** If you choose this option, please speak to one of ITeC's staff and they will assist you.

For either option you will need to have one or two of the following documents available to enable you to enter required personal information:

- Driver's licence
- Medicare Card
- Birth Certificate (Australian), please note a Birth Certificate Extract is not sufficient
- Visa (with Non-Australian Passport) for international students
- Australian Passport
- Certificate of Registration by Descent
- Citizen Certificate
- ImmiCard (evidence of Immigration status)

If you already have a USI but have forgotten the number go to [www.usi.gov.au](http://www.usi.gov.au) and follow the directions to retrieve your number.

#### **Access to USI records: Smart and Skilled**

You will be required to set access controls to allow the Department of Industry and Illawarra ITeC the appropriate levels of access to your USI records. For further information please refer [www.usi.gov.au](http://www.usi.gov.au)

### 3.5 National Recognition (Credit Transfer) & Recognition of Prior Learning (RPL)

Illawarra ITeC recognises the AQF qualifications and statements of attainment issued by any other Registered Training Organisation (RTO).

Participants with qualifications or Statement of Attainment with equivalent units issued by another RTO can apply for National Recognition.

National Recognition (Credit Transfer)/Recognition of Prior Learning (RPL) assessment is available to all clients. Clients wishing to be assessed in this mode can either provide sufficient evidence of competence or undertake the required assessment tasks. Clients wishing to apply for Recognition should discuss this at enrolment.

To apply, a participant will need to complete a Credit Transfer Application and provide a copy of qualification or Statement of Attainment. Illawarra ITeC will verify any documents provided with the issuing RTO. If successful, the participant will be result with Credit Transfer for any equivalent units.

Illawarra ITeC requires a notarised copy of academic transcripts, certificates or statements of attainment that are relevant to their enrolment, at the time of application. A notarised copy is a photocopy of the original document that has been dated and signed as a true copy either by a person authorised to witness or by one of Illawarra ITeC's staff who is a Justice of the Peace who have seen your original documentation.

**Please note:** *Documents that are submitted to Illawarra ITeC cannot be returned.*

If it is determined that there is no equivalency with the relevant units, the participant may be able to apply for Recognition of Prior Learning (RPL).

If you feel you have work/life experience that would enable you to provide evidence of prior learning you may be entitled to undertake part of or full training via RPL. Please discuss with Training Coordinator prior to enrolment.



#### 4.0 Code of Practice

Illawarra ITeC has developed a Code of Practice to address and establish its commitment to the maintenance of high standards in the provision of vocational education and training. This code of practice provides all policies and procedures, and it is a requirement of employment and a requirement of study at Illawarra ITeC that all personnel abide by it. To obtain a copy, please ask the Training Coordinator.

Illawarra ITeC has adopted the following Code of Practice for all students/trainees enrolled in our courses:

##### **Customer Protection Policy**

Illawarra ITeC has a Customer Protection Policy in place. This includes the current Complaints and Appeals Policy (*please ask reception or email [itec@illawarraitec.edu.au](mailto:itec@illawarraitec.edu.au) for a copy*) and the following procedure:

Procedure:

- Every attempt will be made to resolve any student complaints using The Illawarra ITeC Complaints and Appeals Policy.
- Any complaint or grievance will be actioned as part of our commitment to Continuous Improvement. On notification of a complaint or grievance procedures will be followed as per the Complaint and Appeals Policy.
- The Training Compliance Officer will be the designated Customer Protection Officer. Their role will be to handle all complaints and grievances and to ensure Consumer Protection contractual compliance with the Smart and Skilled Guidelines (refer Section 7 for contact details).
- If students enrolled in courses funded through Smart & Skilled feel that matters are unresolved to their satisfaction and wish to inform a third party, they should contact the Consumer Protection Unit at: <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

#### 4.1 Legislation

Information about current legislative and regulatory requirements impacting on participants in training can be found as follows:

- VET Quality Framework: provides for the administration of a vocational education and training system.
- WHS Act: provides for duties and obligations related to Workplace Health and Safety.
- Anti-Discrimination Act: provides for prohibition of discrimination and other specified conduct and provides for the investigation into complaints in relation to discrimination. This Act also covers legislation against workplace harassment, bullying or victimisation.
- Commonwealth Privacy Act: Relating to the collection, use and storage of personal data is available on: <http://www.oaic.gov.au>

## 4.2 The Rights and Responsibilities of Students and Provider Obligations

### Student rights and obligations

Students have the right to learn in an appropriate environment that is free from any form of harassment or discrimination:

- Students have the right to expect a competent trainer who can assist them to achieve the expected course outcomes.
- Students have the right to be reassessed if competency is not met in the first instance.
- It is the student's responsibility to notify Illawarra ITeC when enrolling if support is required (e.g., help with literacy, transport, access to venue etc.).
- be informed about personal information that is collected about them.
- provide accurate information to the provider.
- review and correct that information.
- access the provider's consumer protection complaints system.
- Students are responsible for personal possessions during class; and

It is every participant's responsibility to behave in a responsible and ethical manner and to respect the rights of other participants, trainers and assessors and staff while attending an Illawarra ITeC course. Participants whose behaviour is deemed to be unacceptable will be asked to leave. Fees will not be refunded in this instance.

Such behaviour may include that which:

- Puts others at risk.
- Is deemed to be disruptive.
- Hampers others' learning; or
- Interferes with the Illawarra ITeC's Code of Practice.

### Provider obligations

All providers have obligations, including but not limited to:

- provide the training and support necessary to allow the consumer to achieve competency
- provide a quality training and assessment experience for all consumers
- provide clear and accessible feedback to the consumer
- provide a consumer protection system including an identified consumer protection officer (*Illawarra ITeC's Compliance Manager fills this role*)
- maintain procedures for protecting consumers' personal information.

### **4.3 Workplace Health & Safety (WHS)**

Students are required to:

- Wear clothing and shoes appropriate to the course and, in some cases, follow the legal requirements regarding protective clothing. Students are notified of such circumstances at enrolment.
- Ensure that safety directions are followed and are asked to think about their own actions so as not to endanger the safety of others.
- Listen carefully to the trainer when she/he is informing you of WHS matters.
- Ensure the trainer is aware of issues relating to WHS regulations or any practices you believe to be unsafe.
- Abide by WHS rules; and
- Ensure you are aware of the location of escape plans, emergency assembly areas and emergency fire equipment.

### **4.4 Withdrawal of students**

If you decide to withdraw from a course, we ask that you discuss the reasons for doing so with your trainer and assessor or staff member. They may refer you to another appropriate staff member to discuss any support requirements or to the Customers Protection Officer if you have a complaint or grievance. If you still decide to withdraw then the following applies:

- You should give formal notice, preferably in writing, of the date and reasons for your withdrawal
- You will be refunded any outstanding fees in line with the Fee, Charges & Refund Policy
- You will be issued any Statement of Attainment for units assessed as competent within 21 days of notice of discontinuation

You will be given the results of any assessments (subject to outstanding course being brought up to date).

#### 4.5 Fee and Refund Policy

Information about fees and charges will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees. Please contact **Illawarra ITeC** if you have any questions related to course fees.

Clients of Illawarra ITeC pay an agreed fee prior to commencement of the program in which they are enrolled. Refunds are made in accordance with Illawarra ITeC's Refund Policy and Procedure.

To ensure compliance with the requirements of a Registered Training Organisation and/or **Smart & Skilled Provider** we have put the following procedures in place:

- All information regarding fees and charges to be paid by student will be supplied individually prior to course commencement. For students accessing subsidised training through **Smart & Skilled** these will be as calculated using **the Smart & Skilled Provider Calculator**.
- Students will be notified of any schedule of payments prior to enrolment.
- Students will be notified of any additional equipment costs prior to enrolment
- Any fee schedule will ensure that all fees are paid in full prior to completion of training and assessment
- All fees collected will be retained by The Illawarra ITeC
- Where applicable (i.e., under certain Awards) the employer will pay the fee for certain Apprenticeships and Traineeships
- Students will be entitled to 2 attempts to complete a unit of competency without additional cost. Any further attempts will incur a charge which will be at the discretion of the Provider.
- Fees will be adjusted to reflect any RPL or CT and if necessary, refunds will be made.

Some students may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible.

If you do not have a concession card, contact Services Australia (Centrelink) to determine your eligibility (<https://www.servicesaustralia.gov.au/>).

#### 4.6 Client Welfare, Guidance and Support Services

All clients of Illawarra ITeC are treated as individuals and are offered advice and support services which assist clients in achieving their identified outcomes.

Illawarra ITeC does not offer formal welfare or guidance services, but every effort will be made to assist clients to access appropriate support agencies.

For any student support services, please contact your trainer/assessor or ITeC's Training Manager:

- Rebecca Radic – Phone: 02 4223 3100 or Email: [rebeccaradic@illawarraitec.edu.au](mailto:rebeccaradic@illawarraitec.edu.au)
- Hours of availability – Monday-Friday 8.30am – 5.00pm

The following is a list of contact details for community information and support in the region:

- Lifeline – Phone: 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)
- Beyond Blue – Phone: 1300 224 636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)
- Men's Line – Phone: 1300 789 978 or <https://mensline.org.au>
- Sexual Assault Crisis Line – Phone: 1800 424 017 or <https://www.respect.gov.au/services>
- Lifeline Suicide Helpline – Phone: 13 11 14 or <https://www.lifeline.org.au>
- Kids Helpline – Phone: 1800 551 800 or <https://kidshelpline.com.au>
- Illawarra Aboriginal Medical Services – <http://www.illawarraams.com.au>

#### 4.7 Access and Equity

Every client who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package and minimum age requirements based on training package or industry advice and Language, Literacy and Numeracy skills will be accepted into any training/assessment program. Illawarra ITeC incorporates the principles of equity into all programs.

Illawarra ITeC's staff have been instructed in their responsibilities with regards to Access and Equity principles. Clients have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability. Some programs may have a limited number of vacancies, and these will be filled in a chronological order upon completion of enrolment. Admission procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.

#### **4.8 Language, Literacy and Numeracy**

Illawarra ITeC recognises that all vocational training includes language, literacy and numeracy tasks and all Illawarra ITeC trainers and assessors provide:

- Materials, resources and assessment tools and tasks that do not require clients to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed.
- Clear models of the language/literacy/numeracy task.
- Opportunities for repeated and supported practice; and
- Opportunities for independent practice.

Where some clients require additional practice and training, Illawarra ITeC arranges appropriate language, literacy, and numeracy support.

#### **4.9 Delivery**

Illawarra ITeC ensures that all resources meet the requirements of the relevant endorsed training package(s) and/or accredited course(s), for the delivery, assessment and issuing of qualifications.

Illawarra ITeC affirms that it has in place and applies the following resources:

- Delivery personnel with appropriate qualifications, and experience, including assessor requirements as identified in the relevant Training Package assessment guidelines.
- Delivery and assessment resources appropriate to the methods of delivery and assessment requirements; and
- Relevant Training Package and/or accredited course documents and support materials, with necessary copyright authorisations.

Delivery strategies utilised by Illawarra ITeC are always selected to best achieve the required elements of competence while giving full consideration to the learning style of the participant. The provision of training may include a flexible combination of class based, allocated study – personal time and on-the-job delivery and assessment.

#### **4.10 Assessment**

Illawarra ITeC has demonstrable experience and skill in providing/facilitating assessments that meet the endorsed components of relevant training package(s) and/or accredited courses.

Illawarra ITeC is committed to ensuring valid and reliable assessment of achievements against industry competency standards and all assessment undertaken by Illawarra ITeC remains consistent with the National Recognition Framework and the requirements of National Training Framework.

## **Principles of Assessment**

Illawarra ITeC ensures that all assessment conducted within the organisation is reliable, flexible, fair and valid:

### **Fairness**

*The individual learner's needs are considered in the assessment process.*

*Where appropriate reasonable adjustments will be applied by the Illawarra ITeC to take into account the individual learner's needs.*

*Illawarra ITeC informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.*

### **Flexibility**

*Assessment is flexible to the individual learner by:*

- *Reflecting the learner's needs*
- *Assessing competencies held by the learner no matter how or where they have acquired; and*
- *Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.*

### **Validity**

*Any assessment decision of the Illawarra ITeC is justified, based on the evidence of performance of the individual learner.*

*Validity requires:*

- *Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance.*
- *Assessment of knowledge and skills is integrated with their practical application.*
- *Assessment is based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and*
- *Judgements of competencies is based on evidence of learner performance that is aligned to the unit(s) of competency and associated assessment requirements.*

### **Reliability**

*Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.*

## **Assessment Pathways**

Illawarra ITeC offers clients several assessment pathways appropriate to the qualification outcome. Assessment conducted for the purposes of national recognition may lead to a part or a full qualification under the Australian Qualifications Framework. The main assessment pathways to a qualification can be listed as follows:

- Off-the-job training and assessment.
- Work Based assessment.
- Recognition of prior learning; and
- National Recognition.

### **Assessor Qualifications**

Illawarra ITeC ensures that staff involved in assessment activities always meet the assessor requirements as set by either:

- The assessment guidelines of training packages; and/or
- The assessment requirements of accredited courses.

If staff members of Illawarra ITeC do not have the vocational competence to assess identified areas, appropriately qualified personnel will be employed to provide this expertise within the assessment process. Illawarra ITeC may also utilise auspiced assessment arrangements in situations where an individual staff member alone does not meet the total assessor requirements. Such auspiced arrangements may involve Illawarra ITeC staff members assessing in conjunction with workplace supervisors, industry specialists and/or qualified external assessors.

### **Assessment Resources**

Illawarra ITeC, when designing assessment resources, ensures that all aspects of competence are covered, including:

- Task skills (performance of individual practical tasks);
- Task management skills (managing a number of different tasks within the job);
- Contingency management skills (responding to problems, breakdowns and changes in routine); and
- Job/role environment skills (dealing with the responsibilities and expectations of the workplace).
- Competency Conversions.

All assessment reporting systems will indicate the units of competency that the individual has attained.

### **Conducting Assessment**

When conducting assessment, Illawarra ITeC ensures it has personnel with appropriate qualifications and adheres to the requirements of the Training Package and the AQF Standards/ Standards for Registered Training Organisations (RTOs) 2015.

Illawarra ITeC ensures that the personnel conducting assessment utilise appropriate methods for recording, storing and accessing assessment outcomes.

Assessment activities undertaken by Illawarra ITeC always follow the methodology outlined below:

1. Assessment procedures are fully explained to clients throughout all stages of learning.
2. Opportunities for Recognition (Recognition of Prior Learning/National Recognition) are also discussed, as are any available flexible methods of assessment. The appeals and reassessment process is also outlined.
3. The assessment requirements of the unit(s) of competence/module(s) are outlined, and any particular arrangements for the workplace/training environment are arranged.
4. All evidence-gathering methods remain reliable, flexible, fair and valid.
5. As assessments are undertaken, Illawarra ITeC trainers/assessors record individual client assessment results. Sample copies of the assessment instrument are kept by the trainer/assessor.
6. Post-assessment guidance is always available to clients.
7. A fair and impartial appeals process is always available.
8. Evaluation of assessment processes and procedures is gathered on an on-going (informal) basis.



Evidence gathering methods commonly utilised by Illawarra ITeC include, but are in no way limited to:

- Demonstration.
- Questioning.
- Work based performance.
- Role-play.
- Simulation.
- Oral presentation.
- Graphic presentation.
- Projects/assignments.
- Audio/visual display.
- Written tests; and
- Skills portfolio.

### **Reasonable Adjustment**

Reasonable adjustment is designed to enable that all students are treated equally in the assessment process – this means that, where possible, “reasonable” adjustments are made to the assessment process to meet the individual needs of students.

Reasonable adjustment may mean:

- Making learning materials and methods accessible
- Adapting the physical environment and equipment
- Making adjustments to the procedures for conducting assessment
- Mapping adjustments to the evidence gathering techniques

In the event that you have difficulties understanding the requirements for assessment due to language or any of the other difficulties, ITeC will attempt to make reasonable adjustments to the assessment in order to afford you every opportunity to achieve competency. This may include oral questioning or demonstration of skills and knowledge in another format. If you believe you have a case for your needs to be adapted, please discuss with your trainer/assessor.

Any Disadvantaged students will be interviewed at enrolment to ensure any required adjustments are included in their training and assessment plan.

#### **4.11 Assessment Appeals Process**

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework.

A fair and impartial appeals process is available to clients of Illawarra ITeC. If a client wishes to appeal his/her assessment result, he/she may first discuss the issue with the trainer/assessor. If the client would like to proceed further with the request after discussions with the trainer/assessor a formal request is made in writing outlining the reason(s) for the appeal. Illawarra ITeC's time period for the acceptance of appeals is 21 days after the client has been issued with the results of their assessment.

Every effort is made to settle the appeal to both the client's and Illawarra ITeC's satisfaction. An independent person or panel may hear each appeal. Each appellant has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes, including reasons for the decision. Illawarra ITeC has in place a procedure for dealing with appeals; if you would like more information, please contact ITeC's Training Manager. Should any outcome not be acceptable to the client, they will be informed, in writing, of the opportunity to lodge a complaint with ASQA.

#### **4.12 Complaint Process**

Illawarra ITeC's complaints system is designed to ensure that all people accessing our services are able to present a complaint in a fair and equitable manner.

If you have any feedback or concerns, please let your Trainer/Assessor know immediately or alternatively you can ask to speak to ITeC's Training Manager. Often the matter can be resolved easily.

To initiate the complaint process:

- Within 7 days, speak directly with the person concerned and if the matter cannot be resolved satisfactorily write to the Chief Executive Officer within 21 days. You will receive a written response within 7 days outlining the process and timelines to effectively address your complaint.

#### **4.13 Complaint Appeal Process**

Where a complaint/concern cannot be resolved through discussion and conciliation, Illawarra ITeC acknowledges the need for an appropriate external and independent agent to mediate between the parties.

- Illawarra ITeC will contract such a person as and when required and as agreed to by all parties. Costs for an independent agent to review and make a decision on the Appeal will be little or no cost to the student.
- If the student is still dissatisfied with the outcome after Illawarra ITeC has engaged an independent agent, the student may lodge a complaint with the Australian Skills Quality Authority on 1300 701 801.

*Please refer to Illawarra ITeC's Complaints and Appeals Policy and Procedure for further details.*

#### 4.14 Disciplinary Procedures

All Illawarra ITeC clients are expected to take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during both on and off-the-job training and assessment. Any breaches of discipline will result in the client being given a verbal warning. Further breaches will result in the client having to “show cause” as to why they should not be excluded from further participation in the program.

#### 4.15 Access to Clients' Records

Each client's records are available to them on request. Clients' records are not available to other people unless Illawarra ITeC is requested in writing by the client to allow such access. Once the appeals process (21) days has passed all students work will be maintained in accordance with registration requirements only. If students wish to keep their work once assessed and if it has been maintained for auditing purposes, you are able to get photocopies at a cost of 10c per copy or notify the trainer within 21 days that you want to collect your work.

#### 4.16 Marketing

Should Illawarra ITeC market or advertise its products and services, it will do so in an ethical manner following the national protocol for marketing and advertising. Illawarra ITeC will market its products and services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of this information no false or misleading comparisons will be drawn with any other provider or course. Specific course information, including content and vocational outcomes is available prior to enrolment.

- Illawarra ITeC will adopt policies and management practices which maintain highly professional standards in the marketing and delivery of its products and services and which safeguard the interests and welfare of all clients.
- Illawarra ITeC will maintain an educational environment that is conducive for all clients for the achievement of the pre-determined competencies.
- Illawarra ITeC will always gain a client's written permission before using information about that individual in any marketing materials and will respect any conditions of permission imposed by the client.
- Illawarra ITeC will always accurately represent training products and services to prospective clients.
- Illawarra ITeC ensures that clients are provided with full details of conditions in any contractual arrangements with the organisation.

#### Accurate and Clear Marketing

Where advertisements and/or advertising materials refer to Illawarra ITeC's RTO status, the products and services covered by the organisation's *Scope of Registration* are clearly identified. Illawarra ITeC only advertises those AQF qualifications it is registered to issue.

Advertisements and advertising materials utilised by Illawarra ITeC identify nationally recognised products separately from courses recognised by other bodies or without recognised status.

The names of training packages, qualifications and/or accredited courses listed in advertising materials utilised by Illawarra ITeC comply with the names/titles recognised by the Commonwealth Registration Authority.

Full information on specific courses is available from Illawarra ITeC prior to enrolment.

## 5.0 Illawarra ITeC's Scope of Registration with ASQA

As a Registered Training Organisation (RTO) the Illawarra ITeC deliver nationally recognised qualifications in:

- **Business Services, including Indigenous Governance**
- **Retail**
- **Hospitality**
- **Entertainment: Music, Live Production and Technical Services and Screen and Media**
- **Construction**

For a current list of our scope of registration please go to [www.training.gov.au/90185](http://www.training.gov.au/90185)

***Illawarra ITeC also delivers nationally recognised training in the following short courses:***

- CPCCWHS1001 – Prepare to work safely in the construction industry (**White Card**) #
- SITHFAB005 Prepare and serve espresso coffee
- SITXFSA001 Use hygienic practices for food safety
- SITXFSA002 Participate in safe food handling practices (**Food Safety Supervisor**) +

**Illawarra ITeC is approved by the following Authorities:**

# SafeWork NSW Approved Provider No. 800150 (White Card)

+ NSW Food Authority Approved Provider No. 24244 (Food Safety Supervisor)

Illawarra ITeC offers accredited courses covering full qualifications and part qualifications from Training Packages. Illawarra ITeC's course offerings change regularly in accordance with our clients' needs and industry requirements. For details on current courses being delivered please contact ITeC.

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. **The Illawarra ITeC Ltd, Registered Training Organisation (RTO) 90185 is currently registered by the Australian Skills Quality Authority (ASQA) to 30 July 2022.**

## 6.0 Australian Qualifications Framework

### 6.1 AQF Qualifications

#### 6.1.1 Certificates I – IV

- Certificates I-IV prepare candidates for both employment and further education and training. Certificates I and II are largely qualifications recognising basic vocational skills and knowledge and Certificates III and IV qualify individuals who apply a broad range of knowledge and skills and provide a pathway to further learning.
- Recognise skills and knowledge that meet nationally endorsed industry/enterprise competency standards as agreed for those qualifications by the relevant industry, enterprise, community and/or professional group; and
- Include preparatory access and participation skills and knowledge such as:
  - Literacy and numeracy.
  - Communication skills.
  - Working in teams.
  - Workplace technology; and
  - Industry specific competencies, of increasing complexity and personal accountability at each level of the Certificate qualification; and
- May be gained through a wide range of pathways, including: Australian Apprenticeships (including traineeships); work-based and/or school/institution-based training; and Recognition of Prior Learning or Current Competency (which may include training programs or an accumulation of short courses).



*Certificates I – IV recognise achievement of specified national industry competency standards at four AQF levels in a wide variety of trades, industries and enterprises.*

#### 6.1.2 Diploma

Diploma level qualification qualifies individuals who apply integrated technical and theoretical concepts in a broad range of contexts to undertake advanced or para-professional work as a pathway for further learning.

## 7.0 Contacting ITeC

Feel free to contact us with any query you may have regarding your experience with Illawarra ITeC.

### Contact Details

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| <b>Training Department Administration:</b> Email: <a href="mailto:itec@illawarraitec.edu.au">itec@illawarraitec.edu.au</a>                           |
| <b>Phone:</b> 02 4223 3100   |
| <b>Head Office:</b> 1-5 Miller Street, Coniston NSW 2500   |
| <b>Postal Address:</b> PO Box 1700, Wollongong NSW 2500  |
| <b>Website:</b> <a href="http://www.illawarraitec.edu.au">www.illawarraitec.edu.au</a>   |
| <b>Chief Executive Officer:</b> Tony O'Connor, Email: <a href="mailto:tonyoconnor@illawarraitec.edu.au">tonyoconnor@illawarraitec.edu.au</a>         |
| <b>Training Manager:</b> Rebecca Radic, Email: <a href="mailto:rebeccaradic@illawarraitec.edu.au">rebeccaradic@illawarraitec.edu.au</a>              |
| <b>Customer Protection Officer (Compliance Manager):</b> Email: <a href="mailto:compliance@illawarraitec.edu.au">compliance@illawarraitec.edu.au</a> |