

Student Handbook

Oct 2020

Contents

ABOUT IRLEARNING	4
LEGISLATIVE REQUIREMENTS	5
ACCESS AND EQUITY	6
ACCESS AND EQUITY	7
FEES & CHARGES	9
PAYMENT OF TRAINING FEES	9
REFUNDS	10
REFUNDS	11
REFUNDS	12
REASONABLE ADJUSTMENT	13
PRIVACY POLICY	14
PRIVACY POLICY	15
ACCREDITED PROGRAMS	16
ACCREDITED PROGRAMS	17
LANGUAGE, LITERACY AND NUMERACY (LLN)	18
UNIQUE STUDENT IDENTIFIER	18
STUDENT HANDBOOK	19
STUDENT PORTAL	20
ACCESS TO YOUR RECORDS	20
STUDENT ENROLMENT	21
STUDENT ENROLMENT	22
ELECTRONIC SIGNATURES	23
HOW TO ENROL	24
HOW TO ENROL	25
MAKING THE MOST OF THE TRAINING PROGRAM	26
CREDIT TRANSFERS AND RPL	27
CREDIT TRANSFERS AND RPL	28
CREDIT TRANSFERS AND RPL	29
METHODS OF DELIVERY	30
ASSESSMENT PROCESS & STANDARDS	31
ASSESSMENT PROCESS – PRACTICAL TASKS AND WORKPLACE OBSERVATIONS	32
ASSESSMENT INSTRUCTIONS	32
RECOGNITION OF PRIOR LEARNING	33
STUDENT CONTACT POLICY	34
PROFESSIONAL DEVELOPMENT OF TRAINERS	35

COMPLETION OF QUALIFICATIONS.....	36
MUTUAL RECOGNITION.....	36
COMPLAINTS AND APPEALS.....	37
COMPLAINTS AND APPEALS.....	38
COMPLAINTS AND APPEALS.....	39
SPASA CPD.....	40
CONTACT IRLEARNING.....	41
ACKNOWLEDGEMENT AGREEMENT	42

This is made by the Institute of Research and Learning (IRLearning).

The Institute of Research and Learning is endorsed by SPASA Australia.

The Institute of Research and Learning (IRLearning) is a Registered Training Organisation which has firmly distinguished itself as a leader for trade related and professional qualifications.

IRLearning is also a consultancy-based industry research organisation that provides advocacy and advisory services to various industries. Our expertise allows us to participate in industry led projects and author papers impacting various sectors.

QUALIFICATIONS

IRLearning qualifications now encompass the following:

Pool & Spa Qualifications

- CPC40808 Certificate IV in Swimming Pool & Spa Building
- CPP31218 Certificate III in Swimming Pool & Spa Service
- CPP41319 Certificate IV in Swimming Pool & Spa Service
- 10660NAT Swimming Pool Safety Inspection Qualification



General Building & Related Qualifications

- CPC40110 Certificate IV in Building and Construction
- AHC30916 Certificate III in Landscape Construction

Business & Retail Qualifications

- BSB40215 Certificate IV in Business
- BSB40615 Certificate IV in Business Sales
- BSB42015 Certificate IV in Leadership and Management
- BSB42518 Certificate IV in Small Business Management
- BSB50215 Diploma of Business
- BSB51918 Diploma of Leadership and Management
- SIR30216 Certificate III in Retail

Note: New Qualifications are pending.



As a Registered Training Organisation, we are subject to a variety of legislation and standards related to training and assessment as well as general business practice. This legislation is continually being updated and IRLearning management is responsible for ensuring all staff and contractors are made aware of any changes to current legislation.

Current legislation is available online at www.austlii.edu.au and www.legislation.nsw.gov.au

Current legislation that effects our operations includes but is not limited to the legislation listed below:

Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Fair Work Act 2009
- Privacy Act And National Privacy Principles (2001)
- Commonwealth Work Health & Safety Act 2011

State Based Legislation:

- Vocational Education and Training Act 2005
- Apprenticeship and Traineeship Act 2001 NSW
- NSW Anti-discrimination Act (1977)
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- WorkCover Legislation Amendment Act (1996 No. 120)
- Dangerous Goods (General) Regulation 1999
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
- NSW Commission for Children and Young People Act 1998.

Registered through the Australian Skills Quality Authority (ASQA) IRLearning is required to comply with the Standards for NVR Registered Training Organisations (SNR). These standards are part of the Vocational Education and Training (VET) Quality Framework and apply to all NVR registered training organisations. The VQF is one of the conditions of registration for RTOs, under the National VET Regulator Act 2011.

These standards can be viewed at <http://www.comlaw.gov.au/Details/F2013L00167>.

IRLearning is committed to ensuring access and equity to all member and non-member students or prospective students. IRLearning's Access and Equity Policy is designed to be responsive to student's individual needs where a student's age, religion, gender, cultural, ethnic background, impairment, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may otherwise become a barrier to accessing SPASA's training programs or a successful training outcome.

POLICY

IRLearning works to ensure the access and equity of student's opportunities for training. We do this by identifying special needs and, where appropriate, providing flexibility and reasonable adjustment to the learning and assessment environment. SPASA will make sure students are kept informed of their rights, entitlements and other information.

IRLearning ensures that inclusivity is incorporated into our learning culture and this will be reflected through a positive learning environment. We recognise that there may be individual differences and students/trainees with particular needs. These needs will be acknowledged, respected and valued and confidentiality will be maintained at all times.

IRLearning shall abide by and observe all legislative requirements in relation to equal employment opportunity, anti-discrimination and other just workplace practices.

Equal Opportunity

Legislation There are laws to protect those involved in IRLearning's training systems. This legislation makes discrimination and harassment in the provision of education, employment and the provision of goods and services unlawful.

Equality in Student Selection

IRLearning ensures that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements.

Therefore selection into IRLearning's programs is based upon the applicant student:

- Satisfying appropriate funding body entry criteria (where applicable)
- Meeting any pre-requisite qualifications or work experience
- Meeting any age requirements that may be in place for a particular course

IRLearning ensures that any applicants who do not meet entry requirements are advised of any appropriate pre-entry training they may take to meet eligibility criteria.

Equality in Student Enrolment

IRLearning is committed to the enrolment of students when the organisation has the capacity to deliver the course for which the student is enrolling and where the student has:

- Applied in the prescribed manner
- Meets the selection requirements for the relevant course
- Meets the selection criteria for the course, or have satisfied the Training Manager of their equivalent qualification or experience to undertake the course
- Supplied accurate personal and previous qualification information
- Agreed to abide by the organisation's policies, procedures and code of conduct
- Paid the prescribed fees

Disability or Impairment

IRLearning is committed to providing support services and equal access to opportunities for students with a disability, in accordance with the provisions of the Disability Discrimination Act (1992).

IRLearning always respects a student's right to privacy and confidentiality in relation to their disability or impairment. Students with a disability are required to have the ability to fulfil the core requirements and satisfactorily complete competencies/learning outcomes within all courses to attain the relevant award. However, it is recognised that reasonable adjustment and flexibility in arrangements may need to be implemented. Such arrangements may be negotiated with the Training Manager.

IRLearning charges fees for services provided to member and non-member students undertaking training and for other related services that IRLearning may provide. These charges are generally for items such as enrolment fees, tuition fees, course materials, student support services, on-site assessments and other related training and assessment services.

IRLearning's Training Fees and Charges Policy applies to all staff (general staff, vocational educators and contractors) and students.

The Fees and Charges policy specifically addresses SNR 22 of the Standards for NVR Registered Training Organisations 2011

Fee determination Fees vary for different training programs. The determination of course fees are dependent on program duration, delivery method, training and assessment requirements and commercial viability.

The Chief Executive is responsible for approving the IRLearning Schedule of Training Fees and Charges. As a minimum the Training Schedule of Fees and Charges include:

- The total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program.
- Timing and amount of fees to be paid and any non-refundable deposit/administration fee.
- The nature of the guarantee given by IRLearning to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study.
- The fees and charges for additional or related services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment.

For Government subsidised programs conducted in NSW, enrolment fees are determined based on TAFE standardised fees which are updated biannually.

Protecting fees being paid in advance

IRLearning acknowledges that it has a responsibility under SNR 22.3 from the Standards for NVR Registered Training Organisations to protect the fees paid by students in advance of their training and assessment services being delivered. All Fees paid by students are 'quarantined' from training revenue until program commencement. Upon commencement of training the monies received are then taken into revenue.

Payment terms

Payment terms are determined prior to course/program commencement and advertised on all marketing material.

Fees are generally payable on student enrolment. For classroom based programs, fees are payable prior to course commencement. Traineeship fees are invoiced to either the student or the employer after enrolment and are payable within 14 days.

Consequences for failure to pay course/enrolment fees

Where a student/employer has failed to pay scheduled Fees training may be discontinued or the qualification award withheld until payment of fees has occurred.

Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of the replacement. Where a student has purchased a text or training work booklets and subsequently cancels his or her enrolment, IRLearning will not refund monies for the text unless a written request for a refund is received and approved by IRLearning in accordance with the refund policy.

Reissuance of certificates

Where a student has lost or misplaced an issued certificate IRLearning will apply a fee of \$25.00 to reprint/reissue the certificate. Information relating to the reissuance of certificates can be found in the Student Handbook and in the Schedule of Fees and Charges.

Notice of enrolment cancellation

IRLearning staff who are approached by a student expressing an intention to cancel their enrolment are to ensure the student understands their rights with regards to the refunding of tuition fees. The student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program. Disclosure of discussion is documented on either the students application form or within the Student Management System. A student who wishes to cancel their enrolment must provide IRLearning a minimum of 7 days' notice in writing by email / letter and along with the completion of the Application for Refund Form. Students who may not be eligible for the refund of fees but are requesting a refund are still provided with the relevant application form so that all requests can be properly considered by the Chief Executive and monitoring and evaluation of the policy can occur.

PAYMENT OF TRAINING FEES

When the enrolment has been processed, the student is then issued an invoice for commencement payment. It is a condition of enrolment that the student pays the commencement fee prior to being issued any training materials. It is also a condition that the student continues the monthly payments until the full training amount has been provided to IRLearning. If you are having any difficulty in meeting the payment schedule please contact IRLearning immediately to notify us of any issues. If, after three (3) invoices have been issued to the student and the student has failed to pay, or contact IRLearning in relation to payment, your enrolment may be cancelled.

IRLearning is committed to the fair and transparent application of fees and charges for its training services, including the processing of refunds. Students and clients are provided with details of all fees and charges and this refund of training fees policy, prior to enrolment. This policy is also available on the IRLearning website.

This section allows students the ability to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame.

This section covers the refunding of fees payable for all 'fee for service' training services provided within IRLearning's scope of registration. Refunds may be provided to students, either employer or any other agency which has paid the course fee. The following policy is relevant to the following:

- Chief Executive
- Training Manager
- Students and those paying fees on their behalf

The Refund policy specifically addresses SNR 17 and SNR 22.

Details concerning the IRLearning's Refund of Training Fees Policy are made available to prospective students and employers prior to enrolment taking place.

When a refund may be given A refund of all or part of the required fee may be given to students in the following exceptional circumstances:

- Student has overpaid the advertised fee
- A scheduled course has been postponed or cancelled by SPASA
- Student formally advises IRLearning, at least 7 days before classes commence and where there has been no attendance or participation, that they wish to withdraw from the course
- The Training Manager is of the opinion that the student would be unreasonably disadvantaged

It is the discretion of the Chief Executive to approve refunds in the event of extenuating and/or personal circumstances. In this event, the student may be offered a credit toward another course. A deferment of enrolment may be granted in the following circumstances:

- Extended hospitalisation or illness (minimum 2 weeks), resulting in extended absence from classes supported by a medical certificate.
- Pregnancy/Childbirth (other than in cases of medical complication covered by the above)
- Serious unexpected incidents that would disadvantage the student from continuing their enrolment.

When a refund is not given Generally, a refund will not be given after training has commenced or attendance has occurred and/or resources have been distributed.

COMMERCIAL AND GOVERNMENT SUBSIDISED COURSES

Withdrawal from a Commercial or Government Subsidised Course

On withdrawal from a commercial or government subsidised course, the refund amount is determined as follows;

- a. Notification of withdrawal 7 days prior to the course start date, monies to be refunded in full.
- b. To cover staff and resource costs already committed, notification of withdrawal less than 7 days from the start date, the student will be entitled to a 75% refund of enrolment fees.
- c. Cancellation after training has commenced – Student is not entitled to a refund.

Withdrawal from Traineeships

If a student has withdrawn from a traineeship the amount of the refund will be determined as follows;

- a. If no visit with a IRLearning representative has taken place and/or training resources issued, the employer/trainee is entitled to a full refund of the enrolment fee.
- b. If one or more visits have taken place and/or training resources issued, the employer/trainee is not entitled to a refund of the enrolment fee.

General Principles

IRLearning has a responsibility to protect the fees paid by students, in advance of their training and assessment services being delivered. To allow prompt settlement of approved refund requests, all advanced payments will be held in a nominated bank account by IRLearning, until the course start date

The term “commencement” in this policy refers to the first day of the first program attended by the client

Short Courses

Generally, payment for any short-course booking is to be received in full prior, to commencement of training. If full payment is not received, prior to commencement, the student will not commence the course.

Non-attendance without 7 days' notice, will generally incur full course cost.

All courses/qualifications

If a student wishes to transfer to another course, written notice is to be provided no less than 7 business days prior to commencement of the course.

If students wish to cancel a course booking, written notice is to be provided no less than 7 business days prior to commencement of the course.

If a student commences a course, but does not complete the course, the full course fee is still payable. Refunds may be considered on a pro-rata basis for participants who fall ill or are injured to the extent that they can no longer undertake the course, providing a supporting Medical Certificate is supplied to us. Students who wish to finalise incomplete units of competency in a future course, may request for the original fee to be used as a credit towards that course within six months of initial payment.

In all other cases, refunds are at the discretion of the Chief Executive and may be negotiated on an individual case-by-case basis. In some situations, an agreement may be made with the Chief Executive for a reduction in the fees to be paid.

Refunds must be requested in writing to:

The Chief Executive
IRLearning
1/33 Daking St NORTH PARRAMATTA NSW 2151

The Chief Executive will process approved refund requests within 14 business days from the date of approval. IRLearning will only pay the refund to the same person or body from whom the payment was received on behalf of the student.

COMPLAINTS AND APPEALS

In the event that the student is unhappy with the outcome of their application for a refund, the student is encouraged to contact the Training Manager to discuss the situation. Alternatively may lodge a complaint under IRLearning's Complaints and Appeals Policy. The existence of this policy and complaints and appeals processes does not stop students taking action under Australia's consumer protection laws.

Under the Standards for NVR Registered Training Organisations, 'Reasonable Adjustment' means "adjustments that can be made to the way in which evidence of candidate performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions should not be altered in any way. That is, the standards expected should be the same irrespective of the group and/or individual being assessed..."

There are a number of ways that IRLearning may make reasonable adjustments to the assessment procedure to allow for the LLN skills of students without losing the integrity component of the assessment. These include:-

- Providing an interpreter;
- Writing material in plain English;
- Providing audio-taped material for students who cannot read;
- Reading written material to students;
- Providing a writer for students who cannot write;
- Using signs, pictures and graphics;
- Interviewing the employer/supervisor about their work; and/or
- Asking student's to demonstrate their skills on-the-job. The above may result in additional fees to the student

In the course of its training services, IRLearning may collect information from students or persons seeking to enrol into a IRLearning program, either electronically or in hard copy format, including information that personally identifies individual users. IRLearning may also record various communications between individuals and IRLearning Bound by the National Privacy Principles, this policy describes how IRLearning protects the privacy of its staff and students, in line with state and federal legislation.

This section applies to the collection, handling and disclosure of all information that identifies an individual, including both clients and staff of IRLearning

RELEVANT STANDARDS AND OTHER GUIDELINES

- Privacy Act 1988
- ASQA – Data Provision Requirements
- Aspects of SNR 16.6, SNR 17.4, and SNR 20 from the Standards for NVR Registered Training Organisations 2012

IRLearning only collects personally identifiable information about its members for the purpose of administration of that membership and is committed to ensuring the confidentiality and security of the information provided. With respect to its training services, SPASA may be required collect some additional information that is required for the purposes of administration of a student's education, or in order to meet government reporting requirements.

The personal information supplied by students and prospective students to IRLearning will only be used to enable efficient course administration, to maintain proper academic records and ensure proper student support services. If an individual chooses not to give IRLearning certain information, then SPASA may be unable to enrol that person in a course or supply them with appropriate information.

The type of information collected and held by IRLearning to support the administration of a student's training includes: personally identifiable information, including sensitive information, about students (and guardians, where a trainee is under 16 years of age) before, during and after the completion of training. It will also collect personal and professional information from staff in order to meet its obligations with regards to employment, legal and taxation. This information may include;

- Full Name
- Current and previous address details (where a change of address occurs after enrolment)
- Contact information
- Emergency contact information
- Driver's Licence or other identification details
- Competency assessment results
- File notes
- Records of previous training and qualifications

Generally, this information is provided to IRLearning by the individuals themselves however in some situations, information may be provided to IRLearning by a third party. Examples include other RTOs, employers and so on.

IRLearning will not disclose an individual's personal information to another person or organisation unless:

- a) the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
- b) the individual concerned has given written consent to the disclosure;
- c) the RTO believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- d) the disclosure is required or authorised by or under law; or
- e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

IRLearning respects the confidentiality of trainees' personal information and the privacy of individuals. IRLearning has in place steps to protect the personal information that SPASA holds from misuse, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and 'password access' rights to computerised records.

Qualifications issued by IRLearning are verifiable. In the case of students and past students who hold qualifications or statements of attainment, IRLearning will verify them with third parties upon provision of written permission from the student. However, IRLearning does not disclose any information other than verification of the information contained on the certificate.

A student can request us to provide them with access to the personal information we hold about them. IRLearning endeavours to fulfil such requests.

Accredited programs are usually competency based, which means that training and assessment or recognition of current skills and knowledge focuses on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace application are set out in Units of Competency and these can be grouped together to make up a nationally recognised qualification. Nationally recognised qualifications are set out in Training Packages and these can be viewed at www.training.gov.au

Each qualification has a list of employability skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification there are specific employability skills listed under the following headings:

- Communication
- Teamwork
- Problem Solving
- Initiative and enterprise
- Planning and organising
- Self-management
- Learning
- Technology

These employability skills are part of the assessment requirements of a nationally accredited course. A summary of the employability skills for each qualification can be accessed from www.training.gov.au.

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to any client regardless of where they are, or the mode of training delivery provided. You could be a full-time client in a classroom or the workplace or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements
- Performance criteria
- Required knowledge and skills
- Critical aspects of evidence
- Any pre or co requisites (if applicable)

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks in a range of situations and environments, including simulated applications in the classroom over a period of time.

Evidence is the material proof that you have performed the specified competency or task to the required standard over a period of time. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses
- Tests Your evidence must also demonstrate the following:
 - That you can do the job or task to the required standard
 - Understand why the job should be done in a particular way
 - Handle unexpected issues or problems
 - Work with others 'in a team'
 - Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
 - Know the workplace rules and procedures

Standard IRLearning course material contains written documentation and limited numerical calculations. We recognise that not all participants are able to read, write and perform calculations to the same standards. IRLearning will endeavour to help participants where we can to accommodate anyone with difficulties with language, literacy or numeracy.

As it is a requirement to demonstrate the capacity to complete the qualification, you will be required to complete a short assessment of the language, literacy or numeracy (LLN) levels. In the event that your needs exceed the IRLearning skills and capabilities, then you may be referred to an external support provider. IRLearning does not discriminate against students or potential students who have been identified as having LLN needs.

IRLearning will however, refer the student or potential student to a professional organisation specialising in LLN for further assistance.

Ultimately it is the choice of the participant as to whether or not they proceed with the enrolment. In a situation where IRLearning has advised against proceeding until LLN skills reach an appropriate level, IRLearning will not be obliged to offer the participant a refund or a credit toward participating in an IRLearning Training Course at a later date.

All information relating to students regarding LLN will be treated as confidential and in accordance with the IRLearning Privacy Policy.

UNIQUE STUDENT IDENTIFIER

The Australian Government has developed a new way for students who are undertaking Nationally Recognised Training to be able to find and collate their Vocational Education and Training (VET) achievements in one place.

Any student who is undertaking Nationally Recognised Training must have a Unique Student Identifier, or USI for short.

Under the new initiative, students will be able to get a full transcript of all of the accredited training they have undertaken since 1 January 2015. The USI will allow all of an individual's training records, entered in the national vocational education and training (VET) data collection, to be linked. The USI will make it easier for students to find, collate and authenticate their VET achievements into a single transcript. It will also ensure that students' VET records are not lost.

The USI can be applied for online and at no cost to the student. Students can obtain their own USI or training providers can apply for a USI on a student's behalf, with the student's permission.

When applying for a USI, students will be required to supply information that can be verified by the Australian Government's document Verification Service, such as a Medicare card. When using an accepted form of identification, the USI should be available within minutes. The USI must be provided to the training provider before the person can receive a statement of attainment or qualification after 1 January 2015.

For more information or to apply for a USI visit the [Unique Student Identifier website](#).

A students' USI will stay with them for life and link all of their training records entered in the national vocational education and training data collection.

The purpose of the handbook is to provide a quick reference to IRLearning's training policies and procedures, including your rights and responsibilities as a student. Delivery of IRLearning courses is flexible and includes a blend of face-to-face and self-paced learning options with some training programs available on-site. It is recommended that, where possible, the student blend the on-line delivery with the face to face short course options that are delivered at our Parramatta office.

LEGISLATIVE REQUIREMENTS

As a Registered Training Organisation, we are subject to a variety of legislation and standards related to training and assessment as well as general business practice. This legislation is continually being updated and IRLearning management is responsible for ensuring all staff and contractors are made aware of any changes to current legislation.

Current legislation is available online at www.austlii.edu.au and www.legislation.nsw.gov.au

Current legislation that effects our operations includes but is not limited to the legislation listed below:

Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005 • Disability Discrimination Act 1992
- Racial Hatred Act 1995 • Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Fair Work Act 2009
- Privacy Act And National Privacy Principles (2001)
- Commonwealth Work Health & Safety Act 2011

State Based Legislation:

- Vocational Education and Training Act 2005 • Apprenticeship and Traineeship Act 2001
- NSW
- NSW Anti-discrimination Act (1977)
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- WorkCover Legislation Amendment Act (1996 No. 120)
- Dangerous Goods (General) Regulation 1999
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
- NSW Commission for Children and Young People Act 1998.

Registered through the Australian Skills Quality Authority (ASQA) SPASA is required to comply with the Standards for NVR Registered Training Organisations (SNR). These standards are part of the Vocational Education and Training (VET) Quality Framework and apply to all NVR registered training organisations. The VQF is one of the conditions of registration for RTOs, under the National VET Regulator Act 2011. These standards can be viewed at <http://www.comlaw.gov.au/Details/F2013L00167>.

IRLearning now uses an online learning portal – Axcelerate.

IRLearning Training uses the Axcelerate Learning Management System for students to access and upload the course materials. Each student will have access to our SPASA Trainers to assist them in progressing through their qualification. There will be course work that will have to be undertaken in work times so that practical tasks and workplace observations can be completed.

The student, upon payment of the commencement payment the student will receive their log-in details and can retrieve all of their learning materials online.

Once assessments have been completed, the student can upload their completed assessments back into Axcelerate to be assessed. If for any reason you cannot access your materials or cannot upload your assessments, please contact us immediately. When you first log in there are a number of initial requirements to complete

1. Language, Literacy, Numeracy test.
2. Student Induction.
3. Sign Student handbook.

ACCESS TO YOUR RECORDS

As an accredited RTO, IRLearning must keep all your records for a defined period. IRLearning will only collect and retain personal information and training records that are required for the administration of your training and issuing of your certificate/qualification. This information will only be accessible by IRLearning personnel and any other person authorised in writing by you, and released where required to meet government reporting requirements. As a student, you may request access your training records which includes learning activities and participation, assessment and certification, by contacting the Training Manager on 1800 802 402. Please allow up to 5 business days for us to respond to your request.

RELEVANT STANDARDS, GUIDELINES ACTS & REGULATIONS

This policy specifically addresses SNR 16.3 of the Standards for NVR Registered Training Organisations 2012 and is underpinned by the principles of access and equity.

POLICY

IRLearning's enrolment process enables students to make informed decisions about their training and needs and enrol into a program that is suitable and free from discriminatory barriers.

To achieve this, IRLearningIRLearning;

- Provides accurate and ethical marketing.
- Informs prospective students about any pre-requisite or other eligibility requirements and objectively screens students to ensure compliance with those requirements
- Provides detail regarding its fees and refund policies.
- Assesses language, literacy and numeracy levels to ensure prospective students have the necessary skills to meet qualification requirements.
- Determines the need for reasonable adjustment, assistance and or referral.
- Informs students about alternate pathways to training (e.g. direct credit transfer / recognition).

When IRLearning is contacted by members and non-members regarding IRLearning training programs and qualifications, staff remained focussed on training outcomes for the prospective student, regardless of their membership status. The following guidelines are applied when engaging with a prospective student:

- Appropriate training solutions are discussed, and suitable programs or courses may be identified. If a person requires a training program not on IRLearning's scope of registration they are referred to State Training Services, the relevant Industry Skills Council or alternate organisations/websites such as www.training.com.au for more information.
- Course information outlining the training program content, delivery style and fees and refunds information is provided along with a complete "Student Handbook".
- Specific program requirements and expectations are discussed.
- Where applicable, information outlining the recognition process is provided and explained.
- If the prospective student decides to proceed with enrolment, additional instruction is provided to facilitate this process.

Students are required to submit a completed 'Course Application' form for the specific course they are seeking to enrol. The Training Manager confirms the student's eligibility to enrol against general eligibility criteria and specified pre-requisites if applicable. The Training Manager also collects a copy of appropriate identification documents, certified copies of any previous training records and so on.

For the purpose of RPL or Credit Transfer where applicable, students are also advised to provide a copy of their resume, as part of the application process. An aptitude test may also be completed on application, to determine the students' language, literacy and numeracy levels in the context of their ability to understand the learning materials and assessments.

If during application, a student has self-identified, or has been identified, as having a special need (e.g. physical disability or learning difficulty), the Training Manager and Trainer/Assessor reviews the student's application to ensure barriers to enrolment are minimised. This review may identify the need for additional resources, reasonable adjustment or other special consideration.

Acceptance into a IRLearning Training Program is only considered 'confirmed' when the enrolling student has completed and submitted all required paperwork and have paid the required fees.

Where a student is not granted entry into a program, they can apply for the decision to be reviewed by the Chief Executive.

Enrolment Procedure

If the student meets the pre-requisite or other eligibility requirements for the training program, they will complete an Enrolment Form which includes declarations by the student stating they understand and agree to the terms and conditions related to service delivery.

All students regardless of their referral pathway are required to submit a completed and signed enrolment form. The enrolment form also asks the student to self -identify if they have any special needs or if they require more detailed information on the recognition process. Once the student has submitted their enrolment form and has been accepted into the program their details are entered into the student management database and a student file created.

If a special need has been identified or the student wishes to apply for recognition the Training Manager coordinates with the Trainer/Assessor and an 'Individualised Learning and Assessment Plan' is developed, notes made on the student management system and a copy of the completed plan placed in the students file.

Training and assessment materials applicable to the enrolled training program either sent to the student prior to course commencement or alternatively, issued on the first day of training.

An electronic signature can be defined simply as a signature used on an electronic document or transmission. They are recognised under both international and Australian law as having the same effect as handwritten signatures, subject to the following qualifications:

- there must be consent by the recipient to receive information electronically;
- the method of signing must identify the person sending the information, and indicate that this person approves of the content of the electronic document signed; and
- having regard to all of the circumstances of the transaction, the method of signing must be as reliable as is appropriate for the purposes for which the electronic document was generated.

Alternatively, evidence of the identity of the signor and their approval of the contents of the electronic document must be self-evident in the document or otherwise available in some other manner. This reaffirms the need as stated above to ascertain the identity of the signor and concretely prove same.

The difficulty in using an electronic signature becomes apparent when you are faced with the task of finding a way to prove the identity of the signor in a setting where the signature isn't witnessed by another person. There is also the risk, as in any other traditional transaction, that the content of the document could be altered after being signed. Digital signatures have been introduced to try and minimise these risks.

Enrolling in a course is the first step to starting or furthering your career in the Australian pool and spa industry. It involves an investment of your time and money, so we will work with you to ensure you pick the most suitable course for your specific needs.

Your enrolment in a IRLearning course starts with an initial discussion, where appropriate training needs are discussed and where relevant possible program/courses identified. If you require a training program not provided by IRLearning, you may be referred to State Training Services, the relevant Industry Skills Council or alternate organisations/websites such as www.training.gov.au for more information.

It is in both our best interests and your best interests that you successfully complete your training with us.

Our enrolment process allows IRLearning to confirm your suitability of successfully meeting the requirements of the training programs, within the guidelines of our Access and Equity Policy, as well as any specific eligibility criteria which may apply. This may include an assessment of your language, literacy and numeracy skills, to determine if additional support may be required or any reasonable adjustments to the assessments need to be made.

If IRLearning does deliver the appropriate training, course information outlining the training program content, delivery style, fees and other relevant details are provided.

Information outlining the recognition process is provided and explained. For funded programs, information regarding eligibility requirements and/or employer incentive arrangements is also provided.

If you wish to proceed to apply for enrolment, you will need to submit a completed 'Course Application' form for the specific course you are seeking to enrol. You are encouraged to submit a copy of your resume and transcripts previously awarded as part of the application process. An aptitude test may also be completed on application to assess your language, literacy and numeracy levels.

A IRLearning representative confirms your eligibility to enrol against general eligibility criteria and prerequisites where applicable. The representative collects a copy of appropriate identification documents, certified copies of any previous training records and so on. If you are seeking to apply for government funding through the Australian Apprenticeships and Traineeships program, the student is advised to contact an Apprenticeship Centre and provide information prior to enrolment.

Where you have self-identified, or been identified, as having a special need (e.g. physical disability or learning difficulty), the Training Manager and Vocational Educator reviews your application to ensure barriers to enrolment are minimised. This review may identify the need for additional resources, reasonable adjustment or other special consideration.

If you meet the pre-requisite or other eligibility requirements for the training program they will complete an Enrolment Form which includes declarations by you stating that you understand and agree to the terms and conditions related to service delivery.

Acceptance into a IRLearning Training Program is 'confirmed' when the enrolling student has completed and submitted all required paperwork and has paid the required enrolment fees.

Where a student is not granted entry into a program, they can apply for the decision to be reviewed by the Chief Executive.

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Attend any workshops (if available and offered) and complete all required reading and learning activities
- Prepare well in advance of each workshop (if available and offered)
- Be a willing participant
- Work with fellow students
- Respect other people's opinions
- Ensure you have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the Assessor
- Keep track of your progress
- Complete and submit all assessment tasks using clear and concise language
- Contact your trainer if you do not understand the training activity or assessment task

IRLearning defines Credit Transfer as the recognition of skills achieved through formal learning and assessment. Credit Transfer allows a student to be awarded a unit of competency on successful completion of the unit which has been previously awarded.

Each qualification provides opportunity for flexibility in assessment pathways. These pathways can be tailored to the individual. For example, pathways may include RPL, training and assessment, credit transfer or a blend of these. Assessment tools are used to gather evidence about a student's competence.

Regardless of the pathway and your personalised training and assessment plan, IRLearning's assessment tools are developed in line with the requirements of the relevant Training Packages and the Australian Qualifications Framework.

This RPL & Credit Transfer Policy and Procedure addresses SNR 15.5 and SNR 23.2 of the Standards for NVR Registered Training Organisations

Recognition of Prior Learning (RPL) and Credit Transfer are alternate pathways to an Australian Qualifications Framework [AQF] qualification.

IRLearning defines RPL as a process of assessing a candidate's formal, informal and other learning and work experiences to determine the level of competence of the student, in line with the outcomes contained within any particular VET qualification.

IRLearning defines Credit Transfer as the recognition of skills achieved through formal learning and assessment. Credit Transfer allows a student to be awarded a unit of competency based on successful completion of the unit which has been previously awarded.

Under the Standards for NVR Registered Training Organisations, qualifications and statements of attainment issued by any RTO are accepted and recognised by IRLearning. This is based on the assumption that the unit of competence being recognised is the same unit of competence or a revision of that unit which is equivalent to unit being sought.

If credit transfer is being sought for a unit of competence which has a different title or code, then it is necessary to establish the equivalence between the unit held and the unit being sought. This is done by either confirming unit equivalence with the National Register of information on Training Packages, Qualifications, Courses and Units of Competency (TGA Website) or by comparing mapping documents contained within the training package itself.

As a general guide, if there is no such mapping available then we are not obliged to recognise the unit through credit transfer. In these circumstances, the applicant should be referred for recognition in accordance with our Recognition policies and procedures.

To be eligible for credit towards a course, the student must demonstrate that they have already completed learning that is:

- relevant
- current (and cannot have been completed more than 10 years prior to your application)
- satisfies the learning/competency outcomes of the course.

Previous learning that satisfies these requirements might have been formal, informal, or non-formal. This determines what type of credit you should apply for.

Type of learning	A student may apply for
Formal learning: Learning completed as part of an accredited qualification, e.g. completion of a course in a bachelor's degree program offered by another university.	Credit Transfer.
Non-formal learning: Learning through a structured program that is not part of an accredited qualification, e.g. professional development courses offered by an employer.	Recognition of prior learning (RPL)
Informal learning: Learning that is not part of a structured program but is acquired through work or life experience, e.g. skills acquired through work or volunteering.	Recognition of prior learning (RPL)

EVIDENCE REQUIREMENTS

An applicant will be required to present his or her statement(s) of attainment or qualification(s) for examination by IRLearning. These documents will provide the detail of what units of competence the applicant has been previously issued. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework, 2nd Edition, 2012. The applicant is required to submit copies only which are certified as a true copy of the original by a Justice of the Peace (or equivalent).

CREDIT TRANSFER GUIDELINES

The following guidelines are to be followed when an application for credit transfer is received:

- Any student is entitled to apply for RPL or credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for RPL or credit transfer for units of competence or qualification which are not included in our scope of registration.
- Whilst students may apply for RPL or credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any additional fees for credit transfer and we do not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and the applicant will be advised to seek recognition.
- Credit transfer will only be issued when the student's enrolment includes at least one other unit of competence for which the student is participating in training or is seeking recognition. A student may not enrol only for credit transfer.

RPL & CREDIT TRANSFER PROCEDURE

The following procedure is applied by IRLearning upon receipt of an application for credit transfer:

Step 1 We will provide sufficient information to candidates to inform them of opportunities for alternative pathways via this RPL and credit transfer policy. Ideally, this information should be provided to candidates prior to enrolment.

Step 2 To apply for credit transfer, the applicant must complete and submit the following documentation to IRLearning

1. Credit Transfer Application Form, available from IRLearning upon request;
2. Certified copy of the qualification or statement of attainment; and
3. Enrolment application for the training program applicable to the units of competence for which credit transfer is requested.

Step 3 On receipt of the application, we will check the qualification or statement of attainment for authenticity and grant credit transfer for the units of competence that have been completed at any other Registered Training Organisation.

Step 4 Where the units of competence do not align with the units of competence requested, further information is to be sought in the form of Training Package mapping guides or purchasing guides.

Step 5 Verified copies of qualifications and statements of attainment used as the basis for granting credit transfer are kept on the student file.

Step 6 The completed credit transfer application is signed by the student and the Training Manager and retained on the student's file at IRLearning.

Step 7 Students are notified in writing of the outcome of their application. This may include issuing statements of attainment or qualifications awarded through credit transfer in accordance with our Qualifications Issuance policies and procedures.

Recognised Prior Learning (RPL) –

SPASA defines RPL as a process of assessing a candidate's formal, informal and other learning and work experiences to determine the level of competence of the student, in line with the outcomes contained within any particular VET qualification.

If you can demonstrate with viable evidence that you have the industry knowledge, skills and experience then this pathway may be your way to a new qualification.

Face to Face/Classroom

IRLearning offers a range of in class workshops, and where necessary, we may run qualifications via classroom. Discuss with IRLearning Admin team for further information on this. Also, all workshops and classes require a minimum of 5 participants to run.

Online Learning/Correspondence

Self-paced learning which consists of the use of our online learning portal to complete your qualification. You will receive full assistance from one of our trainers throughout course.

The assessment process varies from course to course however all assessments conducted by IRLearning will comply with the assessment guidelines defined in the relevant nationally endorsed training package, including trainer/assessor qualification requirements.

All assessments will lead to the issuing of a statement of attainment or a qualification under the AQF where a person is assessed as competent against the nationally recognised units of competency in the applicable training package.

All of our Assessments will be:

Valid - Assessment methods will be valid, that is, they will assess what they claim to assess,

Reliable - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,

Fair - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:

- be equitable, culturally and linguistically appropriate,
- involve procedures in which criteria for judging performance are made clear to all participants,
- employ a participatory approach, provide for participants to undertake assessments at appropriate times and where required in appropriate locations.

Flexible - Assessment procedures will be flexible, that is, they may involve a variety of methods that depend on the circumstances surrounding the assessment.

Assessments and assessment methods will ensure that focus is on the application of the skill and knowledge as required, including:

- Task skills (actually doing the job)
- Task management skills (managing the job)
- Contingency management skills (what happens if something goes wrong)
- Job role environment skills (managing your job and its interaction with others around you)

IRLearning ensures that participants are assessed in sufficient detail to ensure that assessors can determine that participants have attained competency. This will require in some Units of Competency the submission of video evidence from the student demonstrating the requirements within the assessment. The video requirement will be outlined in the specific unit of competency.

IRLearning management is available to discuss and provide professional advice as to the outcomes of the assessment process and guidance on future options to participants.

Re-assessment is available on appeal, as per the appeal process

A requirement when undertaking assessment is to provide levels of competency demonstrated under workplace conditions or simulated conditions. These Practical Tasks and workplace observations can be signed off by a nominated assessor or third party. The assessor, for the purpose of suitability must possess at least one of the following;

1. The qualification that is being assessed.
2. Has the relevant industry knowledge and skills to assess the student (over 5 years in the same role)
3. Is the nominated Trainer and Assessor for the business?

If you are unsure as to the suitability of the assessor, please contact IRLearning to have the suitability confirmed.

****Please note**** All practical tasks and workplace observations must be completed prior to submitting the assessment for marking.

ASSESSMENT INSTRUCTIONS

Attached to each of the assessments is a set of instructions that relate to the unit/s of competency and the requirements within the assessment. These instructions may offer a number of options in relation to the evidence required, either documentation or video. Submission of a video relates to the 'hands-on' practical tasks that require demonstration of a physical skill but submission. Where documents are the required evidence then there is no need to submit a video – the documentation will be the evidence of competence in that unit. If you are unsure of the assessment requirements, please contact IRLearning.

You have the opportunity to apply for recognition of prior learning (RPL). This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the assessments contained in the Unit of Competency. If you wish to apply for RPL or credit transfer, please notify IRLearning on enrolment.

IRLearning believes that no learner should be required to undertake a competency or element of a competency in a qualification for which they are already able to demonstrate satisfactory achievement of the performance outcomes stated in the endorsed training package or nationally recognised course.

IRLearning aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact our Training Manager on 1800 802 402 who will provide the information you need to complete an RPL.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if the work of others, formally acknowledged.

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Meets the requirements of the Unit of Competency(s),
- Meets any Regulatory requirements
- Is your own evidence and can be authenticated
- That you can perform the competency consistently and reliably
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF)
- Is sufficient to make a judgment about the above

IRLearning is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- C which means that you have been deemed competent against that Unit of Competency(s)
- NYC which means you are not yet competent.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed not competent in your initial assessment, you are allowed a second attempt. However, if you are deemed not competent in the third attempt, you will be required to re-enrol. Please talk to your assessor if you have any concerns.

To ensure that students are progressing through the program, IRLearning has implemented a learning activity/student contact policy. This student contact/learning activity is in line with the course required learning loading. The teaching, learning and assessment activities are usually measured in equivalent full time years. The generally accepted length of a full time year, used for educational participation, is 1200 hours. This is then placed into the term "Required Learning Loading."

As a condition of enrolment, the student will abide by the requirements of the student activity letter that is sent out each month. To adhere to the student activity policy, the time frames for the above courses require you to identify your training progress in the following ways:

- a. **SUBMISSION OF ASSESSMENTS FROM YOU EACH MONTH** – As there are 18 units (Cert III Swimming Pool and Spa Servicing/Cert IV Swimming Pool and Spa Building – 20 for Cert IV Swimming Pool and Spa servicing) within the qualifications this ensures the learning loading of the course is achieved.
- b. **CONTACT WITH TRAINERS** – if you cannot submit course materials, please contact your trainer and request an extension on the unit that is currently being undertaken.
- c. **CONTACT IRLEARNING ADMINISTRATION** – email training@irlearning.com and advise of any issues with your training or forwarding a request for an extension. If for any reason you are having difficulties with the materials, please contact IRLearning administration and let us know.

If, after three consecutive months you do not submit any assessments or contact either your allocated trainer or IRLearning administration, you will receive notice that your enrolment will be terminated. You will be given a 14-day period to respond to the cancellation email with your reasons you wish to continue in your program.

It is our legal requirement to ensure the student is progressing through their qualification/s. If for any reason you fall behind or require assistance it is important you let us know.

IRLearning trainers and assessors are highly skilled and experienced industry professionals and subject matter experts. As per the National Skills Standards Council (NSSC) requirements, IRLearning Trainer and Assessors:

- have the necessary training and assessment competencies determined by the National Quality Council or its successors; and
- have the relevant vocational competencies at least to the level being delivered or assessed, and
- can demonstrate current industry skills directly relevant to the training / assessment being undertaken, and
- continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/ assessor competence.
- this includes a Certificate IV in Training and Assessment as a minimum and are all actively working within the Swimming Pool and Spa Industry as builders, service technicians and business owners.

Once you have completed all of your units of study, you will be asked to sign the final document – the Record of Outcomes, which outlines the units of your qualification, how they were completed and the dates the units were deemed competent. Please check the units to ensure they are all correct before returning the signed document back.

Once this record of outcomes is received, a final audit of all course materials is completed.

If all documents have been received, we can issue your certificate.

If you have partially completed your course, you will still receive a Statement of Attainment listing the units of competency you have completed.

Your qualification certificate will be issued on full payment of the course.

MUTUAL RECOGNITION

Did you know that an occupational licence or registration obtained in one state or territory can be recognised in another?

This is called Mutual Recognition.

The Commonwealth Government has developed a website (www.licencerecognition.gov.au) that provides licence holders or licensing regulators with the ability to search for an agreed equivalent licence or registration in another state or territory. If an equivalent licence is listed in the search result, a licence holder is entitled to that equivalent licence following application to the licensing authority of the second state or territory and payment of any relevant fee. To perform a licence search please go to the [Licence Search](#) page

More information about mutual recognition of licensed occupations and ministerial declarations can be found on the Commonwealth Government [Mutual Recognition](#) page.

IRLearning is committed to providing all students, best possible opportunities for a positive result while they are trained and assessed. It is accepted that occasion, there may be instances of dissatisfaction which must be addressed and rectified promptly.

In such instances, IRLearning invites feedback from the student or their employer so that a resolution can be found and provide IRLearning an opportunity to consolidate the feedback into a review and service improvement, where appropriate.

A complaint or appeal may include, but is not limited to;

- Course advice and enrolment
- Suspension and/or cancellation of enrolment
- Program delivery
- Marketing and promotional activity
- Personal safety
- Customer service and administration
- Issue of results, certificates, statement of attainment
- Learning resources
- Fees and charges
- Equity and access, discrimination, harassment and bullying

Appeals

- Assessment process and decision
- Candidate progress and academic progress decisions

Students may apply for reconsideration of an assessment outcome. Appeals must be made in writing, within 28 days of the student being advised of their assessment outcome.

The following procedure applies when an application for appeal is received: Your appeal of an assessment decision is referred immediately to the Training Manager. The Training Manager will arrange for a re-assessment or moderation of the original assessment tasks as soon reasonably practicable.

You will be offered the opportunity to undertake additional training before this re-assessment, if required.

Moderation of assessments or reassessment will be conducted by a different assessor.

You may be offered up to 2 re-assessments.

If after the reassessment, you are still deemed not-yet-competent and remain unsatisfied with the assessment outcome, you are encouraged to meet with the Training Manager to discuss the assessment process and the assessment outcome.

If after consultation with the Training Manager you remain unsatisfied with the assessment process, you may request to be provided the Complaints and Appeals Form and the matter will be dealt with in accordance with IRLearning's 'Complaints Handling Policy and Procedure'.

IRLearning will address any and all complaints in a fair, constructive and timely manner. The complainant has the right for their complaint to be heard and for an impartial decision to be made at no cost to themselves. Complainants have the right to appeal a decision.

IRLearning may receive complaints from students, employers, staff or stakeholders and members of the public through a variety of means e.g.: verbally, written documentation, electronically (email).

Once a complaint is received, IRLearning will seek to identify the issue and seek to resolve the concern immediately so as to avoid any further disruption or escalate the issue to a formal complaint. The organisation encourages both staff and complainants to approach the complaint openly and honestly so as to resolve problems through fair and reasonable means.

When a complaint or appeal cannot be resolved through informal discussion, the complainant is asked to complete a Complaints Form and submit this to a member of staff.

The Complaints and Appeals form is available on the website or can be sent to the complainant on request. Once the Complaints and Appeals form is received the details are recorded on the Complaints Register which is reviewed and maintained by the RTO Manager.

Information recorded on the Complaints Register includes;

- A specific complaint number
- Submission date of the complaint
- Name of the complainant
- Description of the complaint
- Date/location/delivery method on which the issue occurred
- Determined resolution
- Date of resolution

The IRLearning Training Manager will investigate all complaints recorded on the Complaints Register and identify a satisfactory resolution to the issue.

The proposed resolution will be communicated to the complainant and agreement to the proposed resolution sought. Upon receipt of the agreement, the Training Manager will;

- Provide the complainant with written confirmation of the resolution
- Record the action(s) taken to resolve the complaint on the Complaints Register
- Where applicable communicate the outcome of the complaint resolution to the relevant IRLearning staff member

In the event that a complaint cannot be resolved between IRLearning and the complainant, the complainant may wish to escalate the matter to the Australian Skills Quality Authority (ASQA) through ASQA's online complaints system. Information on ASQA's complaints process can be found on their website.

Any documentation including written notes of the progress of a complaint, outcomes, actions and resolution, will be kept by CPA Australia RTO and filed in the Candidate's personal folder. Any complaint received that is not from a Candidate, will be stored in the dedicated Complaints and Appeals folder maintained by CPA Australia RTO Management.

No student, staff member, stakeholder or member of the public will be disenfranchised in any way during the complaint and resolution process. A Candidate's progress through a study program will not be disrupted whilst a complaint is being heard unless the nature of the issue itself means further progress is not possible.

Complainants will observe strict confidentiality during all stages of the complaints resolution process. All communications and proceedings arising from the complaints process will remain confidential at the conclusion of the complaints resolution process.

Complainants have the right to nominate third party representation (e.g.: a family member or friend, counsellor, professional representation or support person) if they require.

MAKING A COMPLAINT TO ASQA

Should you choose to make a complaint to the Australian Skills Quality Authority (ASQA), you should complete the Complaint about a registered training organisation form, located on the ASQA website. You can also submit the form by emailing: complaintsteam@asqa.gov.au

If you wish to submit the complaint in hard copy you can print and fill out the form, and post it to:

Complaints team
Australian Skills Quality Authority
GPO Box 9928 Melbourne VIC 3001

Staff will provide assistance to students during the complaint handling process. If you require additional help you may call the ASQA complaints team on 1300 701 801, or email complaintsteam@asqa.gov.au.

IRLearning can deliver CPD courses and workshops for a number of different industries.

For more information please contact IRLearning.

IRLearning North Parramatta
1/33 Daking St
NORTH PARRAMATTA NSW 2151

PH: 1800 802 482

Email: Training@irlearning.com

Spiros Dassakis
Chief Operating Officer
Spiros@irlearning.com

Peter Holland
RTO Manager
Peter@irlearning.com

Nicole Daws
RTO Administrator
Training@irlearning.com

The student has an acknowledgment that they have read and understand the terms and conditions associated with the enrolment and continuing in their program must sign the acknowledgment on this page. This is the students' further acknowledgment that they know and understand their obligations when undertaking any of the IRLearning training programs.

I acknowledge that I have read and fully understand the contents of this Student Handbook, which outlines the conditions of my rights and responsibilities as a participant of IRLearning.

..... Signature

..... Date