STUDENT
HANDBOOK

IRL INSTITUTE
of RESEARCH & LEARNING

Student Handbook Disclaimer

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

This handbook has been prepared as a resource to assist students to understand their obligations and, those of IRLearning. Please carefully read through the information contained in this guide.

All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this handbook. Any queries can be directed to IRLearning at training@irlearning.com

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IMPORTANT DETAILS ABOUT INSTITUTE OF RESEARCH AND LEARNING

RTO Provider Code: 6235

Address: 1/33 Daking Street, North Paramatta, NSW 2151

Phone: 1800 802 482

Email: training@irlearning.com

Website: https://www.irlearning.com

WELCOME

Thank you for selecting IRLearning to be your training provider.

About us

The Institute of Research and Learning (IRLearning) is endorsed by the Swimming Pool and Spa Association Australia (SPASA) Australia.

IRLearning is a Registered Training Organisation (RTO) 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 we deliver

Construction

- AHC30921 - Certificate III in Landscape Construction
- CPC40820 - Certificate IV in Swimming Pool and Spa Building

Pool Service / Aquatics

- SISSS00131 - Aquatic Technical Operator
- CPP31218 - Certificate III in Swimming Pool and Spa Service
- CPP41319 - Certificate IV in Swimming Pool and Spa Service

Business

- SIR30216 - Certificate III in Retail
- BSB40120 - Certificate IV in Business
- BSB50120 - Diploma in Business
- BSB40520 - Certificate IV in Leadership and Management
- BSB50420 - Diploma in Leadership and Management

LEGISLATION, STANDARDS AND GUIDELINES

As a registered training organisation (RTO), IRLearning is required to adhere to legislation, standards and guidelines designed to uphold the integrity of nationally recognised qualifications.

This includes:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- VET Quality Framework
- Australian Skills Quality Authority (ASQA)
- Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS)
- National Centre for Vocational Education Research (NCVER)
- Australian Qualifications Framework (AQF)
- National VET Data Policy

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

- Anti-discrimination
- Children and Young People
- Fair Work (including harassment and bullying)
- Equal Opportunity
- Privacy

All registered training organisations must collect a range of data from their students and report all this delivery activity to the National Centre for Vocational Education Research (NCVER) at least annually.

This includes full Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data, as per the National VET Data Policy. This policy provides information to students about how their personal information is protected, collected used and disclosed.

Information on the NCVER Privacy Policy can be found at https://www.ncver.edu.au/privacy As a student of IRLearning, you may be contacted and requested to participate in a range of surveys organised by state or commonwealth governments, industry or the organisations mentioned above.

STANDARDS OF BEHAVIOUR FOR STUDENTS (INCLUDING CHILD SAFETY)

Just as IRLearning has a responsibility to meet the expectations of students, legislation, and regulations, students also have obligations they are expected to meet.
Students are expected to:

- Participate in their studies with commitment
- Regularly submit assessment items
- Behave in a manner that upholds respect for others and supports a safe learning environment

IRLearning views student misconduct seriously. Misconduct includes any behaviour that:

- Disrupts the learning of others
- Prevents IRLearning staff from performing their duties
- Endangers the health, safety, or wellbeing of others (including children and young people)
- Interferes with the conduct of IRLearning operations

In line with our Child Safety and Wellbeing Policy, IRLearning expects students to contribute to a safe environment for all learners, including those under 18. This means:

- Acting respectfully and inclusively toward others
- Avoiding behaviour that may be perceived as harmful, intimidating, or unsafe
- Reporting any concerns about the wellbeing or safety of another learner

Consequences of student misconduct vary and may include disciplinary action or expulsion from a course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Physical and/or verbal abuse
- Falsifying information
- Any behaviour or act that is against the law, including vandalism and theft
- Any behaviour that endangers the health, safety and wellbeing of others, particularly children or young people

POLICIES AND PROCEDURES

A range of policies and procedures underpin IRLearning's operations, these include:

- Complaints and Appeals Policy
- Credit Transfer Policy
- Fees and Refunds Policy
- Issuance of Certification Policy
- Access, Equity and Student Welfare Policy
- Privacy Policy
- Student Records and Data Management Policy

If you would like any information on any of the IRLearning policies, please send a request to training@irlearning.com

PRIVACY

IRLearning considers student privacy to be of utmost importance and strongly supports the privacy and confidentiality of its students in all aspects of its business operations. Information is collected and stored in accordance with the Privacy Act 1988 (Commonwealth) and Australian Privacy Principles 2014.

Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

IRLearning will not give out your information to any person or agency without your permission unless we are required to do so by law. More information is available in the IRLearning Privacy Policy.

Access to your records

Students have the right to request information about or have access to their own individual records. If you wish to access your student information file, please direct your enquiry to your trainer who will be able to provide the requested information or access.

No other parties will have access to your records without your prior written consent. Should you permit a third-party access to your records, this will need to be clearly communicated, in writing, to IRLearning.

Third parties with authority to access student records must provide suitable photo identification such as a current driver's licence or passport, prior to access being granted.

More information is available in the IRLearning Privacy Policy.

ENROLMENT

The enrolment process may vary depending on the course you intend to study. Generally, the IRLearning enrolment process requires a student to:

- Review the course information documentation provided to you either electronically or from the IRLearning website at https://www.irlearning.com
- Complete a Language, Literacy, Numeracy and Digital (LLND) screening to confirm your skills are at the level needed to successfully complete your course or qualification.
- Complete and submit the correct enrolment form, including details of any support needs
- Accept the fees and charges related to your proposed course as well as payment terms and methods
- Confirm you have read and understand all parts of this Student Handbook

Once all enrolment forms have been completed and processed, you will be provided with a 'student login', instructions for use and assigned a trainer to assist you through the course.

Change to your enrolment/personal details

Throughout your course of study IRLearning records need to be up-to-date and accurate. Should you make any changes to your personal details, such as name, address and phone number or should you cancel your course please inform your trainer as soon as possible.

Entry/eligibility requirements

While eligibility requirements are outlined in the relevant Course Information Guide, it is a good idea to contact IRLearning to confirm any pre-requisites or eligibility requirements for entry to the course in which you are interested.

Entry or eligibility requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade.

Unique Student Identifier (USI)

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

This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, IRLearning cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit https://www.usi.gov.au/students/create-your-usi for more information, and instructions on how to apply.

Access and equity

IRLearning will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services.

IRLearning prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

IRLearning will work to ensure all students have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary.

It is the responsibility of all staff at IRLearning to uphold our commitment to access and equity principles. More information is available in the IRLearning Access, Equity and Student Welfare Policy.

Learning support

IRLearning determines the support needs of individual students and provides access to the educational and support services necessary for the individual student to meet the requirements of the training product as specified in training packages or vocational education and training (VET) accredited courses.

To maximise the chance of a student successfully completing their training, IRLearning:

- Identifies any support individual students need prior to their enrolment or commencement (whichever is the earliest)
- Provides access to the required support throughout

their training. This may include providing support through:

- LLND support
- Additional one on one support from a trainer
- Other mechanisms, such as assistance in using technology for online delivery components.

Support for students with a disability will be provided on a case-by-case basis once the needs of the students have been determined.

If this support attracts an additional cost to the student, IRLearning will provide this information prior to the student enrolling.

Other support services

IRLearning is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are several professional organisations well equipped to offer services to help, including:

Lifeline: 13 11 14 / www.lifeline.org.au

Beyond Blue: 1300 22 4636 / www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) / www.salvos.org.au

Language, Literacy and Numeracy (LLN): 1300 655 506 / www.readingwritinghotline.edu.au

More information is available in the IRLearning Access, Equity and Student Welfare Policy.

COURSE INFORMATION

Information specific to your course is provided in the relevant Course Information Guide, which is available through the IRLearning website at https://www.irlearning.com

Duration

How long your course will take depends on several factors, including:

- Your own efforts and commitment to submitting assessments regularly and on time,
- Your study load (i.e., Full-time, or part-time) and
- How many units of competency (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications
- The Australian Qualifications Framework (AQF) level of the qualification

The AQF summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

Full qualifications have a two-year expiration from date of enrolment, extensions beyond this time may attract additional fees.

Skill Sets have a one-year expiration from date of enrolment, extensions beyond this time may attract additional fees.

Short Courses/Single Units of Competency have a six-month expiration from date of enrolment, extensions beyond this time may attract additional fees.

Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something.

Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of units of competency. Each unit of competency defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected for each unit of competency.

How does assessment work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment for CBT determines when you have the required skills and knowledge.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each unit of competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace.

If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency-based assessment means the student is marked as 'Not Yet Competent', and more training is required in order to be

deemed 'Competent'.

Assessors will look for evidence against which to base their judgements of competency.

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

- Responses to verbal questioning
- Responses to theory questions
- Third party reports/employer confirmations
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above.

Recognition process

IRLearning offers assessment processes that enable recognition of units of competency currently held, regardless of how, when or where the learning occurred.

These are detailed below:

a) Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has acquired because of past study and/or experience.

The aim of RPL is to recognise your existing skills, knowledge and expertise without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- **Authentic** – it must be your own work
- **Sufficient** – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- **Current** – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- **Valid** – it must be relevant to what is being assessed

b) Credit Transfer

The underlying principle of Nationally Recognised Training is that a student does not have to repeat training and assessment that has already been undertaken.

IRLearning recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to units of competency and related qualifications that have been studied in the past, so long as the training products are equivalent.

To apply for a credit transfer you will need to supply the following supporting documentation:

- Certified AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- Authenticated VET transcript issued by the Student Identifiers Registrar – the Commonwealth statutory office established by the Student Identifiers Act 2014
- Completion of the Credit Transfer Application Form

FEES, CHARGES AND REFUNDS

By accepting the terms and conditions at the time of completing the enrolment form, students at IRLearning agree to the full payment of all associated enrolment fees. There is a 10-day cooling-off period from the date of enrolment during which students can cancel without penalty and receive a full refund. After this period, students are responsible for the full payment of all fees, regardless of any subsequent cancellation. Fees must be paid according to the agreed schedule, and failure to do so may result in penalties, suspension, or termination of enrolment.

Qualifications/Certificates will be provided to students on receipt of all fees payable.

Schedule of fees and charges

The Executive Manager - Training is responsible for approving the fee charges and payment. Information provided to potential students during the pre-enrolment process and as published on its website or through direct communication will outline:

- The amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a qualification/training program
- Payment terms, including the timing and amount of fees to be paid and any non-refundable administration fees
- 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
- Any fee reductions or exemptions available for eligible students
- The fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results
- Information around refunds as per IRLearning Policy.

Giving notice of enrolment cancellation

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or registered mail. IRLearning Trainer & Assessors who are approached with initial notice of cancellation are to direct the student to their rights with regards to the refunding of tuition fees as outlined in the Student Handbook. Where circumstances allow, the student is also to be advised of other options such as suspending the enrolment and/or recommencement.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form.

Students who may not be eligible but are requesting a refund should also be provided with the Refund Request Form so the request can be properly

documented and considered by the Executive Manager - Training in line with the Fees and Refunds Policy.

All completed Refund Request Forms are to be forwarded to the Executive Manager - Training for consideration via training@irlearning.com

Students will be advised of the outcome of their request for a refund in writing within ten (10) business days of the Executive Manager - Training receiving the completed RTO Refund Request Form.

Approved refunds will be processed with expedience.

Refunds will be issued only to the original payment method. If the payment was made via EFT, the refund will be processed through EFT to the authorised bank account specified by the student on the RTO Refund Request Form. Refund Request Forms will only be accepted from the individual or organisation that was responsible for the course payment.

Refunds and cooling-off period

Under this policy the following will apply:

Students who give notice to cancel their enrolment within ten (10) business days from the date of completion of their enrolment checklist with IRLearning, will be entitled to a full refund of fees paid. This policy complies with the Australian Consumer Law required statutory cooling off period for the sale of goods and services.

Students who cancel their enrolment ten (10) or more business days after the signing of their enrolment checklist with IRLearning, will not be entitled to a refund of their fees. An exception to this policy is where IRLearning fails to fulfil its service agreement and fees are refunded under our guarantee to clients.

Discretion may be exercised by the Executive Manager - Training and/or Chief Executive Officer in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal.

The Executive Manager - Training and/or Chief Executive Officer may authorise a refund of tuition fees if the circumstances require it, less a non-refundable administration fee of $500.

Refunds will not be issued to students after enrolment confirmation in the case of:

- Change in employment status
- Change in personal circumstances
- Change of mind outside of the statutory cooling off period
- Lack of progress towards qualification completion
- Where incorrect information has been provided
- Where a student accesses an external credit payment facility.

Fees paid in advance

IRLearning acknowledges that it has a responsibility under the Standards for Registered Training Organisations to have a mechanism in place to protect fees paid in advance. IRLearning holds an unconditional financial guarantee from a bank operating in Australia. The monies held under this financial guarantee are calculated by collating the information from IRLearning's Finance and Student

Management Systems and are reviewed quarterly.

Payment Responsibility

All course payments remain the responsibility of the enrolled student, irrespective of the payment option selected at the time of enrolment.

Failure to make payment

If payments are not made according to the agreed terms, IRLearning may opt to suspend access to training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

Where a student's enrolment has been suspended due to fees being overdue and/or unpaid, a re- enrolment fee of $200 will be charged to re-commence training.

If you are experiencing financial difficulty, please contact IRLearning as early as possible to discuss options.

ASSESSMENT INFORMATION

IRLearning acknowledges the critical role that assessment plays in determining the competency of students. In developing the assessment (including RPL), for each qualification and unit of competence, IRLearning will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification and unit of competence of accredited course
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- Assessment complies with the principles of competency-based assessment and informs the student of the purpose and context of the assessment
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- Timely and appropriate feedback is given to students
- All students have access to re-assessment on appeal.

Assessment submissions/outcomes

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

Your assessor will guide you on the steps to take if you receive a Not Yet Competent (NYC) result for any assessment task.
You are entitled to two (2) further attempts after your initial submission (three attempts in total).

If you are deemed NYC on your third (3) attempt, you may complete a fourth (4) attempt; however, you will automatically be invoiced a $150 re-enrolment fee for that unit.

Assessment outcomes are provided within 10 business days of submission.

Plagiarism

All work that you submit must be your own. Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by IRLearning.

To help you understand, the following are examples that constitute plagiarism:

- Downloading photographs from the internet and claiming they are photographs of your own work
- Copying sections of text and not acknowledging where the information has come from
- 'Mashing' together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s).

Complaints and appeals

As a student, you can lodge an appeal if you disagree with a decision regarding an assessment outcome; you are encouraged to speak with your trainer/assessor in the first instance.

If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision as per the IRLearning Complaints and Appeals Policy.

A student can also make a complaint about:

- Academic matters
- Non-academic matters
- Non-academic matters from persons seeking to enrol with IRLearning in a course or unit of study. Students have a right to lodge a complaint by following the IRLearning Complaints and Appeals Policy.

Where to get help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you.

STUDENT FEEDBACK

IRLearning is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time but will also specifically ask for it at the completion of your study.

ISSUING OF CERTIFICATES, STATEMENTS OF ATTAINMENT AND RECORDS OF RESULTS

Qualification

Upon successful completion of your accredited training qualification, you will be issued with a Qualification Certificate and a Record of Results that details all units completed.

Statement of Attainment

Where you achieve competency in units that partially fulfil a qualification, you will be issued with a Statement of Attainment listing all competencies that you have successfully completed.

Qualification issuing

Before certification is issued IRLearning verifies that the competency has been properly assessed, all tasks complete, and all fees paid. Once all is deemed in order, IRLearning will issue the relevant certificate within 30 calendar days of the student being deemed competent in their final unit submission.

IRLearning issues all certificates electronically. You may request a hard copy certificate be issued by emailing training@IRLearningearning.com. A fee of $55 is payable prior to hard copy certificates being posted.

MARKETING

Occasionally, IRLearning may send you marketing and promotional emails. If you prefer not to receive these messages, you can easily opt out by clicking the "unsubscribe" link included in the email.

STUDENT HANDBOOK VERTIFICATION

IRLearning enrolment processes require students to declare they have read this handbook prior to enrolling in a course. If there is any aspect with which you are unsure, please contact IRLearning for clarification.