

# INDUSTRY TRAINING QLD



## Student Handbook

### About this handbook...

This handbook has been prepared as a resource to assist learners to understand their obligations and also, those of Industry Training Qld (ITQ). Please carefully read the information contained in this guide.

This Student Handbook contains information that is correct at the time of publishing. Changes to legislation and/or ITQ policy may impact on the currency of information included.

ITQ 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 downloading the current version of this handbook at: <http://industrytrainingqld.com.au/>

If you have any questions about the content in this handbook, please call us on 0747 744 144 and one of our ITQ staff members will be able to help.

All learners need to read, understand, be familiar with, and follow the policies and procedures outlined in this Student Handbook.

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# Industry Training Qld

## Office Contact Details

### Queensland (Head Office)

Address: 51-55 Toll Street, Mount St John QLD 4818 Townsville

Phone: 07 4774 4144

Email: [admin@ITQ.net.au](mailto:admin@ITQ.net.au)

Hours of Operation: 08:00 AM to 16:00 PM, Monday to Friday (Australian Eastern Standard Time)

Website: <http://industrytrainingqld.com.au/>

Facebook: <https://www.facebook.com/TrainingQld>



## 2. Welcome to Industry Training Qld (ITQ)

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Thank you for selecting Industry Training Qld (ITQ) to complete your training programme! As a client, you can expect to receive a high-level of supportive service, quality training and learning resources. We are excited that you have decided to study with us and that we can support you with your learning journey, no matter where your career path leads to.

ITQ is a Registered Training Organisation (RTO) RTO ID 30477 and is a locally owned company specialising in the delivery of quality training. Our aim is to provide quality training for all clients in the Northern and Western Queensland regions. ITQ is a leading provider in the delivery of training courses, which have been designed to meet the needs of all clients. The company was established in response to a demand for quality driver training in the Northern and Western Queensland regions.

We are registered with the Australian Skills Quality Authority (ASQA) to provide the nationally accredited qualifications as listed on our RTO Scope of Registration on the TGA website:

<https://training.gov.au/Organisation/Details/30477>

As an RTO, we comply with the legislative and other requirements of the VET Quality Framework including:

- revised Standards for Registered Training Organisations (2025);
- Australian Qualifications Framework (AQF);
- other conditions of registration such as Data Provision Requirements, Fit and Proper Person Requirements and Financial Viability Risk Assessment Requirements.

We are committed to ensuring social responsibility as part of our RTO operations. ITQ aims to deliver high quality, innovative and engaging training that is relevant to learner, employers and industry. ITQ establishes and develops industry credibility through effective collaboration and consultation with relevant industry stakeholders and ensure that continuous improvement activities underpin ITQ operations and are effectively documented.

We are committed to safeguarding children and vulnerable adults in our community. ITQ is committed to assisting learners to achieve their best educational outcome which, in turn, will affect the industry and safeguard children and vulnerable adults in our community. ITQ believes in honesty and having the best interests of our learners at the forefront of our organisation.

ITQ believes in quality training, delivery, resources and assessment. It is vital to our organisation and our ongoing success, to ensure that our learners are achieving the best possible outcomes through ensuring continuous improvement of all facets of our organisation.

ITQ is also committed to assisting the industry to set benchmarks for a skilled, knowledgeable and exciting workforce, through regular industry consultation and feedback.

We wish you all the best with your studies and if you need anything, please don't hesitate to get in touch.

Regards

**Michael James**

CEO  
Industry Training Qld

## Access and Equity

All clients will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Our Access and Equity Policy ensures that client selection decisions comply with equal opportunity legislation.

This policy supports the principles of the Queensland Department of Trade, Employment and Training's Access and Equity Policy for the Vocational Education and Training System that envisage a vocational education and training system responding to the needs of all people with respect to:

- resource allocation;
- involvement in decision making processes;
- the provision of quality programmes and services;
- access to programmes and services; and
- participation in programmes.

To this end, ITQ adheres to the following policy statements:

- ☐ To provide training programmes and services that are accessible to all people.
- ☐ The requirements of individual learners are considered for strategic and operational plans.
- ☐ Learners are encouraged to be involved in the planning and decision-making processes on matters that affect them.
- ☐ To provide a broad, relevant and balanced range of high-quality training programmes and support services that account for the diversity of clients and the needs of people under-represented in vocational education and training.
- ☐ Training and support service delivery strives to enable members of equity groups to successfully participate in vocational education and training.
- ☐ To provide opportunities for all people to achieve outcomes that meets their personal goals.
- ☐ To provide training and support services in an environment free from harassment.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

## Disability Discrimination and Anti-Discrimination

Thoughtful attention and assistance will be given to those persons with disabilities wishing to participate in training. Persons will only be disqualified on the basis of failing to meet the specifications stated in Work Health and Safety guidelines, Health or other regulatory body rulings.

Anti-Discrimination legislation has been passed by Commonwealth and State governments to reflect support for the principles of equality, dignity and fairness in the community. The Anti-Discrimination Act promotes equality of opportunity for everyone, by protecting them from unfair discrimination, sexual harassment and other forms of objectionable behaviour.

The Anti-Discrimination Act (Qld) 1991 prohibits discrimination because of your:

- sex
- relationship status
- pregnancy
- parental status
- breastfeeding
- age
- race
- impairment

- religious belief or religious activity
- political belief or activity
- trade union activity
- lawful sexual activity
- gender identity
- sexuality
- family responsibilities
- association with, or relation to, a person identified on the basis of any of the above attributes.

Industry Training Qld has zero tolerance of discriminatory behaviours. You can make a complaint.

### **Reasonable Adjustment**

**Industry Training Qld** has a responsibility to make reasonable adjustments to training and/or assessment in certain circumstances. Reasonable adjustment means ensuring our training and assessment is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Reasonable adjustment/s can be made in all the following circumstances:

- A learner discloses a need which may impact their training and/or assessment. This may be disclosed at any time prior to or during training or assessment. Any disclosure will be handled confidentially and for the purpose of determining and offering appropriate support and/or reasonable adjustment/s. Reasonable adjustment/s are made in consultation with the learner and their parent/guardian, if applicable. Learners may speak with any ITQ staff regarding reasonable adjustment and their inquiry will be referred to the appropriate person. Note: learners may choose disclosure; they are not obligated to do so.
- Any reasonable adjustment/s would not cause unjustifiable hardship on ITQ.
- The learner can still meet the inherent requirements of the qualification, unit of competency, Skill Set or another benchmark. For example, a Queensland High Risk Work Licence to operate a forklift requires the licence holder to communicate in English. Therefore, an interpreter could not be used by non-English speaking learners.

Reasonable adjustments might be made to:

- the course enrolment process;
- the physical environment and other facilities and services available at the training venue;
- course/programme activities;
- the way training is delivered;
- the way skills are assessed.

Any reasonable adjustment/s will be documented in a learner's file.

### **Legislative Requirements**

There will also be legislation applicable to your chosen field of study, particularly related to driver training. These will include:

- Queensland Road Rules
- National Road Rules
- Load Restraint Guidelines
- Australian Dangerous Goods Act
- Relevant Queensland Transport legislation



All relevant legislation is available on the following website: [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)

Below is a list of legislation that impacts ITQ, it includes but is not limited to:

- revised Standards for Registered Training Organisations (2025)
- National Vocational Education and Training Regulator Act (2011)
- Humans Rights and Equal Opportunity Commission Act (1986)
- Disability Standards for Education (2005)
- Disability Discrimination Act (1992)
- Racial Hatred Act (2006)
- Racial Discrimination Act (1975)
- Sex Discrimination Act (1984)
- Privacy Act (1988) and National Privacy Principles (2001)
- Vocational Education and Training (Commonwealth Powers) Act (2010)
- Workplace Injury Management and Workers Compensation Regulation (2002)
- Student Identifiers Act (2014)

## Privacy

ITQ will treat all learner personal information confidentially and will not disclose any details to a third-party without the learner's prior written consent, except where required to provide details under its commitment to provide details to the regulatory body or by Law.

In all other cases the ITQ will seek the written permission of the learner for such disclosure.

We will also only collect such personal and/or sensitive information that is necessary to the involvement of the learner in their training. This will include information that ITQ is required to collect and retain as evidence of the individual's eligibility to participate in State and Federal Government funded programmes (eg Construction Skills Queensland).

ITQ may disclose your personal information for these purposes to third-parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies including but not limited to:
  - o NCVER <https://www.ncver.edu.au/>
  - o Australian Skills Quality Authority <https://www.asqa.gov.au/>
  - o Australian Apprenticeships <https://www.australianapprenticeships.gov.au/>
  - o Department of Trade, Employment and Training <https://desbt.qld.gov.au/training>
  - o Disability Employment Services <https://www.employment.gov.au/disability-employment-services>
  - o Workforce Australia <https://www.workforceaustralia.gov.au/>
  - o The Department of Human Services <https://www.humanservices.gov.au/>
- Any applicable parent(s) or legal guardian, to assist us to provide our services to you or on your behalf, including to inform of progress or to discuss any concerns.

Under the Data Provision Requirements 2012, ITQ is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be disclosed by ITQ for statistical, regulatory and research purposes.



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

- issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website).

### 3. PRE-ENROLMENT

Prior to applying to undertake a course, learners are encouraged to think about their individual learning needs. Clients should then consider all the information provided in this handbook and decide whether the course, training and assessment methods and support mechanisms are appropriate for addressing their individual learning needs. Learning needs can mean different things to different people.

Some examples of individual learning needs may relate to/be the result of:

- intellectual, psychological, physical or medical conditions or have vision or hearing impairments;
- family, work or personal commitments that impact study;
- poor experiences encountered when undertaking previous studies at school;
- why you want to undertake the intended course eg to access further study or employment opportunities;
- the amount of time you have available to study per week or the duration of time you have to complete a course eg 1 year;
- preferred learning styles: some people learn best through reading, listening or watching, some through working independently as opposed to in groups with others; some people learn best when completing practical activities and/or learning on the job; some people learn best when undertaking a variety of learning methods identified above;
- existing knowledge, skills and experience relevant to their intended course of study.

Prior to submitting an enrolment application, all learners should read this handbook in full. Particular attention should be paid to the sections that outline how ITQ and the specific course in which you are interested could address your learning needs, eg read the section on the type of academic support that is available to support learners who have problems understanding the terminology in a subject and/or with homework.

Course information pages (which accompany this document) provide details on, eg course aims, course durations and course demands per week, types of learning and assessment methodologies, and further study and employment opportunities upon successful course completion. Clients should think about whether the course and support mechanisms address their learning needs.

Clients should note that course delivery and assessment methodologies, duration and many other aspects of a course can be amended (where feasible) to address individual learning needs.

Clients should consider whether the support mechanisms outlined in this handbook are appropriate for supporting their individual learning needs, eg sometimes being provided access to modified training materials address specific needs or being provided extra time to complete a task allows learners to appropriately address the assessment requirements.

During enrolment, learners will be asked to identify any individual learning needs that require support during their course. It is recommended that learners provide ITQ full details that will enable us to identify whether we can appropriately address your individual needs and if so, how this can be achieved.

ITQ encourage learners to contact them and discuss any specific learning needs they may have and if/how these can be supported during their studies.

## Course Information

Course information can be found at [www.ITQ.net.au](http://www.ITQ.net.au) or by speaking directly with ITQ. This includes information on content, duration, mode of study, entry requirements and pathway information.

## Course Delivery

ITQ ensures the following resources are in place:

- trainer/assessors with appropriate qualifications, and experience;
- course materials appropriate to the methods of delivery and assessment requirements;
- all necessary copyright authorisations;
- appropriate equipment and facilities.

Training and assessment methods used by ITQ meet specific quality requirements and are chosen to best suit the unit of competency, while considering the learning style of the Learner. A number of delivery methods will be used throughout the training to help the learner achieve the necessary skills.

Delivery methods may include, but are not limited to:

- practical demonstrations
- audio/visual presentations
- group participation/discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- case studies

## 4. HOW TO ENROL

Enrolment is initiated by directly contacting ITQ. You can book an appointment to enrol in person, or via the phone, email [admin@ITQ.net.au](mailto:admin@ITQ.net.au) or via our Facebook Page: <https://www.facebook.com/TrainingQld> We will despatch to you by suitable means an enrolment form and literature on the course(s) being considered and any other relevant documentation.

### Enrolment Process

The enrolment procedure commences when a learner contacts ITQ expressing interest in a training programme(s). Learners will be required to review the course details and Student Handbook located on the website, prior to finalising their enrolment.

Step 1 Choose your course

- Once you have made the decision to apply for a qualification you will need to complete an enrolment form and a Literacy, Language and Numeracy (LLN) assessment using LLN Robot. Check you meet the Minimum Age Requirement, English Language & Academic Requirements

and Appropriate Visa Requirements (if applicable)

#### Step 2 Prepare your application

- Complete the Enrolment Form, LLN Robot Assessment and prepare details of:
  - o The course you wish to enrol in
  - o Colour copy of Certificates and Statement Results for any previously attained or partially completed qualifications
  - o Colour copy of Passport or Driver Licence (proof of ID+ residency); if no passport provided please provide a copy of a bank statement or utility bill issued within the last 6 months showing your current residential address
  - o Colour copy of either: current green Medicare card; Birth Certificate; current Australian passport; current New Zealand passport; or Australian citizenship certificate (proof of citizenship)

#### Step 3 Submit your application

- Submit your Enrolment Form and Supporting Documents online or to [admin@ITQ.net.au](mailto:admin@ITQ.net.au)

#### Step 4 Submit your application

- Your enrolment will be assessed on the information you have provided
- Upon receiving all paperwork and supporting evidence a formal assessment of your eligibility for suitability for the qualification is conducted
- You will be notified by an ITQ Staff on the status of this application once your eligibility has been assessed
- \*Please note that we are unable to finalise your enrolment until all required information and supporting evidence has been provided

#### Step 5 Letter of Confirmation of Enrolment

- Learners will receive a welcome email with a Letter of Confirmation and a Tax Invoice attached, confirming acceptance into the qualification

#### Step 6 Pay the Fee

- Student fees are finalised – payment established

\* A student's enrolment into a course programme is accepted and confirmed once:

- All enrolment information has been provided and discussed
- Identity has been confirmed
- An individual needs assessment has been completed
- All required enrolment information has been collected and confirmed
- Course entry requirements and admission requirements have been reviewed and confirmed
- Any government subsidy or support eligibility process has been undertaken and concluded
- Any final Pre-Training Review processes have been conducted
- Applicable enrolment and course fees have been paid

Learners' Language, Literacy and Numeracy ability is also assessed in conjunction with their knowledge, skills, experience and qualifications. A Language Literacy and Numeracy Test must be completed by the learner prior to finalising the enrolment.

Enrolment applications will then be assessed to ensure that the learner meets all entry requirements that have been set for the selected course. Learners will be informed of successful enrolment and sent information on the course and their course induction.

Learners who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact ITQ to discuss their training needs and alternative opportunities.

## Client Selection

Enrolment and admission into some ITQ training programmes is subject to meeting certain entry requirements. Specific details of the entry requirements are contained in individual course documentation and are made available prior to enrolment or any time through the ITQ website.

In the case that a potential learner does not meet the prerequisite conditions and/or entry requirements, ITQ staff will endeavour to assist them in understanding their options in regard to meeting the standards. Any questions regarding these arrangements can be addressed by trainers or ITQ management.

## Identification Requirements

The enrolment process requires the applicant's identity to be confirmed and verified identification evidence to be retained on file for admission to any nationally recognised course programme. This may include:

- evidence of learner identity (for example, photo identification);
- evidence of learner eligibility to participate (for example, citizenship); and
- evidence of pre-requisites being met (for example, previous qualifications/study).

All prospective learners must complete and provide relevant enrolment information and personal data as a part of their enrolment application.

## What is a Unique Student Identifier (USI) and why do I need one?

A USI is an acronym for Unique Student Identifier.

After January 1st, 2015, enabled by the Student Identifiers Act 2014, it became a requirement for anyone studying <https://www.usi.gov.au/about/nationally-recognised-training> to have a USI. This keeps all of the nationally recognised training you've completed in one place and you have access to your transcript via their website.

It is free and easy for you to create your own USI online. While you may create your own USI, ITQ is also able to create a USI for you. ITQ can do this as part of the enrolment process. ITQ will only issue a qualification or statement of attainment to a learner after the learner has provided a verified USI or ITQ applies for a USI on behalf of the learner. To avoid any delays in issuing certification documentation ITQ will ensure that learner's USIs are applied for or verified USI at the time of enrolment.

For a video that gives you more information you can visit [www.usi.gov.au/video/training-organisation-video-unique-student-identifier-usi](http://www.usi.gov.au/video/training-organisation-video-unique-student-identifier-usi). If you do not have a USI visit [www.usi.gov.au/students/create-usi](http://www.usi.gov.au/students/create-usi) and you will be able to create one. If you are having any trouble with this, you can chat with our Student Services Officer on 07 4774 4144 or we can help you with this on the first day of your training.

**IMPORTANT:** To make sure we keep all of your training records together, the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must exactly match with those on the identification used for enrolment.

## Credit Transfer (CT)

ITQ recognises qualifications and statements of attainment issued by other RTOs, or by ITQ, for other qualifications that you may have previously completed.

Learners who have successfully completed whole units of competency with another RTO can apply for credit transfer. If any ambiguity is detected when validating a learner's certification, ITQ will seek verification from the relevant RTO before recognising the qualification or statement of attainment.

Learners can apply for Credit Transfer by submitting a Credit Transfer application form along with original certificates/statements of attainment to the Administration staff. The CT application form is available in the Enrolment Pack or on request from the Administration Staff.

Where a learner provides suitable evidence, they have successfully completed a unit or module at any RTO, ITQ provides credit for that unit or module. In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process.

ITQ may issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.

Credit Transfer will only be offered to learners for units of competency obtained at the same AQF level as the course being applied for, unless they demonstrate appropriate levels of skill and knowledge at the required AQF level.

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how, when or where the learning occurred. The granting of RPL status will allow for progression to other areas of learning more quickly; thus, shortening the duration of a course of study.

An RPL application process assesses skills and knowledge acquired through:

- informal means (ie learning through experience of work-related, social, family, hobby or leisure activities) or general life experience;
- any combination of formal or informal training and education, work experience.

In order to grant RPL, the assessor must be confident that the learner is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

ITQ appreciates the value of workplace and industry experience, and recognises that learners will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

If you feel that you could apply for recognition of prior learning toward your training course, then please discuss it with your trainer who will assist you to complete an application form.

The recognition of prior learning (RPL) process will be offered to and explained to all relevant learners.

The learner will be charged \$TBA per unit. This includes the initial application, consultation either in person or via phone with a suitably qualified assessor, the RPL assessment and (if successful) certification.

Where the learner is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit-by-unit basis based on the scheduled course fee.

## Language Literacy and Numeracy (LLN)

LLN is a prerequisite for our courses that all learners have at least basic English Language Literacy and Numeracy skills. This process is completed as part of the Enrolment Process. The LLN assessment is included in the Enrolment Pack/Process. The LLN Assessment is completed using LLN Robot.

On the Pre-enrolment Review, all learners are assessed to ensure the LLN skills required for the course



are met. If you aren't quite at the level where you need to be, do not despair. Our delivery and assessment methods can be adjusted to accommodate learners with LLN needs where feasible.

All delivery, assessment and instruction are carried out in English unless otherwise stated. There may be the opportunity available for you for "reasonable adjustment" concerning the assessment process, depending on the level of support you require.

We welcome learners with LLN needs and encourage potential or current learners to contact the Administration staff for further information. ITQ will support you as much as we can, and where extra assistance is required beyond the support that ITQ can give you, we will refer you to an LLN programme – eg an Individual Learning Plan.

You can also find some more information at: <https://www.servicesaustralia.gov.au/language-literacy-and-numeracy-supplement> in relation to LLN help.

We understand that sometimes people struggle with reading, writing and numeracy and we will endeavour to help you as much as possible. If you are concerned as to whether or not you will meet the requirements, please call our team at ITQ on 07 4774 4144 and we can determine whether you may need a little improvement.

There are many things that you can do to improve on your LLN skills; there are apps on your phone and there are websites such as Reading Writing Hotline [www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au) that can help. Please note that any additional LLN training completed outside of ITQ will be at your own cost.

## Pre-Training Review

A pre-course evaluation of each learner is conducted to ensure learners are placed in a course with an appropriate delivery and assessment strategy. We review their existing knowledge, skills, experience and qualifications relevant to the course for which they are applying.

Clients are asked to complete this Pre-training review during the application process by providing details of their existing knowledge, skills and experience relevant to the course. Questions are designed to identify the learner's needs, so ITQ staff members can evaluate any requirements the learner may have to improve their learning experience and outcome.

The results of the Pre-training review are used to determine if the learner possesses the required LLN skills and knowledge, skills and experience to address course requirements and confirm whether the course is suitable for addressing their learning needs. Learners are encouraged to contact ITQ if they require clarification of any terminology or information in this document or to discuss their learning needs.

The designated ITQ staff member will receive and assess each learner's pre-course evaluation checklist. Based on the information in the checklist, the enrolment form, interview, induction and any other relevant correspondence and conversation, ITQ staff and management may offer additional support and prepare a Training Support Plan.

Examples of the support services may include:

- study support and study skills programmes;
- flexible scheduling and delivery of training and assessment;
- referrals to appropriate LLN programmes;
- equipment, resources and/or programmes to increase access for learners with disabilities (within the capacity of ITQ);
- mediation, Counselling services or referral to appropriate services;
- information technology support;
- learning materials in alternative formats ie large print;
- learning and assessment programmes customised to the workplace.

## 5. Fees and Charges

Our Admin Staff and Training Partners are on hand to help in this area. Unless stipulated, all course fees are inclusive of:

- administration charges;
- training delivery and assessment;
- learner course material – online materials and some printed for classroom-based training.

Fees will vary for each course and can be found on our website: <http://industrytrainingqld.com.au/>

ITQ will provide the following fee information, to each learner:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the fees and charges for any additional services.

Unless otherwise advised fees:

- ☐ do not include the cost of individual text books (if applicable), stationery, training consumables, tools, photocopying or scanning:
  - o Learners may source these items themselves or through ITQ
  - o Training Consumables may be an additional cost up to \$100 – depending on the course
- ☐ reflect the content of the course and the award, not the duration; therefore, there is no automatic reduction of tuition fees if you complete the course in a shorter time than the published length of the course.
- ☐ may be reduced or refunds may be granted only if a learner is granted sufficient RPL or Credit Transfers such that the course is completed in a shorter than normal time.

ITQ will not collect more than \$1500 in advance. Where less than \$1500 is collected prior to the commencement of training or where the total course fee is less than \$1500, a fee protection process is not required.

Current fee information is available via the ITQ website and by direct email from ITQ.

### Fee Structure

Each qualification or Unit of Competency offered by ITQ has a specific course fee. The course fee is the maximum fee that may be charged to the learner for their selected training programme.

Where additional resources normally associated with a programme of study are required (eg reference material, research documents, own computer) the learner will be clearly advised of exactly what is required in the learner study guide for that programme.

### Text and Training Workbooks

Learners must purchase the required textbooks either from ITQ (if applicable) or elsewhere.



Alternatively, ITQ can supply textbooks through our lending library; limited copies exist so advise ITQ Admin Staff if you want to reserve a book.

## **When and How do I pay student fees?**

### **PAYMENT TERMS - FUNDED TRAINING**

All student fees are due on or before training commencement.

Learners must pay the entire co-contribution fee by the induction date or the first day of course commencement (whichever comes first) or decide for a direct debit payment plan to be finalised prior to induction date or first day of course commencement (whichever comes first).

### **PAYMENT TERMS – FEE-FOR-SERVICE**

- Fees are payable when the learner has received notification of enrolment.
- Fees must be paid in full within 7 days of receiving an invoice from ITQ.
- ITQ may discontinue training if fees are not paid as required.

### **PAYMENT TERMS - CORPORATE CLIENTS**

Corporate clients, following a successful credit reference check, will be invoiced and will pay the fees as agreed in the training contract. If the training delivery and formal assessment is completed and there are still aspects of evidence required to be gathered at the completion of the agreed training time frame, then by negotiation, a fee may be charged for this process which may include assessment facilitation. This may be the case for fee for service-based courses.

**Note:** We do not offer a cooling off period. Please ensure that you choose your course wisely.

## **Credit transfers from previous studies**

Where a learner is given an exemption from studying any units of competency in their chosen course due to proven successful completion of relevant past studies, that component of the learner contribution fees will not be charged and will therefore be deducted from their total enrolment fee.

## ITQ ADMINISTRATIVE FEES

<b>Admin Fees</b>	<b>Fees (AUD)</b>
Replacement/Renewal Student Card	\$50.00
Airport pick-up	\$50.00
<b>Material Fee</b>	
Resource Book Replacement	\$70.00
<b>Certificates</b>	
Final Certificate Re-issue (first one will be provided free of charge)	\$50.00
Statement of Attainment (SOA)	\$50.00
<b>Academic</b>	
Re-assessment, eg Forklift (\$100)	\$350.00
Reassessment IF learner cheated	Full course fee
Verification of Competency (VOC)	\$350/Unit
Recognition of Prior learning (RPL)	\$250/unit
Credit Transfer	\$50/unit
Additional personal tutorial assistance	\$100.00/hour

## Specific Support

Centrelink may be able to assist you in payment for your training. Payments are in many instances in accordance with asset tests and may also be determined based on the number of hours undertaken.

These may include:

- Youth allowance
- Austudy payment
- Job Seeker payment
- ABSTUDY
- CentrePay

You should discuss your own personal circumstances and opportunities with your local Centrelink office.

## Refund Policy

- Once training has commenced, no refund is available to learners who leave before finalising the course unless a learner can provide a medical certificate to show extreme personal hardship.
- A student must complete a Student Refund Request Form.
- Applications for payments plans are approved by the ITQ CEO and applications are not guaranteed.
- A learner must provide written notice of cancellation from a course to ITQ.
- Learners may be eligible for a proportional refund if they withdraw after commencing the course but have not commenced a unit of competency, if they are experiencing extreme personal hardship. Learners must complete Student Refund Request Form and submit to ITQ

**NOTE:** Learners are advised that if Student Fees and Co-Contribution Fees are not paid by the due date, you may be refused entry to future classes, until the outstanding fees are paid in full.

## Refund Policy for Fees Paid in Advance

If course fees have been paid in advance, refunds will be processed in the following way:

Prior to commencement of any course activities, ITQ refund, from when notice is given in writing, is:

Where ITQ cancels the course before the commencement date or the learner's enrolment request has been rejected by ITQ	100% refund of course fees
Where ITQ cancels the course after the learner has commenced the course	100% refund of the unspent pre-paid tuition fees
More than 24 hours' notice will incur a full refund	100% refund of tuition fees
Less than 24 hours' notice will receive no refund	No refund of tuition fees or non-tuition fees

## Provider Default

Learners have the right to obtain a refund for services not provided by the ITQ in the event that:

- **ITQ fails to provide the agreed services.** If, for any reason, ITQ is unable to fulfil its service agreement with a learner, ITQ must refund the learner all fees paid for services not delivered.
- **ITQ Course Default:** In the event where a course is cancelled by ITQ, enrolments may be transferred to another course provided cancellations are received no less than two working days before the course commencement. If the learner cannot be transferred to an alternative course, a full refund will be provided. Enrolment will only occur after payment is received, and an acknowledgement will be forwarded to you by email/mail to confirm your enrolment.

## Our Guarantee

ITQ is wholly committed to ensuring that all learners can complete their chosen qualification pathway once commenced. We therefore guarantee that all enrolled and commenced learners, with fees paid up-to-date, will be given every opportunity to complete their training and assessment within the agreed traineeship or training time frame and subsequently receive the associated certification, and all actions required to facilitate this will be undertaken in a timely and professional manner. This includes any incomplete training provided by an ITQ Approved Training Partner. If for any reason ITQ is unable to provide the training that has been indicated, ITQ will assist you in finding a suitable alternative organisation to complete your training.

## Student complaints about fees or refunds

Learners who are unhappy with ITQ arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with ITQ complaints policy and procedure.

ITQ's refund policy and the availability of the Complaints and Appeals process, does not remove the learners' right to act under Australia's consumer protection laws.

## 6. FIRST DAY OF TRAINING AND TRAINING PARTICIPATION

You are required to be at the location of your course 15 minutes prior to your class scheduled start time. If you are delayed in heavier than usual traffic, it is important to call us and let us know that you will be running a little late on 07 4774 4144.

You will undergo an induction process with an ITQ Staff member and/or Trainer and Assessor including:

- introduction to ITQ, its facilities and resources;
- introduction to ITQ training staff;
- discussion of your rights and responsibilities;
- confirmation of the course being delivered, class times, qualifications to be issued;
- discussion about the expectations of the ITQ such as attendance, course progress and the importance of maintaining current personal information on file like your home address;
- discussion about the training and assessment procedures including method, format and purpose of assessment;
- emergency evacuation procedures, personal security and work health and safety;
- Student Handbook which includes Student Support Services, Complaints and appeals

- processes;
- AVETMISS/USI/CT/RPL finalised;
- communication processes, phone, email and Facebook Groups.

You will be required to work as a team, so it is important that you are aware that certain types of behaviour will not be tolerated. You are not to discriminate against any person because of their race, gender, sexual preference, background or religion.

Mobile phones should be turned off; you will have regular breaks where you will be able to check them. If you need to have your phone on, please advise your trainer and keep it on your desk, turn to silent with sound turned off.

## **What do you need to bring to each course?**

We need you to bring the following items for all of our courses:

- eligibility documents (Medicare, Concession Card, evidence of residence, VEVO Check/your visa -- if applicable);
- your Unique Student Identifier (USI) -- if you are unsure about what a USI is please visit [www.usi.gov.au](http://www.usi.gov.au) for more information;
- any prerequisites as required by your course.

## **Attendance Policy and Procedure**

You are expected to be punctual and observe the hours of the training programme as indicated on your training plan or as may otherwise be agreed by you and your trainer.

All face-to-face and online training learners are required to attend all classes (in place or online, eg Moodle/Zoom meeting) and must sign in and out on the daily Student Attendance Register (for online class, the trainer will be responsible to sign in and out). If a learner is absent, they must inform ITQ of the reason for this absence, which must be recorded in accordance with ITQ's policy and procedures.

Your trainer will record your attendance for all training including but not limited to workshop attendance, workplace training time, assessment meetings and activities.

ITQ recognises that sometimes learners may be unable to attend due to unforeseen circumstances. If a learner is aware that they are going to be absent prior to the day (eg medical appointment etc) they are required to inform their trainer who may give them work or study to complete at home.

Absences on days of assessment tasks being due will require a medical certificate, which must be provided within two days of the learner returning to class.

ITQ will monitor learner attendance and provide appropriate support to facilitate successful completion within the scheduled period.

ITQ also uses the daily Student Attendance Register to do a roll call, as part of our Emergency Evacuation Procedures. All learners must sign in and out on the daily Student Attendance Register every time they attend class.

## **Dress Standard**

Confirm with your trainer at your induction, to ensure that you are dressed accordingly to WH&S

Standards.

If not stipulated, ITQ encourages smart, casual and comfortable attire as long as you are not wearing clothing that has logos or motifs that could be found offensive. Training rooms are air-conditioned; therefore, you may like to bring a jacket or long-sleeved top to account for personal preference in room temperature.

## Parking

Our premises offer free onsite or street parking. Parking is at your own risk. Keep your car locked at all times and make sure you keep all of your valuables secure.

## Work Health and Safety

We are committed to providing a safe, secure and supportive environment for our learners. Under the Work, Health and Safety Act 2011, ITQ has a duty of care to provide a safe and healthy work environment for all its staff, learners and clients.

ITQ conducts regular Health & Safety reviews covering all ITQ operations to ensure our equipment, materials and practices comply with all WHS legislation. Our staff, trainers and assessors will deliver training and assessment activities in a manner that removes or controls any hazard/risk.

Learners must act in a manner that safeguards their own health and safety and that of their fellow classmates. When ITQ staff and trainers/assessors are providing WHS information it is important that this is understood and instructions followed.

ITQ learners must:

- accept their responsibility to comply with all work health and safety procedures;
- take reasonable care of themselves and others on the premises;
- not interfere with or misuse items or facilities provided in the interest of health and safety;
- report any incidents, actual or potential hazards and "near misses" to a member of the ITQ Staff;
- adhere to safe work practices, instructions and rules;
- encourage fellow learners to create and maintain a safe and healthy work environment;
- cooperate with staff and other learners to ensure the health and safety responsibilities are upheld.

If you spot a potential hazard please report this to our trainer/assessor or a member of ITQ staff and they will take the appropriate action.

Further information on WHS can be found at the following websites:

<https://www.australia.gov.au/information-and-services/health/workplace-health-and-safety>

<https://www.safeworkaustralia.gov.au/>

<https://www.worksafe.qld.gov.au/>

## Incidents and Injuries

All incidents and injuries (regardless of how minor) need to be reported as soon as the incident occurs to your trainer or another ITQ team member. If you have caused any damage or noted a fault, please report this to your trainer as soon as possible.

If the incident is severe and warrants a level of support/assistance from external resources, the responsible staff member will initiate action to arrange that support. Personal details may be provided to the relevant emergency service/s if the learner involved is incapacitated and unable to provide these particulars themselves.

## **Emergency Evacuations**

Each learner will receive emergency evacuation instructions upon arrival at ITQ. The trainer and assessor will advise learners what to do in the unlikely event of an emergency. Qualified first aid officers are located at ITQ's premises.

It is mandatory for all learners to participate in and follow any instructions given by a member of staff during an evacuation. This is regardless of whether the evacuation is conducted as part of an emergency response or for training.

## **Theft**

Learners are advised not to leave their valuables unsupervised, because the premises of ITQ are open to the public. ITQ cannot be held responsible for anything which may be stolen from its premises.

## **Smoking**

ITQ premises (including classrooms, toilets, and general office areas) are a smoke-free learning environment, as such you are not allowed to smoke inside the building. There is a designated smoking area that you can use outside in your allotted breaks.

## **Alcohol and Substance Abuse**

You must be free at all times of illicit drugs and/or alcohol while attending training at ITQ. Consumption of alcohol or unlawful/illicit drugs at ITQ including adjoining car parks and roadways is strictly forbidden and you will be asked to leave the course as a result.

Employers will also be notified where relevant, and information will be passed onto the appropriate law enforcement. If our trainers or any other staff members have reason to believe you are under the influence of illicit drugs or alcohol, for the safety of yourself and others you may be asked to leave the training session. This may result in extra fees should you choose to continue to study at another date.

## **Mobile Phones and other Electrical Equipment**

Learners will be asked to switch off all electronic devices or set them to silent mode. Frequent breaks are provided and messages or emails can be checked during these times.

## **Computer Usage**

You may bring your own computer in class to do research for your course:

- you must be alert to potential threats to computer integrity and security (eg computer viruses, unauthorised access);
- you must not use the ITQ WIFI network to operate any personal technology equipment;
- computer software that is subject to copyright (all software that is not labelled as "public domain") may only be used in accordance with the specified licensing conditions;
- the copying of or use of software without permission of the owner is illegal. ITQ will not provide legal protections to any person who breaches copyright;
- access permissions will be withdrawn for anyone who breaches software copyright or any other computer related laws (eg unlawfully uses or copies software; accesses restricted information).



## 7. STUDENT CODE OF CONDUCT

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### All learners have the right to:

- be treated in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin and respected by fellow learners and staff;
- learn in a supportive environment free from intimidation and interference from others;
- access all services and facilities as identified in pre-enrolment information;
- suitably qualified and experienced trainers and assessors;
- seek academic advice and support from ITQ trainers and assessors;
- learn in a safe and clean environment that facilitates achievement;
- access their personal records that are kept private and secure and only made available to authorised users;
- access the Complaints and Appeals policy to resolve disputes/complaints;
- be provided with information about the assessment requirements of the course at the start of the course;
- be provided with regular feedback on your progress;
- receive compliant, quality training and assessment;
- receive AQF Certification (this applies to accredited courses only), if you are deemed competent and all other obligations such as payment has been met.

## 8 STUDENT SUPPORT SERVICES

ITQ is committed to ensuring that you get all the support you need to be successful in your studies: You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and numeracy.

The enrolment forms you complete will help us to identify any support you need and depending on the course you are enrolling in, eg you will also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course. Services that we may offer to you include:

- One-to-one support from our trainers/assessors including providing you with contact details
- Classes to assist with study skills
- Study groups where you can work with your fellow learners
- Referral to relevant external services for services not provided by ITQ -- contact us on (07) 4774 4144, to discuss your support needs.

If you experience any difficulties with your studies, we recommend that you contact your Trainer or another ITQ staff member. We will ensure that our resources are made available to give you the best possible chance of achieving the required level of competency to achieve your goals.

If you are experiencing any personal difficulties, please let someone at ITQ know because we will assist you to the best of our ability. Listed below are some industry-specific and general contact details that you may find useful:

## Telephone counselling services

**Lifeline** Counselling services for anyone at any time. Phone 13 11 14

**Kids Helpline** Telephone and online counselling for young people aged 12-25. Phone 1800 551 800

**SANE helpline** Information, advice and referral for mental illness. Phone 1800 187 263

**beyondblue** Information and referral for depression and anxiety. Phone 1300 224 636

**Parent line** Support Counselling and education for parents. Phone 1300 301 300

**Diverse Voices** Peer counselling service for gay, lesbian, bisexual, transgender and intersex people and their families and friends. Phone 1800 184 527 (3:00 pm to midnight)

**Harmony Place** Mental health services for culturally and linguistically diverse people and communities. Phone (07) 3848 1600

**Open Arms** Veterans and Families Counselling (formerly known as Veterans and Veterans Families Counselling Service). Counselling and group programs for Australian veterans, peacekeepers and their families. Phone 1800 011 046

**ARAFMI** Support for family, friends and carers of people with mental illness. Phone 1800 351 881

**Men's Line** Telephone and online support, information and referral service to help men with relationship and other problems. Phone 1300 789 978

**Mental Health Association** of Queensland Access to support, information and referral to mental health-related services in your area, 9:00 am to 7:00 pm Monday to Friday

**MiNetworks** Connects you to an experienced mental health worker to find information and support. Phone 1800 985 944 or go online <https://www.minetworks.org.au/>

## 9 COMPLAINTS AND APPEALS

### Complaints

A complaint may occur as a result of:

- Academic unfairness
- Discriminatory behaviour
- Verbal abuse
- Unprofessional behaviour

### Appeal

If a client is not satisfied with their assessment result, they may lodge an Assessment Appeals Form, which is available from ITQ.

They are required to complete each of the relevant sections and return it to Admin, who will take the necessary actions.

### Stage One

An informal approach should be made by the person feeling dissatisfied to the person responsible for the dissatisfaction. If this is difficult or uncomfortable the aggrieved party should approach the Training Manager or representative to arrange an informal meeting to discuss the issues of concern.

### Stage Two

If mutual satisfaction is not achieved via stage one of the process then the complainant will be required to put the complaint in writing and address it to the CEO for immediate action. The letter of complaint should contain the following information:

- complainant's name;
- date of incident;
- time of the incident;
- a brief description of the incident; and
- a statement addressing solutions to resolve the situation.

### Stage Three

The complainant will be contacted within 5 working days upon receipt of the letter of complaint. The Training Manager or representative will be responsible for the appraisal of the situation. At this stage the complainant may wish to discuss the matter further with the trainer or assessor. From receipt of the complaint the matter will be resolved and a written response provided within the specified time frame. In the case of any unforeseen delays the complainant must be contacted immediately.

#### CUSTOMER COMPLAINTS

ITQ recognises that sometimes situations may arise in which a customer feels that they have not been treated fairly or in accordance with company rules and procedures. ITQ provides its customers with procedures for resolving complaints.

### Step 1

The complaint must be submitted in writing to management and must contain at a minimum:

- a description of the problem;
- a specific policy or procedure, which the customer believes has been violated or misapplied;

- the date of the circumstances leading to the complaint or the date when the customer first became aware of those circumstances;
- the remedy sought by the customer to resolve the complaint.

## Step 2

After reviewing the written complaint, management will meet with the aggrieved customer in an attempt to further understand the issues. Following that meeting a response in writing will follow within ten working days.

The CEO's response shall be final and binding unless the customer feels that the issue is immoral or illegal. In that instance and that instance only, the customer and/or their representative and the CEO and/or their representative will meet with a mediator for a resolution of the issue.

## Internal Review:

If you still feel that the complaint or feedback decision is unfair, you have a right to ask for an internal review of the decision. Your request for an internal review must be on the basis of the way in which the complaint/feedback decision was reached by ITQ.

If you are asking for an internal review, it must be made in writing to: [admin@ITQ.net.au](mailto:admin@ITQ.net.au)

## Complaints Key Contacts

If the learner is still not satisfied with the resolution of the complaint, they are directed to seek further assistance from the following additional parties:

## External Appeals:

All learners also have the right to raise a complaint directly with the Queensland Ombudsman: <https://www.ombudsman.qld.gov.au/make-a-complaint/makecomplaint> Phone: 07 3005 7000

## ASQA

Complaints can also be made direct to Australia Skills Quality Authority (ASQA) by contacting:  
Email: [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au) Phone: 1300 701 801

We want to know what we are doing right and what we can do to improve our learners' journey. If there is something that didn't quite meet your expectations, please email Michael James, our CEO: [michael.james@itq.net.au](mailto:michael.james@itq.net.au) or call on 07 4774 4144 so that we can try to resolve the issue.

If you loved the course and would like to leave feedback for our trainer and/or staff you can do so by leaving us a Facebook Review at: <https://www.facebook.com/TrainingQld> We really appreciate the time you take to let us know how you found the course and how your overall experience was.

# 10 TRAINING & ASSESSMENT

## Training Guarantee

ITQ will take all reasonable steps to ensure we provide a course to a learner/s once it has been confirmed. In the unlikely event of ITQ being unable to fulfil its commitment to provide a course at the agreed date it will offer the learner a full refund or re-schedule the course. ITQ takes a collaborative approach with

learners and provides support to facilitate the successful completion of their course within agreed time frames.

## Transition Arrangements

ITQ implements an effective policy and procedure to ensure that it only delivers current NRT training packages and accredited courses. At ITQ, we acknowledge our obligation to remain informed about changes to training packages and to establish transition arrangements for existing learners and those learners who may be enrolled during a transition period.

This ensures new training package and accredited courses will be implemented within 12 months of their introduction and that learners are fully informed of the process and subsequent arrangements. Transition arrangements will also consider state/territory education department requirements for courses.

If, for any reason ITQ has to make any changes to the services that we agreed to provide the learner at pre-enrolment, we will notify the learner as soon as possible in writing. The nature of the change/s along with reason/s will be provided. Learners will be notified of the changes and impact on them as soon as practicably possible.

ITQ is responsible for complying with the requirements of the VET Quality Framework when delivering Australian Qualification Framework (AQF) courses to learners. When delivering Australian Qualification Framework courses to learners, ITQ will implement decisions and actions to ensure that it complies with the requirements of the VET Quality Framework.

## Training

Training is based on competency-based training and assessment that outline the skills and knowledge to be applied in the workplace. Training is about assessing existing competence, developing the required competence and preparing people for assessment against specified competency standards.

All our nationally recognised courses are designed in compliance with the guidelines of the relevant NRT training package. The course content and delivery methodologies accurately reflect the specifications outline in the relevant NRT training package unit of competency. Delivery and learning methodologies are tailored for each particular course to develop learner's knowledge and skills so they are able to confidently perform associated tasks in the workplace on completion of their course.

Delivery and learning methodologies may include presentations, individual and group work activities, case studies, individual coaching and practical demonstrations. Delivery will take place at an agreed location through consultation between Clients and ITQ. Delivery will involve a mixture of classroom and simulated work-based environments to develop competency.

## Assessment

Learners' performance is assessed in accordance with the guidelines outlined in the relevant AQF training package unit of competence. This may be in the form of answering questions in writing, verbally, keeping logbooks or through practical demonstrations of knowledge and skills developed.

Each unit of competency will normally involve two or three assessments and after each assessment the learners' submission will be marked: S – satisfactory or NS – non-satisfactory.

Learners are normally given 3 attempts to demonstrate competency at each assessment. If they are still unable to demonstrate competency at this point (NYC) they must re-enrol and undertake the training again. This will incur a fee. This may be negotiated between the learner and ITQ.

You have the right to appeal an assessment decision if you believe it is incorrect or there are extenuating circumstances which have impacted on your ability to successfully complete the assessment.

The training you will be undertaking will be competency-based. The competencies required and the assessments that you will need to complete for your course, will be clearly set out for you at the beginning of the course.

All ITQ trainers and assessors are bound by regulation to ensure that all assessments are valid, reliable, flexible and fair.

The trainer and assessor will seek evidence to confirm achievement of the competencies required for the course and more than one assessment may be conducted at any given time. The trainer and assessor and you must be present for all planned assessment tasks. These will be carried out during the scheduled days of training.

After the completion of your course, if you have been deemed competent, you will receive a certificate or Statement of Attainment for all units that you have completed successfully.

It is the trainer and assessor's responsibility to ensure that you receive the information to acquire the knowledge and skills required to complete your course successfully.

The following types of assessment methods may be used by ITQ during the course (please note that this is not an exhaustive list):

- practical demonstrations;
- role play;
- group projects;
- assignments;
- questioning, both written and verbal.

ITQ treats plagiarism as cheating. Cheating and plagiarism are a serious offence, and will be treated seriously. ITQ imposes severe penalties on learners who cheat and plagiarise.

To avoid plagiarising, it is particularly important to acknowledge all sources in all assignments submitted for marking. Acknowledgement may be in the form of footnotes, endnotes or any other textual references. A reference list must be included at the end of an assignment if any acknowledgements have been made within the assignment, including sources that have been referred to but not cited within the assignment.

The words of another writer must be placed in quotation marks/inverted commas. These words must be followed by the author's name, the source (book, web site etc) and page number of the source. The author's complete details should also be included in the reference list at the end of the assignment. Please refer to specific links and resources provided in the classrooms for information about citing sources. You may also request your trainer or assessor for more information.

While learners are permitted to access their issued learning materials, they must not plagiarise the answer: the answer must be written in their own words to reflect the required understanding. Where information has been sourced and referenced in a learner assessment, learners must reference the source in their assessment using one of the commonly accepted referencing styles, such as:

- a) APA;
- b) MLA;
- c) Oxford;
- d) Harvard; or
- e) Chicago.

Where plagiarism is detected, it will result in the learner's assessment submission being invalidated and deemed Not Satisfactory.



It is also a serious act to help another learner to plagiarise written work. This includes lending another learner work that you have completed so that it can be copied and submitted as the other learner's own work. ITQ treats these instances as seriously as plagiarism and will impose severe penalties on learners found to be assisting other learners to cheat and plagiarise.

Penalties for plagiarism are severe. A learner who is identified as cheating or plagiarising will receive a not yet satisfactory (NYS) result pending resubmission of that assessment. They will have to resubmit that assessment, and the Training Manager may alter the assessment to protect its integrity. Resubmission is only possible where the reassessment will be completed before the relevant unit ends. You may appeal if you feel you've been accused incorrectly.

## **Work Placement**

There is no requirement of work placement in ITQ's current courses; however, ITQ suggests participants to undertake work experience with relevant employers. This is an excellent way to showcase your talents and put into practice what you have learnt during your course.

ITQ is able to help participants to search and contact provide potential employers for undertaking a work experience opportunity.

## **Trainer and Assessor Requirements**

ITQ complies with all of the requirements of the Australian Quality Framework (AQF) and all other relevant legislation and regulations.

We ensure that you will be trained and assessed by a Trainer and Assessor who meets the following standards:

- a Certificate IV in Training and Assessment (TAE40122 or TAE40116, or demonstrated equivalent and all other upgrades as necessary); and
- a vocational qualification(s) to at least the same level being trained and/or assessed; and
- currency via industry experience in the appropriate vocational area of study.
- ITQ is committed to keeping our trainers up-to-date with industry and training requirements through ongoing Professional Development, to ensure that our trainers deliver best practice training to better your learning experience.

Our trainers are passionate about delivering our courses to the highest standard, about the welfare of our learners and complying with all relevant legislation, regulations and standards.

## **Course progress**

ITQ monitors student course progress and may help if the learner is experiencing difficulties and not progressing through their course as per the course schedule.

Access to appropriate support services is provided to assist learners to successfully complete their course within the scheduled duration. ITQ may refer learners to external sources or tutoring if they are unable to sufficiently get support for the learners' learning needs. ITQ may refer learners to external organisations if they are experiencing personal/welfare issues that are affecting their course progress.

ITQ takes all reasonable and feasible steps to assist learners so they can successfully complete their course within the course schedule.



## Access and Equity on Assessment

All reasonable steps will be taken to ensure that you will be given an equal opportunity to undertake your assessment. You will be treated equitably regardless of your race, sex, marital status, age or sexual preference. If there are any aspects of the assessment that are unclear, or that you aren't certain about, please speak with your trainer and assessor so that they can provide you with the guidance you need. If you require any reasonable adjustment of the assessment due to a physical or other impairment, please discuss this with your trainer and assessor. Reasonable adjustments may include extension of timelines for assessments or specialised equipment where available.

'Reasonable adjustment', as defined through the Disability Discrimination Act 1992, relates to a measure or action taken by an education provider to assist a learner with a disability (Disability Standards for Education, 2005).

## Assessment Completion Time Frames

ITQ understands the time constraints that participants are under to complete assessment and work as well as live their daily lives. It is strongly recommended that you complete assessments when the information is still fresh and current in your mind.

For each unit of study there is a two-week time limit from the day the course is delivered to when your final assessment must be submitted. If you can't submit your assessments on or before the due date, you need to apply for an extension (in writing) from your trainer and receive written confirmation that the extension has been granted.

## Notifying you if things change

ITQ will notify you promptly if there are any changes to ITQ, the course, or the arrangements for training and assessment. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

If there are any changes to agreed services, ITQ will advise the learner as soon as practicable, including changes to any new third-party arrangements, a change in ITQ ownership or changes to existing third party arrangements.

## Withdrawing from a Course

If you are considering withdrawing from your course you should let your trainer know. Your trainer will discuss options with you including potentially changing to a different course, different delivery location or to extend the time available for you to complete your course. If, after discussing options with your trainer, you decide to withdraw, you will need to provide your trainer with written notice. Your trainer will then submit your notice to the ITQ Administration team to action.

If you have successfully completed any units of competency you will be issued with a Statement of Attainment for those units.

## 11 COMPLETION AND CERTIFICATE ISSUANCE

### Issuing Certificates/Statements of Attainment

All AQF certification documentation issued by ITQ will comply with AQF requirements and revised Standards for Registered Training Organisations (RTOs) 2025 – Compliance Requirements, Item 5. ITQ will also comply with the requirements of the Australian Qualification Framework (AQF) to issue eligible learners a Certificate and Record of results or a Statement of attainment.

ITQ will issue learners a Certificate and Record of Results or a Statement of Attainment in accordance with its scope of registration **within 30 days of receiving results from the trainer and assessor**. All Certificates, Record of results and Statements of Attainment will meet the requirements of the AQF. Certificates, Record of results and Statements of Attainment will only be issued to learners once all course related fees due to ITQ have been fully paid by the learner, and a valid Unique Student Identifier (USI) has been provided and verified.

Upon successful completion of all the units of competency in their course of study, learners will be issued a Certificate and Record of results. A learner who successfully completes some but not all of the units of competency in their course of study will be issued a Statement of Attainment indicating the units they have successfully completed.

Learners who successfully complete a qualification with ITQ may be able to access job opportunities. However, learners should note that successfully completing a course at ITQ **does not guarantee** that they will gain employment in a job role/ industry.

Certificates are made available electronically via email.

### Record of Results

You will receive your Statement of Attainment and/or Certificate of Completion via email generally within two weeks after training. Providing all of the conditions have been met, any cards or licences will be given to you on the day you finish your course.

If you require a replacement Statement of Attainment or any cards, please see further information in this Handbook.

### Lost Statement of Attainment (SoA) or Student ID Card

If you have lost your Statement of Attainment (SoA) and you want it emailed to you, we will be able to email you a copy provided that you can prove your identity. Proving your identity is important because we handle your personal information as carefully as we can and we want to ensure that we are sending your SoA to you. You can also authorise us to send this to a third-party.

If you would like to have your SoA reprinted, there will be an associated fee of \$50.00 (plus postage if you need this posted).

If you need to have your SoA reissued then you can email [admin@ITQ.net.au](mailto:admin@ITQ.net.au) and one of our team members will get back to you.

## 12 ITQ CODE OF CONDUCT

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ITQ client services are directed by our code of conduct. The code of conduct is a guide to ensure we consistently provide the highest possible quality services to all our stakeholders and ensure we act in a manner that respects their rights.

We are committed to ensuring that the training and assessment environment and our workplace is free from discrimination and harassment.

Our objectives are:

- to eliminate discrimination on the grounds of sex, marital status, pregnancy, family responsibility or family status, race, religious or political conviction, impairment, age or gender, history in the areas of work, accommodation, education, the provision of goods, facilities and services, access to places and vehicles, land and the membership of clubs;
- to eliminate sexual and racial harassment in the workplace, educational institutions and accommodation;
- to promote community recognition and acceptance of the equality of men and women, and the equality of people of all races, regardless of their religious or political convictions, their impairments or their age.

All employees and contractors of ITQ, clients and learners are made aware that discrimination and harassment will not be tolerated under any circumstances.

In the event that discrimination and harassment is found to have occurred, disciplinary action will be taken against staff, contractors, clients or learners who breach this policy.

### Access & Equity

ITQ ensures that:

- all learners, trainers/assessors and ITQ staff are treated in a fair and equitable manner regardless of age, race, religion, gender, sexuality, disability or origin;
- we employ a systematic, fair and equitable approach to enrolling learners;
- all ITQ staff and trainers/assessors will perform their duties in a fair, equitable and respectful manner;
- all training and assessment staff and trainers/assessors employ language that facilitates learning and achievement and does not exclude learners;
- all ITQ staff and trainers/assessors are aware of their responsibilities with respect to equity and access;
- ITQ staff and trainers/assessors' activities are evaluated for continuous improvement purposes;
- ITQ staff and trainers/assessors are culturally aware and sensitive to differing norms, beliefs and values;
- systems are employed to receive feedback;
- ITQ staff, trainers/assessors and learners are required to comply with access and equity requirements at all times.

## Management

ITQ ensures that:

- the provision of high-quality training and assessment is its principal purpose;
- appropriate stakeholders will inform all decisions to ensure that high quality training and assessment is consistently provided;
- we adopt appropriate governance arrangements to guide the implementation of our strategic and business plans;
- suitably qualified staff and trainers/assessors contribute to informed decision-making in management, academic and support services;
- all staff and trainers/assessors are aware of their responsibilities to learners of ITQ;
- it employs a fair and equitable systematic approach to recruitment, induction and professional development of its staff and trainers/assessors;
- a safe learning environment is provided to facilitate student learning;
- it maintains appropriate insurance;
- it will inform the regulator of any significant changes to the control, senior management and scope of ITQ;
- it provides the regulator with the required data in soft and hard copy when requested (free of charge);
- it will fully cooperate with all regulators during audits;
- courses delivered are current and in accordance with training package requirements;
- it will implement new training packages/ accredited courses within 12 months of their introduction;
- it communicates all appropriate information relating to academic and support services to learners in a timely manner.

## Administration management

ITQ ensures that:

- AVETMISS and academic records are stored for a period of 30 years;
- personal records are treated as confidential and stored on and off-site;
- it maintains appropriate systems to record and store learner details relating to attainment, attendance, AVETMISS details, and related correspondence;
- it adopts an AVETMISS-compliant Student Management System;
- ITQ staff, trainers/assessors and learners are to be able to access their own records at no cost;
- statements of attainment and certificates are awarded to learners who successfully complete courses;
- statements of attainment and certificates are provided in a timely manner;
- statements of attainment and certificates contain the required information;
- it uses Unique Student Identifiers where required.

## Training and assessment

ITQ ensures that:

- all learning and assessment materials are their own or permission has been obtained from publishers for use where ITQ does not own the copyright of the materials;
- courses are delivered in accordance with AQF training package requirements or those prescribed for non-accredited courses;
- training and assessment strategies are employed for each course in accordance with regulatory requirements;
- suitable learning and support resources are employed to guide staff, trainers/assessors and learners;
- the opportunity for recognition of prior learning and credit transfer are provided to learners where appropriate;
- all accredited courses provided are in accordance with its scope of registration;
- appropriate academic and personal support services are provided to learners;
- language, literacy and numeracy needs are assessed and accommodated where appropriate;
- all course learning and assessment material is systematically validated internally and externally;
- all learning and assessment strategies are systematically validated internally and externally;
- course and ITQ information are provided to learners' pre-enrolment and at orientation;
- appropriate learning and assessment facilities are provided to facilitate achievement;
- learning and assessment facilities comply with appropriate legislation;
- agreements and Training Plans are negotiated and implemented for all VET in School students, and all training delivery is conducted within the partnering school's timetable.

## Staff

ITQ ensures that training and assessment staff and trainers/assessors:

- possess relevant current vocational experience for the course/s they deliver;
- hold appropriate vocational qualifications;
- possess a Certificate IV in Training and Assessment or equivalent;
- engage in professional development activities relevant to their teaching;
- follow ITQ policies and procedures when training and assessing;
- treat all learners in a fair and equitable manner;
- treat learners in a non-discriminatory manner;
- are fully informed of their roles and responsibilities.

## Marketing & enrolment

ITQ ensures that it:

- provides appropriate pre-enrolment information to learners to enable them to make an informed choice of course;
- does not provide false or misleading information about ITQ or its courses;
- performs marketing activities with integrity and accuracy;
- identifies all AQF accredited and non-accredited courses in all its materials;

- identifies ITQ name and number on all its materials;
- systematically reviews its marketing materials to ensure currency and accuracy;
- employs a systematic, fair and equitable approach to enrolling learners.

## Student Support Services

ITQ ensures that all learners will be supplied information pre-enrolment on the following:

- course information;
- enrolment process/requirements;
- assessment arrangements;
- recognition of prior learning/ credit transfer (where appropriate);
- qualifications issued;
- academic support;
- personal support;
- literacy and numeracy requirements;
- staff contacts;
- facilities and equipment;
- complaints and appeals policy and procedure.

In addition, learners will be provided access to appropriate academic and personal support services during their course.

All learners will be continually updated via email and text messages throughout their course on their progress in units of competency.

All enquiries should be directed to Administration staff on 07 4774 4144.

## 13 INFORMATION SOURCES AND WEBSITE

Organisation	Website or Contact	Information
Department of Transport	<a href="http://www.tmr.qld.gov.au">www.tmr.qld.gov.au</a>	Information about road rules, and transport legislation
AQF (Australian Qualifications Framework)	<a href="http://www.aqf.edu.au">www.aqf.edu.au</a>	Information on national qualifications for schools, VET sector and Higher Education
Australian Institute of Training and Development	<a href="http://www.aitd.com.au">www.aitd.com.au</a>	National association for professionals involved in training, learning and human resource development in Australia. Membership required
DTET (Department of Trade, Employment and Training)	<a href="http://www.desbt.qld.gov.au">www.desbt.qld.gov.au</a>	Queensland government funded training opportunities
Australian Government DoE (Department of Education)	<a href="https://www.education.gov.au">https://www.education.gov.au</a>	Initiatives to upskill and train you for the jobs of today and tomorrow. Services and support to help overcome barriers and develop the required skills to gain employment
Legislation Online	<a href="http://www.legislation.qld.gov.au">www.legislation.qld.gov.au</a>	All relevant legislation
Training.gov.au	<a href="http://www.training.gov.au">www.training.gov.au</a>	Training Packages, Qualifications and Courses, Units of Competency, RTO
Workplace Health and Safety Queensland	<a href="https://www.worksafe.qld.gov.au/">https://www.worksafe.qld.gov.au/</a>	Information on training for WHS