



ITS Academy

TOID-21961

Knowledge... Confidence... Power... Results°...

Student Handbook POLICIES & PROCEDURES

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Welcome

Welcome to ITS Academy

Thank you for choosing us to begin or continue in your chosen career in either the Hairdressing/Beauty or Ageing Support Industry.

And what a great career choice you have made!

At ITS Academy we strongly believe that being part of either one of your choices is not just about getting a job, it is a career direction. Our trainers are dedicated to, and passionate about, your industry choice and look forward to sharing their professionalism, knowledge and enthusiasm with you.

You will be embarking on a Competency Based Course which on completion, offers you a Nationally Recognised Qualification.

Institute is only as good as the quality of students it produces. At ITS Academy we are committed to providing the industry with students who have a high degree of knowledge and skills and achieve a high level of productivity. That means you!

In order to achieve these goals it is important that all students are aware of their responsibilities as students of the academy, and are also aware of all relevant processes and rights.

This handbook has been designed to provide you with a comprehensive outline of all relevant guidelines, standards, responsibilities, processes and rights.

Please take the time to read the information in this handbook and direct any questions to the relevant personnel, who will be happy to assist you in any way during your time with us.

Our wish is that your time with us will be a significant one in your career and, indeed, in your life. We look forward to getting to know you better as you progress through your studies. Once again, thank you for choosing ITS Academy and welcome aboard!

ITS Academy

CEO

International Training Salon Pty Ltd

General Information

Privacy Policy

Collection of personal information

- ITS collect personal information from students in order to obtain the information required to provide suitable training and assessment services, and to comply with AQTF Conditions & Standards & VRQA Guidelines. Information collected includes general personal details, and may include details of any disability or health issue that may affect the student's ability to undertake training and/or assessment activities.
- ITS only collect personal information that is required for the purposes of education, or in meeting government reporting requirements.
- ITS do not collect any personal information that is irrelevant to the above purposes.
- ITS collects all personal information in writing from enrolment forms directly from the person whom the information is about.
- On occasions information may be collected from the parent or guardian of a student under the age of 18.

Use and disclosure of personal information

- ITS use personal information of its students for the purposes of meeting VET requirements for the awarding of national qualifications, and to comply with AQTF Conditions & Standards & VRQA guidelines.
- Personal information as collected on the enrolment form or through other means will be passed on to the AQTF & VRQA per legal data collection requirements.
- Personal information may also be accessed for the purposes of an audit.
- ITS may discuss information about a student under the age of 18 to a parent or guardian.
- This requirement is identified on the Student Enrolment Form and the student is asked to agree to this on enrolment by signing the form.
- Apart from the above, personal information will not be passed on to any other person without written approval from the person whom the information is about.
- Personal information will not be used in any way other than those outlined in this policy, and any other ways that might reasonably be expected.

Access to personal information

- It is a policy of ITS Academy to allow access to personal files at any time to the person to whom those files relate, upon written request.
- Staff and students may access their files by requesting to do so either verbally or in writing.

Security of personal information

- There are a number of ways that ITS ensure the security of all personal information held by it, including the following:
 - All electronic files are protected on-site in a drive only accessible to ITS staff
 - A copy of all files is backed up each night and kept off-site and is accessible to the RTO Chief Executive
 - All paper files are stored in a locked filing cabinet and held in the Administration area.
 - All archived files are kept for 7 years & electronic files for 30 years.

Communication of this policy

- ITS provide information about its privacy policy in the following ways:
 - Via our Privacy Policy

A copy of the Privacy Policy Statement is available as Appendix 3 to this document

Change of Details

Whilst ITS Academy will make every effort to ensure your records are accurate, it is your responsibility to inform the academy of changes to your records. You can do this by informing Administration in writing.

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General Expectations and Responsibilities

In order for you to be successful you must be committed to ITS Academy and its policies and procedures, which are outlined in this handbook.

Your responsibilities...

- Electronic equipment in particular mobile phones are to be switched off during training hours
- Personal phone calls during training hours are not accepted however during an emergency situation you are able to make and receive an outside call
- All phones are for business only and are not to be used for outgoing or incoming personal phone calls
- No eating or gum-chewing is permitted during class or while working in the salon
- Out of bounds (eg admin) areas are not to be entered into unless authorized by a trainer/admin
- It is important to be considerate of others and to keep noise levels to a minimum, especially when on breaks
- Keep work areas, classrooms, lockers and lunch areas clean and tidy

Academy hours

Academy hours are 9.00am to 5.30pm. – Monday - Saturday
The Academy is closed all public holidays.

Class times

Individual class start times will be advised on confirmation of enrolment – or at start of course. Students are expected to arrive 10 mins before their scheduled class time and leave no later than 10 mins after the end of their scheduled class.
Class times may vary during the course of the semester. You will be advised of any variations by your Trainer.

Break times

Students receive a total of half hour of break times each day. These breaks may be adjusted daily depending on the course timetable, so flexibility is required.

Study outside Class hours

Students are expected to complete between 3-4 hours of study per week.

Christmas break

The college will close for approximately 2-3 weeks over Christmas - times to be advised.

Attendance

Student attendance will be recorded on the Daily Attendance Record. Absences, late arrivals and early departures will be recorded on this form. Students must sign in & time out.

Students, who arrive late to class, leave early or skip an entire day of study, must inform the Trainer or Administration.

Students will be advised of attendance, with a record of their attendance and a summary of total non-attendance time, at intervals during their training. Students who require extra training days in order to complete their course may be required to pay additional tuition charges.

Illness

Illness is something that can happen to any of us. However, as part of its responsibilities, ITS Academy will do all it can to minimise any risk.

If you suspect you may have any illness that has the potential to cause interference with your training, or may place another person at risk, it is vital that you act immediately. If you test positive for COVID-19, you must notify ITS immediately and isolate at home. Remember, prevention is much better than any cure.

A doctor's certificate may be requested for prolonged illness leading to absenteeism.

Medical appointments are to be scheduled outside class hours where-ever possible. You must advise ITS Academy in advance of any absence due to a pre-arranged medical appointment.

If you are unable to attend class for any reason, contact Administration at least 10 minutes before your class start time. Any student who has not notified the Academy of their absenteeism may be contacted by the Admin Office.

Facilities

Students can enjoy the following facilities at ITS Academy:

- theory classrooms
- practical classrooms with simulated salon or Ageing Support practical room & equipment
- lunch room
- fully functional salon where students receive paying clients

The ITS Academy Bayswater is close the train station, shops and post office.

ITS Academy is pleased to supply facilities for its students to use at break times. These facilities can be used by members during allocated morning, lunch and afternoon breaks, or at other times with permission from a trainer.

The kitchen area contains a kettle, microwave and fridge for the convenience of our members and should be treated with respect. Everyone is expected to clean up after themselves.

Access to facilities

Students must not enter out-of-bounds areas without permission from Trainer, includes colour room & office areas.

If the student is unavailable and there is an immediate need to open a locker, a witness will be present.

Valuables

Students are discouraged from bringing valuables onto the premises, including jewellery and large sums of money. ITS Academy accepts no responsibility for any loss or damage to personal property. This includes rings that are removed for the purpose of hair-washing.

Resources / Equipment (For Hairdressing /Beauty Qualifications)

You are required to purchase the ITS Academy Kits directly from the college. (Refer to ITS Academy Kits List)
Payment plans/layby are available. Kits must be paid in full no less than 1 week prior to commencement of class.

Your equipment is your responsibility; do not leave equipment lying around. Equipment should be marked appropriately to identify them as yours, and must be with you at all times. When not in use they should be stored and secured in your locker. All equipment must be maintained in good condition, and standards for care must be followed at all times. If your own equipment, or equipment you have borrowed, is lost or stolen it is your responsibility to replace it immediately.

If you attend class without your equipment you may be required to leave class to collect it.

ITS Academy does not take any responsibility for uncollected, lost, stolen or damaged equipment.

On completion of a course students must take their equipment off the premises. Any equipment that is not collected within one month of the completion of the course will be deemed to be the property of ITS.

Provision of Resources for Theory/Practical Classes:

The following resources must be provided by students:
pens/pencils, highlighters, ruler, eraser, notebook, scissors, folders, paper, gluestick, plastic pockets & other incidental stationery

Personal Appearance and Hygiene

It is imperative that you promote a positive image of ITS Academy to the general public by presenting yourself professionally and with the utmost pride in your appearance. In the hair industry image plays an extremely important role. Your image is your perceived value. The personal appearance of our members reflects our training image and visually states exactly what ITS Academy represents.

- The guidelines below ensure that not only is the image of ITS Academy and its associated salons maintained, but safety issues are also addressed.
- Any student who does not comply with the ITS Academy dress code will receive a verbal warning and may be asked to leave the class and return in more appropriate dress. Parent/guardian will be informed for students under 18.

Dress Code: (for Hair/Beauty)

- Clothing
 - Black shirt/T shirt/Black pants or skirt, Tops must have short or long sleeve, No blue jeans or denim, no track suits
 - Clothing should not show too much skin or cleavage eg low cut tops, hipster pants, midriff tops
 - Closed, clean black shoes with flat heels
 - Accessories
 - Tasteful and minimal body piercing, tattoos or jewellery, No dangling items
 - Grooming
 - Neat, clean and well-groomed hair in current trends, Tasteful make-up, Neat and clean fingernails; no chipped nail polish, visible 'love-bites' are not acceptable under any circumstances
- Offenders will be sent home

Hygiene

- Deodorant must be worn
- Issues with body odour must be effectively addressed
- Smokers must ensure that breath, hands or clothes do not smell of smoke

Anyone having difficulties meeting the standards needs to talk to a trainer. Personnel situations will be dealt with in confidence.

Personal Hairdressing Services (For Hairdressing students)

Students may receive personal hair services as a model or training aid at the discretion of the Trainer.

The Trainer will book students in during class time according to needs. Prices may apply as per the ITS Academy Salon Price List for all permanent services (colours etc). No charges apply for non-permanent services (eg cut, blow-wave, straightening etc)

Students with outstanding fees, or poor attendance or performance records, may be excluded from receiving personal hairdressing services.

Students may also book into the salon outside class hours. Normal salon prices apply and must be paid on the day.

Students may not to help themselves to styling products at any time.

Students must not rely on ITS Academy for their grooming upkeep.

Communication

Communication on all levels is essential. You must communicate all and any concerns as soon as they arise; do not allow concerns to get out of hand and affect your performance. Management is trained to deal with numerous issues and do understand and respect confidentiality.

At ITS Academy we believe that open and constructive feedback is paramount to the wellbeing of our team. By knowing and understanding your objectives and expectations as a team member, and receiving regular feedback on how you are performing, you will have a greater likelihood of meeting those objectives.

Likewise, all members should feel comfortable in the knowledge and assurance that they may approach anyone in management at any time for any reason. ITS Academy aspires to the “Open Door” policy, and we place a great deal of importance on open and frank communication at all levels within the organisation.

In addition, whilst management welcomes contact from members, any issues you wish to voice should be clear, concise and based on facts.

Management will hold regular meetings at which all members have the opportunity to share ideas & give opportunities for feedback. We encourage you to voice your thoughts at these meetings and use them to your own benefit and that of your team and the wider organisation.

Code of Practice

International Training Salon Pty Ltd is responsible for compliance of training and/or assessment, the Chief Executive Officer and Senior Management will ensure that the operations, staff and students of the ITS Academy complies with the requirements of the Standards for Registered Training Organisations and the VET Quality Framework,

ITS ACADEMY will ensure that compliance will apply across all of its operations within the registered training organisation's scope of registration, as listed on the National Register (<http://www.training.gov.au>).

ITS ACADEMY has policies and procedures in place for ensuring compliance with the VET Quality Framework, which are distributed to Staff and Students as part of their induction process, these policies and procedures include how ITS Academy will comply with the following:

Your responsibilities as a Student

All students are provided with information about the course structure, the training and assessment strategies and the assessment tasks or evidence required demonstrating to demonstrate that the student is competent.

Competency assessment processes

There are three types of assessments that occur at different stages for each unit.

- Initial assessments to identify what competencies you already have. (Overall self-assessment.) This occurs during induction/orientation.
- Progressive assessment during training to provide feedback about your progress and to identify any outstanding unit and/or element you need to focus upon.
- Final assessments, which are delivered when the trainer decides the student is ready.

How are competencies assessed?

Assessment may attract both direct (show and tell) and indirect (show, tell and apply) assessment methods. This means that you will be required to produce evidence and/or demonstrate your skills and apply related knowledge associated with that unit of competency.

While demonstration of skills can be seen, underpinning skills such as problem solving, working in teams and understanding etc. can only be assessed through indirect and supplementary assessment. This is often undertaken through projects, case studies, third party reports, written and oral questions.

The level of your performance is assessed against national standards. This means that the evidence you provide and the competencies you demonstrate must meet the standard of performance already set.

During assessment your assessor reviews your evidence and observes the demonstration of your competencies. The Assessor records your evidence and/or demonstrations as "C" - Competent or "NYC" - Not Yet Competent". Competencies are not 'scaled' or 'marked'.

Broadly it's simply a matter of whether you are competent ('C') or not yet competent ('NYC') to demonstrate your skills and provide supporting evidence to the performance standard unless you have been issued with a Recognition of Current Competencies or Recognition of Prior Learning.

If your evidence fails to demonstrate the level of competency for any unit or Performance criteria appropriate to the qualification the assessor can design a flexible training plan /pathway.

What if you successfully demonstrate competencies in some areas and not in others?

If you are enrolled in a qualification and can only demonstrate competencies in some and not all Units of Competency(UOC) a certificate for the qualification cannot be issued, you will however receive a Transcript for all completed units.

This recognition is a *Statement of Attainment* and Transcript will identify the qualification name, units of competency and national identification number.

If you elect to continue and complete the full qualification or any outstanding units your assessor will work with you on a training pathway and develop a plan for completing your course of study.

Your trainer's responsibilities

1. Your Trainer will provide clear instructions about what is expected from you during your training and will explain the assessment process in further detail.
2. Training may consist of group/action learning activities and projects, self-paced learning, assignments, case studies, presentations, discussions, workbook activities, research and reports etc. Each unit of competency is clearly outlined and indicates what is expected of you during the learning phase.
3. To ensure a safe learning environment.
4. To ensure they are kept up-to-date with current industry requirements, according to their industry being taught and the training industry.

Training Evaluation Form - Student

The purpose of the Training Evaluation Form is to collect feedback from students on the delivery of training and assessment, including training facilities, the trainers' skills and knowledge, as well as feedback on the resources utilised for delivery of training, and overall satisfaction ranking with the course.

At the completion of each training program a Training Evaluation Form is to be handed out to the participants for completion. The Training Evaluation Forms are to be collected and the relevant trainer will prepare a summary of the evaluations to be given to the RTO Manager for reviewing at the monthly Quality and Compliance Meetings.

In addition to training evaluation, ITS Academy will conduct random surveys and interviews with industry leaders, clients, students and other community bodies to identify future needs in training.

The RTO Manager will report both positive and negative feedback to the relevant people for discussion. Feedback regarding delivered programs is to be discussed with the trainer that delivered the training with positive feedback being acknowledged. These discussions are to assist in the revision and adjustment of training material and delivery methods and enable to trainers' professional development.

Any complaints or issues that are identified from feedback are to be recorded in an Opportunity for Improvement Form for action. Once action has been taken the Opportunity for Improvement Form is to be filed into the Opportunity for Improvement Register. Forms filed into the folder are reviewed at the monthly Quality and Compliance Meetings.

Trainers are to provide feedback on training through the Trainers Report.

Language, Literacy and Numeracy (LLN) – 1.7

LLN support is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Student's needing assistance with their learning should be identified upon enrolment. Trainers and staff within the RTO can provide students with support to assist the student throughout the learning process.

Language, Literacy and Numeracy skills are generally included and identified in Training Products and accredited course programs. In identifying language, literacy and numeracy requirements, students are required to have basic skills in:

- Count, check and record accurately
- Read and interpret
- Estimate, calculate and measure

All students undertaking training are required to undertake an LLN Assessment, unless the student currently holds a Certificate III qualification or above, or can demonstrate equivalent industry experience.

Process for LLN Assessment:

1. ITS Academy to distribute LLN Assessment prior to course commencement, this may be at an information session for full qualification training, or before the session has started for short courses (single units and/or skillset).
2. Student to complete the LLN Assessment
3. An Assessor who holds the **TAELLN411 - Address adult language, literacy and numeracy skills** unit from the Certificate IV in Training and Assessment qualification, will review the LLN Assessment using the **LLN Assessment Tool – Assessors Guide** to identify any difficulties the student may have experienced in completing the tool
4. Determine from the LLN Assessment tool, using the **“How to determine the support required for the learner”** section at the back of the **LLN Assessment Tool – Assessors Guide** to determine the level of support the student may require to complete the training and assessments.
5. If the student has demonstrated that they have the skills to commence training, determine whether any adjustments should be made to the training to meet the needs of the student (i.e. assistance with writing etc.). If adjustment to training is required complete a **Training Adjustment Plan**
6. If the student does not have the skills required to complete training and assessment, determine whether the student needs to be redirected to Language, Literacy and Numeracy Training. (i.e. The Reading Writing Hotline <http://www.literacyline.edu.au/>)
7. Trainers are required to monitor student progress to identify needs on an ongoing basis, through assessment tools and course participation, to determine whether further assessment or assistance is required
8. If a Trainer identifies any LLN barriers, they are required to notify the RTO Manager as soon as possible so that further assistance can be provided
9. If required, the student may be referred to a third party if the ITS Academy is unable to assist with any barriers to learning. Please refer to the **Support Services** policy and procedure on page 8 for the process on how to refer a student to support services.

The LLN Assessment Tool may be replaced by an industry specific tool, i.e. it may be replaced by the Community Services and Health Industry Skills Council Practice Activity Quiz, if required.

Support Services – 1.7

ITS Academy caters to diverse client learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage.

ITS Academy is committed to providing students requiring additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and assessment, ITS Academy provides support services to improve and extend training outcomes. Students are advised to make an appointment with their trainer in the first instance, if required the student can then schedule an appointment with the RTO manager to discuss support services.

Additional support services include:

- Learning Support
- Assistance when applying for RPL or credit transfer
- Whether or not specialist support equipment or personnel is required
- Whether or not any reasonable adjustments need to be applied to suit the candidate context
- Briefings on the assessment process, may be written or verbal. If verbal, must be looked up in writing
- Provision or access to assistive technology
- Additional tutorials to assist with learning
- Assistance in using technology
- Adjustment to equipment (i.e. change of study to support a student with a bad back)
- Referral to LLN assistance
- Mentoring
- Referral to counselling services
- Grievance /conflict resolution
- Stress management
- Access and equity issues
- Client welfare and support

Genuine difficulties for a learner to complete a program in the allotted timeframe are to be brought to the attention of the CEO at the first available opportunity.

Services are monitored and improved through Opportunity for Improvement and the Quality and Compliance Meetings.

Support Services List

The Support Services List provides a list of support services available to students through referral, please refer to the list to identify the most appropriate service for the students. This list is provided on the back of the Student Handbook and includes website addresses and phone numbers to access these services.

If a student is unsure of the service that they require, they should contact their trainer or the RTO Manager to discuss further.

Recognition of Prior Learning (RPL)

All students are eligible to apply for Recognition of Prior Learning and are advised of this on the back of the Enrolment Form and on the course flyer.

Recognition of Prior Learning is granted as a result of identifying and assessing previous and current informal education and training, work experience and/or life experience and knowledge. Previous learning and the evidence supplied is measured against pre-determined performance standards contained within the Units of Competency.

To prepare for recognition of prior learning the student should indicate their decision to apply for recognition as soon as possible after the induction and orientation program. Following is the process for preparing for recognition of prior learning:

In consultation with the trainer/assessor the student should:

- Decide which units are to be recognised

- Provide an Evidence Portfolio in line with agreed evidence plan
- Undertake peer assessment or third party evidence
- Be prepared to 'show, tell and apply' skills and knowledge

Evidence for recognition of prior learning may include any of the following:

- Performance, demonstration, or skills test/assessment
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview and questions
- Simulations
- Video, photographic (endorsed) evidence
- Competency conversations (focusing on key points to look for in responses)

Students will initially be assessed against the performance criteria and critical aspects of evidence for each unit of competency within the Training Product.

RPL applicants must demonstrate their claim for competency in sufficient detail to enable the assessor to make clear judgements.

Students are required to sign an RPL Assessment Kit, which outlines the requirements of the evidence required for proof of competency. Assessors will develop an Assessment Plan to enable a portfolio to be developed.

RPL Kit

The RPL Kit is to be completed by students who wish to be given recognition for skills and knowledge that they may currently hold within a field or industry. The application process requires the student to provide evidence of, or demonstrate, their current ability to perform the requirements of each of the performance criteria within the unit of competency of a qualification.

Following is the process for applying for RPL using the RPL Kit:

- Student to contact ITS Academy and advise that they wish to apply for RPL using the RPL Kit
- ITS Academy to supply the RPL Kit and explain the process for RPL
- ITS Academy to allocate an Assessor to contact the student to ensure that they understand the requirements of the evidence to be supplied
- Student to submit to the Assessor all the required evidence and the completed RPL Kit
- Assessor to review the RPL Kit and determine whether the student has the required skills and knowledge against each Unit of Competency

Once the eligibility of the student has been determined by the Assessor, the kit is to be forwarded to the ITS Academy for Certificate issue.

Certification - 3.2-3.3

In determining whether a student is competent/or not yet competent, the student is assessed against the requirements of the qualification, including the units of competencies and the performance criteria and assessment requirements within the units of competency.

Students are issued with a VET Statement of Attainment or VET Qualification once competency has been achieved, as outlined within the Training Product. The testamur for all AQF qualifications issued will identify the qualification as an AQF qualification with the words *“The qualification is recognised within the Australian Qualifications Framework”*.

Access to Records

All student records, such as personal details and records of participation and progress (this includes data collected on the Enrolment Form and assessment results that are collected), are kept within a secure area (both electronic and hard files). An electronic record of each Student's enrolment and participation is kept on the Student Management System for a period of 30 years, this record is password protected and is only accessible by employees of ITS Academy.

All students have the right to access their record of participation and progress within a timely manner, in order for a student to access their records they are required to forward a request in writing to ITS Academy. If the student wishes to provide a third party with access to their records, they should state this in their formal request in writing.

ITS Academy will provide, within 48 hours of receiving the written request, a transcript of the student's participation and progress.

Credit Transfer – 3.5

AQF Certifications issued by other Registered Training Organisations (RTO) are recognised by ITS Academy, this enables individuals to receive national recognition of their achievements.

In order to apply for a credit transfer the student should complete the following steps:

1. Complete the "Credit Transfer Form"
2. Attach a certified copy of the authenticated VET transcript from the other RTO and highlight the units you wish to have applied to your current enrolment
3. Submit completed "Credit Transfer Form" and VET transcript to the RTO
4. ITS Academy in consultation with relevant trainer will review and confirm whether student is eligible for Credit Transfer (CT)
5. If the student is eligible, the result of CT should be applied to the unit within the Student Database
6. ITS Academy to advise the student in writing of the outcome of the credit transfer application:
 - a) Student is eligible for CT and the result has been entered into the Database
 - b) Student is not eligible for CT and the reason why

Authenticated copies are to be certified by a Justice of the peace or someone within ITS Academy can sight the originals and authenticate a copy.

Unique Student Identifier

The Unique Student Identifier (USI) scheme, enabled by the *Student Identifiers Act 2014*, allows learners to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs.

Unless exempt, the RTO must only issue a qualification or statement of attainment to a learner after:

- The learner has provided the RTO with a verified USI, or
- The RTO has applied for a USI on the students' behalf.

A USI gives you access to your online USI account, which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016. When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

Do you need a USI?

You will need a USI when you enrol or re-enrol in training from 1 January 2015 if you are a:

- student enrolling in nationally recognised training for the first time, for example if you are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course; or
- student completing nationally recognised training; or
- student continuing with nationally recognised training.

You are a continuing student if you are a student who has already started your course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked and you will be able to:

- view and update your details in your USI account;
- give your training organisation permission to view and/or update your USI account;
- give your training organisation “view access” to your transcript;
- control access to your transcript; and
- view online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

If you are an international, overseas or an offshore student please visit usi.gov.au for more information.

While students may create their own USI, our RTO is also able to create USIs for our students. As a part of the enrolment process we have included on the Enrolment Agreement Form a section for the student to provide their USI, if you do not have a USI in place, we can provide you with a USI Privacy Notice so that we can apply for a USI on the students' behalf.

For more information, please refer to the following <http://usi.gov.au/Training-Organisations/Documents/FactSheet-RTO-Student-Information-for-the-USI.pdf>, a copy of the USI Fact Sheet is also accessible from the RTO head office.

Enrolment Process for USI

1. All clients are to complete an Enrolment Agreement Form, which includes a section for the student to provide their USI.
2. RTO to verify the USI supplied by the student before visiting
3. If the student does not currently have a USI, the RTO can apply for a USI on their behalf, by providing the following forms of ID to the RTO:
 - Driver's Licence
 - Medicare Card
 - Australian Passport
 - Visa (with Non-Australian Passport) for international students
 - Birth Certificate (Australian)
 - Certificate of Registration by Descent
 - Citizenship Certificate
 - Immi Card (international students)
4. Completed enrolment forms are entered into the Student Management Database creating a client record within the database
5. The client record will be retained within the Student Management System with all records of attainments in an accessible format for a period of thirty (30) years.
6. Where a qualification or statement of attainment is recorded in the USI scheme, no additional records are required to be kept, as the records required will exist within the USI scheme.

Student Induction

ITS Academy has an electronic presentation in place to ensure consistency at Induction, this presentation includes relevant information on the policies and procedures, including the students' rights and responsibilities.

The Student Induction is to be conducted prior to course commencement, this presentation includes the following information:

- Training and Assessment arrangements; including RPL
- Selection and enrolment of learners
- Client support services
- Legislative and occupational licensing requirements
- Complaints and appeals procedures
- Course Outline, including attendance requirements

Enrolment and Selection – 5.2

1. Courses are open to all adults 15 years and over depending on the course applied.
2. The student is responsible for notifying the RTO if they have a medical condition or disability or require assistance in their training.
3. It is the student's responsibility to note the date, time and location of the course as advertised.
4. Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
5. Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.
6. If you are unable to complete your course, due to changed personal circumstances, the RTO will make every effort to ensure you are placed into an alternative pre-scheduled course.
7. The RTO reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a Trainer/Assessor at any time without notice.
8. Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. The RTO's students are covered by public liability insurance whilst working within the RTO's premises.

Cooling Off Period – 5.3

Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the RTO Manager (a letter or email is acceptable) **within 10 business days** of enrolment, without attracting a cancellation fee, unless the student has already commenced the training.

Consumer Guarantee

The RTO guarantees that the services provided by the RTO will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training).

On the Enrolment Agreement Form the supply of services states when the services will be provided and the date they will be completed. If the Enrolment Form does not include the dates, i.e. for RPL or on the job training, the RTO guarantees to supply the service within a reasonable timeframe. What is 'reasonable' will depend on the nature of the training and other relevant factors such as the students' ability to complete the training and assessment.

What happens if this guarantee is not met?

In the first instance, the student should submit a complaint to the RTO identifying where the RTO has not met its requirements against the Consumer Guarantee, please refer to the Complaints and Appeals Policy. for how to submit a complaint.

If a student believes that the RTO has failed to meet one or more of the consumer guarantees, he/she is entitled to a remedy – for example, a refund, a further service to rectify the problem and in some circumstances compensation for consequential loss. In line with the Complaints and Appeals process, the RTO will provide the appropriate remedy.

If the problem is minor and can be fixed, the RTO will choose how to fix the problem.

The consumer cannot cancel and demand a refund immediately, the RTO must have an opportunity to fix the problem. If the complaints process takes too long, the consumer is eligible to cancel the service and request a refund.

In the event of a major problem, and the RTO is unable to fix the training service, the consumer can choose to:

- terminate the contract for services and obtain a full refund, or
- seek compensation for the difference between the value of the services provided compared to the price paid.

A purchased service has a major problem when it:

- has a problem that would have stopped someone from purchasing the service if they had known about it
- is substantially unfit for its common purpose, and can't easily be fixed within a reasonable timeframe
- does not meet the specific purpose the consumer asked for and can't easily be fixed within a reasonable timeframe
- creates an unsafe situation.

The RTO is not required to provide a remedy or refund if a consumer:

- simply changes their mind, decides they do not wish to go ahead with the training
- discovers they can buy the training more cheaply elsewhere

Complaints and appeal Policy

ITS Academy has a complaints policy to manage and respond to allegations involving the conduct of:

- a) the RTO, its trainers, assessors or other staff;
- b) a learner of the RTO.

ITS Academy has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by ITS Academy.

ITS's complaints policy and appeals policy:

- a) ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process;
- b) are publicly available;
- c) set out the procedure for making a complaint or requesting an appeal;
- d) ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and
- e) provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal

Where ITS considers more than 60 calendar days are required to process and finalise the complaint or appeal, ITS:

- a) informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
- b) regularly updates the complainant or appellant on the progress of the matter.

ITS Academy:

- a) securely maintains records of all complaints and appeals and their outcomes; and
- b) identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

ITS Academy will ensure that all grievances are dealt with in a timely and fair manner by utilising a mechanism to allow students and staff to submit a complaint through the Complaints and Appeals process. This mechanism is outlined within the Complaints and Appeals Policy and Procedure. A clear process for submitting a complaint is included within the Student Handbook and the Trainers Handbook.

Policy And Procedures

Complaints Policy

Staff and students have the right to submit a complaint if they wish to express discontent against another person or a complaint against the ITS's process or system. In order to ensure that complaints are dealt with in a timely manner, we have implemented a complaints process.

This policy and procedure is relevant to all grievances arising in the following areas:

- a) Student wishes to raise a complaint against another student
- b) Student wishes to raise a complaint against the ITS
- c) Staff wishes to raise a complaint about another staff member or a student

Complaints Process

If a student, trainer or staff member is experiencing any difficulties, they are encouraged to discuss their concerns with Senior Management. ITS administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a Student or Staff member wishes to make a formal complaint they are required to complete a Complaints and Appeals Form, which is included in the Student and Trainers Handbook. Once the form has been completed, the form should be submitted to the **RTO manager** for actioning.

If required, the student has the right to have a third party/support person assist them through the Complaints Process, this may be due to language barriers or simply at the students' request.

Following is the process for managing complaints:

1. Formal complaint is received from the complainant to ITS
2. If not already submitted with the complaint, a Complaints and Appeals Form is completed and submitted to the RTO Manager
3. A written acknowledgement of receipt of the Complaints and/or Appeal will be forwarded to the complainant following receipt by the RTO Manager within 5 business days
4. The Complaint is discussed with ALL parties involved in the grievance, and all parties are notified in writing of the complaint, which will ensure that order to meet the requirements of natural justice and procedural fairness
5. Grievances should be kept confidential, in order to protect the complainants
6. All Complaints and Appeals Form are to be reviewed at the monthly Quality and Compliance Meetings.
7. The RTO Manager is to follow the process on the Complaints and Appeals Form for the process under "Recommended Action Required for Improvement".
 - a. An initial meeting is to be held within 10 business days
 - b. If further investigation is required, this should be completed within 60 calendar days
8. Each appellant:
 - a. Has an opportunity to formally present his or her case
 - b. Is given a written statement of the complaint outcomes, including reasons for the decision
9. If the Complainant wishes to appeal the Complaint outcome, the student can bring the complaint before senior management for resolution, agreeable to all parties.
10. If Senior Management is party to the grievance, they will not take part in any discussions or decisions made and the appeal will be referred to the CEO.
11. If a solution has not been reached to the benefit of all parties the complainant has the right to request a review by an independent party, who is not part of the RTO
12. ITS is responsible for acting upon the subject of any complaint found to be substantiated.
13. Complaints and Appeals Forms received are to be entered onto the Complaints and Appeals Register
14. If ITS determines that the complaint process cannot be finalised within 60 calendar days the RTO Manager will:
 - a. Confirm this in writing to the complainant, including reasons why more than 60 calendar days is required
 - b. Will regularly update the complainant or appellant on the progress of the matter

Complaints and Appeals Forms are to be actioned by the appropriate staff member and filed into the Complaints and Appeals Register and a scanned copy saved onto the student file in the database.

All Complaints and Appeals Forms are to be reviewed during the monthly Quality and Compliance Meetings and improvements are to be identified and implemented according to the Policies and Procedures of the ITS.

You have a complaint or wish to appeal an assessment result speak to your Trainer or the RTO Manager

If your complaint was not resolved by your trainer, complete a Complaint and Appeals Form

RTO Manager will follow process to resolve

Submit form to the RTO Manager or CEO

If the RTO Manager is unable to resolve the Complaint can bring in a third party

Complaint or Appeal is resolved

Complaints And Appeals Form

The Complaints and Appeals Form is accessible from the Student and Trainers Handbook or a complainant can also contact the RTO to obtain a copy of the form.

Responsibility

ITS has in place a register for filing completed Complaints and Appeals forms. When a complaint or appeal is received, the form collected is to be entered into the Complaints and Appeals Register and given a register number.

Complaints and Appeals that are placed into the register are reviewed and monitored each month at the monthly Quality & Compliance Meeting

Assessment Appeals Policy

The student has the right to appeal on an assessment result if they believe that the result given was unfair or unjustified.

This includes Appeals arising in the following areas:

- a) Student disagrees with the result given by their Assessor (including Third Party)
- b) Student wishes to have their result reviewed by another Assessor
- c) Student wishes to be re-assessed for the same unit
- d) Student wishes to change the unit
- e) Student believes that they were discriminated against by the Assessor

Assessment Appeals Procedure

All students have the right to appeal any assessment decision made by ITS if they:

- Believe that the assessment is invalid and/or
- Feel that the process was invalid, inappropriate or unfair

Before making an appeal, we ask that you discuss the matter with your Trainer/Assessor in an attempt to reach a decision.

If you are still not happy, you are then entitled to lodge a formal Appeal by completing an “Complaints and Appeals Form” within 7 days of the initial discussion. Once a formal appeal is lodged a new Assessor will be appointed in an attempt to resolve the appeal. Any decision recommended by this party is not binding to either party in the dispute.

If you are still not satisfied another registered training provider in the same curriculum area will be appointed to arbitrate and reassess participants if necessary.

You have the right to a support person to be involved at all times during the appeal process.

Following is the process submitting an Appeal:

1. Student receives a result for an assessment task of which they do not agree with the result
2. Student completed a Complaints and Appeals Form
3. The Complaints and Appeals Form is submitted to the RTO Manager
4. A written acknowledgement of receipt will be forwarded to the Student confirming receipt of the Complaints and Appeals Form
5. The RTO Manager will consult with the trainer/assessor and student individually
6. The RTO Manager is to follow the process on the Complaints and Appeals Form for the process under “Recommend Action Required for Improvement”
7. An initial meeting should be held within 10 business days

8. The student will be advised of the outcome of this consultation process within 15 business days of the dispute being lodged

9. If it is decided that there is a case for review, a suitably qualified, independent assessor will be employed to conduct another assessment. An assessment date will be negotiated with the student. Following the assessment, the student will be advised of the result within 10 business days

10. If the student is not satisfied with any decisions made in this review process, a Review Board (which may include representatives from another RTO) will be convened to review the case again. An opportunity for Improvement Form may need to be completed in order to identify any improvements on the process that may need to be made

11. All Complaints and Appeals Forms received are to be entered onto the Complaints and Appeals Register

All Complaints and Appeals Forms are to be reviewed during the monthly Quality and Compliance Meetings. If the RTO determines that the appeals process will take more than 60 calendar days, the RTO manager will notify the student in writing including reasons why more than 60 days is required. The RTO manager will regularly update the student with the process.

Evidence

- Complaints and Complaints and Appeals Form
- Complaints and Appeals Register
- Complaints Report Form

Responsibility

- Chief Executive Officer
- Senior Management

The RTO maintains public liability Insurance throughout its registration with adequate cover suitable for the RTO's size and scope of registration, which is \$20,000,000.

The CEO is responsible for ensuring that sufficient cover is in place to cover the usual risks associated with the operations of an RTO including coverage for training and assessment activities. Other insurances relevant to the RTO's operations may include:

- Professional indemnity, workers compensation (as required)
- Building and contents (where appropriate)

Legislative and Regulatory Requirements

When undertaking work experience, the student acknowledges that they must observe the employers Workplace Health and Safety (WHS) Policies and all workplace practices, as instructed by the employer, including Equal Rights, Equal Opportunity and the Anti-Discrimination Acts. In consideration of all the RTO clients and students it is important that adherence to all legislative acts and regulations are observed while undertaking training.

The student acknowledges that they must observe the RTO's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the Student Handbook.

Privacy and Personal Information Protection Act 1998 No 133

The RTO collects and stores clients' personal details for training purposes only. This information is utilised to record progress.

Where State or Commonwealth funding supports training we are obliged to submit personal and progress details for research, statistical analysis, program evaluation, post completion survey and internal management purposes.

We DO NOT share, rent, or sell personal information provided to the RTO. The confidentiality of the information we collect is protected under the Privacy and Personal Information Protection Act 1998 No 133. If we are required to disclose information about any of our clients to a third party we will acquire written consent from the client first (ie editorial; photos for advertising purposes, etc)

Learner Protection Policy

Prior to the enrolment or the commencement of training and assessment, whichever comes first, ITS Academy provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

Prior to the enrolment or the commencement of training and assessment, whichever comes first, ITS provides either through print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the institute and at a minimum includes the following content:

The code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register

Their training and assessment, and related educational and support services RTO will provide to the learner including the:

- i. estimated duration
- ii. Expected locations at which it will be provided
- iii. Expected modes of delivery
- iv. any work placement arrangements

ITS Academy's obligations to the learner, includes the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.

The learners' rights, include:

- i. Details of ITS Academy's complaints and appeals process as detailed in the Complaints & Appeals Policies and Procedures and
- ii. If ITS academy, or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in.

The learner's obligations:

- i. any requirements ITS Academy requires the learner to meet to enter and successfully complete their chosen training product, and
- ii. any materials and equipment that the learner must provide, and

Information on the implications for the learner of government training entitlements, and subsidy arrangements in relations to the delivery of the services

Where ITS collect fees from the individual learner, either directly or through a third party, ITS provides or directs the learner to information prior to enrolment of the commencement of training and assessment, whichever comes first, specifying all relevant fee information including

- i. fees that must be paid to institute
- ii. payment terms and conditions including deposits and refunds

The learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies

The learner's right to obtain a refund for services not provided by RTO in the event the:

- i. arrangement is terminated early, or
- ii. ITS fails to provide the agreed services

Where there are any changes to the agreed services, ITS advises the learner as soon as practicable, including in relation to any new third party arrangements of a change in ownership or changes to existing third party arrangements

Requirements when collecting personal information

The RTO will take such steps as are reasonable in the circumstances to ensure that, before any information is collected or as soon as practicable after collection, the individual to whom the information relates is made aware of the following:

- (a) the fact that the information is being collected,
- (b) the purposes for which the information is being collected,
- (c) the intended recipients of the information,
- (d) whether the supply of the information by the individual is required by law or is voluntary, and any consequences for the individual if the information (or any part of it) is not provided,
- (e) the existence of any right of access to, and correction of, the information,
- (f) the name and address of the agency that is collecting the information and the agency that is to hold the information.

Workplace Health and Safety Act 2011

The RTO is committed to providing and maintaining a safe and healthy environment for the benefit of all clients, visitors and employees.

The RTO monitors and maintains the appropriate Workplace Health and Safety levels and obligations under the Federal and State rules and regulations of the Work Health and Safety Act.

- If students have any concerns or notice a condition or practice that seems unsafe, it is important that it is brought to the attention of the RTO management this generally occurs through the Trainer / Assessor.

WHS Incident Report

- The WHS Incident Report is utilised to record injuries and incidences that occur within the RTO/workplace and must be completed whenever an injury or incident is identified. The form collects data on the incident, personal details of the person who was injured and further action to be undertaken.
- In the incident of a student injury, it is the responsibility of the Trainer/Assessor to complete the form with all the relevant details. In the incident of a staff member being injured, it is the responsibility of Administration Staff to complete the form with all the relevant details.
- All staff and students are required to be safety aware and report all incidents, including an identified hazard or an injury that has occurred on the RTO premises or whilst on work placement. These should be either reported to your trainer or to the administration office at the RTO.
- The following procedure should be followed when reporting an incident after the event and when the area/person has been declared safe:
 - Obtain a copy of the “WHS Incident Report” form from either a trainer or the administration office at the RTO.
 - Complete the form to the best of your abilities, by ensuring all fields are completed on pages 1, and 2, as indicated.
 - Submit completed copy to reception at the RTO office.
 - Reception are required to forward the form to the WHS Officer
 - Your supervisor will identify and implement any controls and forward to the WHS Coordinator.
 - WHS Coordinator to complete pages 3 and 4 of the report “Action Required/Taken”, including:
 - How the risk was managed
 - Whether WorkCover and/or the insurance company was contacted
 - WHS Coordinator to identify whether a required WHS Risk Assessment is required.
 - WHS Officer to log the “WHS Incident Report” into the “WHS Register” and file.
 - All incidences to be discussed at the next Quality and Compliance Meeting.
 - In the case of minor incidences an “Opportunity For Improvement” form should be completed.

Hazard Identification

- Everyone is responsible for identifying and reporting hazards, which includes students, sub-contractors and employees of the RTO. If you identify a hazard please report it to either your RTO Manager or the administration office. You will be required to complete either an *WHS Injury Report Form* or an *Hazard Identification Report Form*.
- It is important all staff report any injury immediately, by completing a *WHS Injury Report Form*, which located in the *Trainers Folder* or in the *Administration Office*. If any staff have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of RTO Manager or an Administration staff member of the RTO.

Emergency Procedures

- An emergency situation may be described as an incident that has the potential to cause loss of life or serious injury to personnel, or major damage to equipment or property. An emergency situation develops suddenly and unexpectedly and requires immediate action to bring under control.
- In the event of an emergency, if practical, save human life or prevent the emergency from escalating eg. remove people from the area, fight the fire with appropriate firefighting equipment or turn off services.

Fire Emergency

- If the emergency situation involves a fire the following points should be remembered if attempting to fight the fire:
 - When using a fire extinguisher do not aim the nozzle at the centre of the fire. Work from near edge and with a sweeping motion drive the fire to the far edge.
 - Do not stand down wind or downhill of a fire.
 - If there is any chance of chemicals or explosives in the fire, evacuate the area.
 - If there is any doubt about it being an electrical fire, treat it as an electrical fire.
 - If unable to immediately control the situation it must be reported by available means such as, telephone, etc.
 - You must notify your name, type of emergency, location of the emergency and assistance required.
 - Never take any unnecessary risks in attempting to control the situation. Evacuate first.
- You need to make yourself aware of Emergency Procedures, the location of fire extinguishers or hose reels and the location of the Evacuation Meeting Point.

Evacuation Procedure

- In the event of an emergency situation eg: a fire, bomb threat, gas leak etc... each employee/contractor is required to follow the Evacuation Procedures below.
 - Upon notification to evacuate, eg alarm or a warning from the Fire Warden, each employee/contractor is to await further instructions from the Fire Warden.
 - Once the Fire Warden has given instructions to evacuate each staff member should:
 - follow the Fire Warden to the Evacuation Meeting Point
 - leave the building in an orderly manner, and
 - meet at the Evacuation Meeting Point indicated on the signs located around the building.
 - Upon arriving at the Evacuation Meeting Point please await further instructions from the Fire Warden or the Emergency Services.
 - Please do not leave the Evacuation Meeting Point until you are instructed to do so, as a roll call will be initiated to ensure that there are no employees/contractors or students left behind in the building.

Anti-Discrimination Act 1977

- The Anti-Discrimination Act 1977 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered by MIT, including their administrative practices and assessment processes, take into account the principles established by this legislation. For more information go to:
- The RTO is committed to ensuring that all of its representatives, clients and participants are treated fairly and equally in their employment and training.
- All opportunities are determined on the basis of merit without regard to nationality, race, religion, sex, sexuality, marital status, pregnancy, politics or impairment.

- Trainer/Assessors are accountable for the implementation of this policy.
- The RTO and its representatives have a responsibility to provide an environment, which is free from any form of discrimination, harassment, insult, ridicule, and victimisation or bullying either directly or indirectly.

Sexual Harassment Act 1984

- All representatives of the RTO are required to note and agree to comply fully with the regulations and legislation preventing Sexual Harassment and ensure that all training participants are made aware of and comply with such regulations and legislative requirements.
- Sexual Harassment includes but is not limited to:
 - Making unsolicited and unwelcome written, verbal, physical or visual contact with sexual overtones (for example: jokes, slurs, assault, touch or posters)
 - Continuing to express sexual interest after being informed that the interest is unwelcome
 - Masking reprisals, threats of reprisal or implied threats of reprisals following a negative response. (for example, suggesting a poor performance report will be given)
 - Engaging in implicit or explicit coercive sexual behaviour which is used to control, influence or affect the career, salary or environment of another
 - Offering favours or benefits such as promotions, favourable reviews, favourable assigned tasks, etc in return for sexual favours
- The RTO strives for an environment free of sexual harassment. These policies against harassment apply to both the training and work environments for participants, clients, staff and contractors.
- Anyone found to be in violation of this policy will be subject to appropriate disciplinary action, which includes warnings, reprimand, suspension, dismissal or cancellation of contract.

Harassment Act 1997

- Harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment, will not be tolerated. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexual preference or age.
- Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.
- Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect.
- Examples of Harassment may include:
 - Unwelcome physical contact
 - Repeated unwelcome invitations
 - Insulting or threatening language or gestures
 - Continual unjustified comments about a client's work or work capacity
 - Jokes and comments about someone's ethnicity, colour, race
 - Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable. Examples of victimisation may include:
 - Unfavourable treatment like aggression
 - Refusing to provide information to someone
 - Ignoring a person
 - Mocking customs or cultures
 - Lower assessment of client work

bullying may include:

- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal abuse and behaviour which is intended to punish
- Personality clashes and constant 'put-downs'
- Persistent, unreasonable criticism of client workperformance
- Client violence both physical and threatened against teachers
- Staff and students should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to your trainer or the Chief Executive Officer. All complaints will be promptly investigated.

Anti-Bullying

- Violence, harassment and bullying are human rights issues that profoundly affect the lives of many people in Australia.
- We all have a right to feel safe and respected. We all have a right to live our lives free from violence. Violence, harassment and bullying can violate these rights. They can also impact on other rights, such as the right to education and the right to health. Violence, harassment and bullying affect wellbeing and quality of life.
- Victims can experience significant social isolation and feel unsafe. Bullying can lead to emotional and physical harm, loss of self-esteem, feelings of shame and anxiety, and concentration and learning difficulties. Tragically, violence, harassment and bullying can lead to suicide in extreme cases.
- These are not issues that concern only children and young people. Violence, harassment and bullying can occur in a number of different environments, including in workplaces, care facilities and in the community, and can affect people of all ages and backgrounds.
- Bullying can also take place in cyberspace: over the internet and on mobile phones. New technologies enable the spread of information, ideas and images to large numbers of people very quickly. There are many challenges in protecting people from violence, harassment and bullying in cyberspace.
- We all have a responsibility to create a safe environment by standing up against violence, harassment and bullying. If bystanders take safe and appropriate action to stop bullying, we can all be a part of the solution. In the event of a situation that is considered by clients to be in violation of the RTO harassment, victimisation and bullying policy, report the situation to management.

National Police Check

- A number of industries require students and staff to complete a National Police Check before the students can commence Work Placement, these include Aged Care and Children's Services industries. In order to meet the requirements of these industries, the RTO may be required to undertake Police Record Checks of staff and students. Please refer to the following website for details: <http://www.afp.gov.au/what-we-do/police-checks/national-police-checks.aspx>
- The following requirements **must** be met when submitting an AFP National Police Check (NPC) application. **Failure to meet the required standards will result in the application not being processed.**
 - All other names by which you are known or have previously been known (such as your maiden name), must be provided in full, including given names. Check that your date of birth is correctly entered.
 - **Full payment must accompany the application.** You can pay using either Visa, Mastercard or American Express. Alternatively, for a manually completed application you may pay by bank cheque, which must be in Australian dollars, or money order obtainable from Australia Post. **Personal and Company Cheques will not be accepted. Please do NOT send cash. Applications with incorrect amounts will not be processed.**
 - Copies of identification documents totalling 100 points must be provided. Details of the points attributed to identification documents are provided as part of the application process. **DO NOT SEND ORIGINAL IDENTIFICATION DOCUMENTS WITH YOUR APPLICATION.**

- Ensure all the necessary details are submitted, including signed consent and copies of identification documents. Please note parental consent will be required if the applicant is under 18 years of age.
- For manually completed applications:
 - You must submit the form no more than three months after signing it.
 - Mark the appropriate check boxes with a cross (X).
 - Ensure you secure all paperwork, forms, payment, and identification to your application.
 - Ensure all the necessary details have been completed and the form is **signed and dated**.
 - The application form must be completed using **block letters** (ie capital/uppercase)
 - Bank cheques and money orders are to be in Australian dollars (\$AUD) and are to be made payable to the **Australian Federal Police**.
 - If paying by bank cheque it must be from an Australian bank or financial institution affiliated with an Australian bank. **Personal and Company cheques will not be accepted**.
 - The correct payment must be included with **all** applications.
 - Do not include self-addressed/stamped envelopes for return of certificates. These will not be used or returned. Applications can be completed online through the following portal:
 - <https://afpnationalpolicechecks.converga.com.au/>

Copyright Act 1968

- The copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968 visit:
- www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm
- Students and staff need to be aware that photocopying of text books and assessment tools may be in breach of the Copyright Act, please adhere to the copyright requirements listed within the relevant documents you wish to copy

Student Support Services

Being a student is exciting, but it can also be challenging. All staff can be approached to gain advice on academic and personal issues. Staff at I.T.S Hairdressing Academy will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

Whilst all staff employed by ITS Academy has the responsibility to provide support to all students, ITS Academy shall nominate a 'Student Support Officer' who shall be available to all students, on an appointment basis, through the standard ITS Academy hours of business.

Students can access the student support officer directly or via student administration and an appointment will be organised as soon as practical.

Currently the role and responsibility this 'Student Support Officer' is maintained by the person detailed below:

Name: Rose Barca

Ph: (03) 9738 0836

Email: rose@itsacademy.vic.edu.au

The RTO Manager is able to provide links to external sources of support where the staff at ITS are not qualified or it is in the student's best interests to seek professional advice (ITS can assist in the process thereof, but ITS accepts no responsibility for payment of these special/extra services).

In the case of an emergency the student must contact '000' via telephone to report the emergency to appropriate authorities.

List of Some Important Telephone Numbers and table below:

- Ambulance, Police or Fire Brigade 000
- Lifeline 13 11 14
- Suicide Help Line Victoria 1300 651 251
- Centre Against Sexual Abuse (03) 9344 2210
- Victoria Legal Aid (03) 9269 0120

Australia.gov.au	http://australia.gov.au/topics/education-and-training/literacy-and-numeracy			A website to assist clients with LLN disabilities
Adult Migrant English Program	http://industry.gov.au/skills/LiteracyAndNumeracy/AdultMigrantEnglishProgram/Pages/default.aspx	1300 554 848	AMEPInfo@industry.gov.au	Assisting clients who have migrated to Australia and require assistance with LLN
Beyond Blue	www.beyondblue.org.au	13 36 77	Available on website	For clients who are experiencing anxiety and/or depression