International Institute of Training Pty Ltd

Student Handbook

RTO NAME:	International Institute of Training Pty Ltd t/a International Institute of Training (IIT)
RTO ID:	21628
CRICOS Number:	04028M
CAMPUS ADDRESS:	13 Tarkin Court, Bell Park, Victoria 3215, Australia
Year	2024

Student Handbook   Version 23.02

International Institute of Training Pty Ltd t/a International Institute of Training
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Phone no: 1300 651 348 | Email: info@iitraining.vic.edu.au | Website: www.iitraining.vic.edu.au
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International Institute of Training Pty Ltd

Welcome to International Institute of Training:

From the Chief Executive Officer

Thank you for considering International Institute of Training (IIT) for your educational study journey in Australia!

We endeavour to make your stay in Australia productive and enjoyable. We pride ourselves not only in fostering academic excellence but also in making our students educational experience satisfying such that student will remember their time at International Institute of Training.

On behalf of our staff and teachers, I warmly welcome you to International Institute of Training ("IIT").

This Student handbook has been developed to provide you with important information to make an informed decision about your future study plans. It contains information about the courses we offer, fees and costs, admission procedures at IIT and other vital information. It also provides different processes and procedures which will help you understand more about your rights and responsibilities as a prospective or current student at IIT.

We look forward to welcoming you to our vibrant and diverse community within IIT and the broader Australian environment.

Chief Executive Officer
International Institute of Training Pty Ltd.| IIT

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International Institute of Training Pty Ltd

About International Institute of Training

International Institute of Training (IIT) is a Registered Training Organisation and an accredited Vocational Education and Training provider providing high-quality training to students in Australia. IIT is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and provides CRICOS registered courses to overseas students. We are focused on providing quality vocational training, enabling students to advance their career by attaining their training and educational goals.

International Institute of Training delivers Automotive and leadership and management, commercial cookery, kitchen and hospitality management courses. Our Academic and support staff are highly qualified and have extensive experience in their respective fields. We are here to support our students throughout their education programs and to ensure that they have an enjoyable learning experience.

At IIT, we understand the aspirations of our students and have focused our philosophy on imparting premium quality education. The institution caters to the needs of students in the field of vocational education. We are committed to providing a warm and caring educational environment.

By focusing on both theoretical and practical knowledge, IIT endeavours to bridge the knowledge gap between students and industry requirements. Committed to an outstanding study experience, the Institute's competent and passionate staff will make each student's educational experience a unique one.

If there are any queries about our Institute and courses, please feel free to contact us via phone, email or visit our Institute. The contact details are listed below.

Address
Campus Location

13 Tarkin Court, Bell Park, Victoria 3215, Australia

Contact Information

Tel: 1300 651 348

Email: info@iitraining.vic.edu.au
Web: www.iitraining.vic.edu.au

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Our objectives

In recognition of this mission, our objectives are:

- **People**. We strive to attract, recruit, and retain talented, competent, and committed trainers. We promote excellent performance through leadership and professional development.

- **Safety & equality**. We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.

- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behavior which hold ethical conduct and integrity as our highest priorities.

- **Quality committed.** We aspire to deliver consistent, quality services and apply quality systems which support training and assessment excellence.

- **Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.

- **Industry engagement**. We recognize the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Our Vision

Our vision is to offer courses that meet the expectations of students in line with flexibility of study, work focused material and assessment and reasonable cost.

Our Mission

We encourage our students to pursue meaningful study that will foster a strong contribution to their community within Australia and their home countries and build a foundation for lifelong learning. We encourage free and open thinking, critical evaluation of knowledge and information and balanced opinion and conclusion.

Living in Australia

Australia

Australia is an ethnic melting pot. It is a country known for its world-famous natural wonders, diverse landscapes and vibrant multicultural society that practices almost every religion and lifestyle. Since 1945, more than six million people from across the world have come to Australia to live.
There are 226 languages spoken in Australia – after English, the most popular are Italian, Greek, Cantonese and Arabic. The island continent is almost as big as the USA but has a population of approximately only 25 million people (most of whom live within 50 kilometres of the coast). Australia's coastline stretches almost 50,000 kilometres and has more beaches (over 10,000) than any other country. Inland, there are vast areas of semi-arid and desert areas.

All major cities, and the nation's capital, offer exciting lifestyles, great cultural attractions, and a safe quality of life.

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Multiculturalism

More than 100 ethnic groups are represented in Australia, making it one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of indigenous cultures, early European settlement, and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campus and communities. IIT takes great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

Language

Although English is the official language, more than 4 million Australians speak a language other than English, more than 800,000 speak an Asian language, the most common being Mandarin, followed by Cantonese and Vietnamese, and another 800,000 speak a European Union language. English, as it is spoken in Australia, is easily understood by nearly all people from other English-speaking nations. As you improve your English, you will learn some of Australia's colourful and often humorous slang and have fun explaining the meanings to friends and relatives.

Religion

Australia is predominantly a Christian country; however, all religions are represented. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples, Gurudwara and synagogues are in most major cities.

Healthcare

Australia has a very good healthcare system. All Australians pay a medicare levy (additional tax) to fund the public health system to ensure that everyone has access to public-system doctors, hospitals, and other healthcare services. People who pay extra into private health insurance funds receive extra privileges when using private healthcare services. You will find the usual healthcare services available in Australian suburbs including GPs (doctors), dentists, osteopaths, chiropractors, psychologists, counsellors, and many complementary healthcare practitioners too (traditional Chinese medicine, naturopathy, acupuncture, kinesiology, etc.).

International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

Food

Australia has a fantastic variety of food. Its top-quality meat, fish, fruits and vegetables are exported to markets worldwide. There is a large range of fruit and vegetables available at Australian produce markets.

Students should have no difficulty finding the foods that they are used to at home. Students can have almost every type of cuisine in Australia's many restaurants and cafés. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros, cafés, and Aussie pubs. For those who like takeaway, most of the major global fast-food chains are well represented.

Sports and recreation

Australians are very keen on sports and outdoor activities and have gained a worldwide reputation as tough competitors in individual and team sporting events. Australia has more than 800 national sporting organisations and thousands of state and regional sporting bodies. Australians are also enthusiastic about bushwalking, fishing, boating, and water sports.

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Transport

Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and several regional airlines.

Driving

Tourist students may drive in Australia on a valid overseas driver's license, but if the document is not in English, visitor must carry a certified translation in English or apply for an International Driving Permit from their home country.

For more details, you may visit https://www.studiesinaustralia.com/Blog/about-australia/driving-in-australia-as-an-international-student.

Victoria- https://www.vicroads.vic.gov.au/licences/new-to-victoria.

Taxis

Metered taxicabs operate in all major cities and towns. Students can find taxi ranks at transport terminals, main hotels or shopping centres or can hail taxis in the street. A light and sign on the roof indicate if a taxi is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. You do not need to tip taxi drivers.

Uber

Uber services are also available at the airport and there is a designated pick-up place available outside the airport for Uber customers.

Telephones and Wi-Fi connections

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Overseas calls can be made over the internet data which also includes video calling.

Internet data: Free Wi-Fi, non-connections (paid) are available at majority of the places in and around Melbourne.

Airport, few shopping malls have free Wi-Fi available. Most of the shared accommodations have Wi-Fi services available through which the students can make overseas phone calls, video calls.

Students can avail pre-paid and/or post-paid Sims depending upon their suitability and requirements of the students. Lowest pre-paid Sims and plan costs around 12-15. The cost of pre-paid and post-paid plan keeps increasing as per your requirements, for example, more internet data and overseas calling minutes may cost you more than the plan with less internet and overseas calling minutes.

However, there are many providers like Vodafone which give student discounts.

Budgeting

Students should work out a budget that covers accommodation, food, transport, clothing, and entertainment. Childcare, if applicable, should also be considered. For more information on living in Australia, costs, visit www.studyinaustralia.gov.au.

Travel: During the term breaks, students may like to venture beyond Melbourne to experience more of Australia's spectacular natural environment and great physical beauty, such as great ocean road, marine parks and national parks (The Great Barrier Reef, Kakadu, and Uluru), the Queensland rainforests and the pristine countryside and mountains of Tasmania. Student and backpacker travel agents in metropolitan cities offer cheap flights and package deals.

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Money and banks

Australian currency is the only legal tender in Australia. When students first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers' cheques are easier to use if already in Australian dollars, however, banks will cash travellers' cheques virtually in any currency. Major hotels and some shops, depending on individual store policy may also cash travellers' cheques.

It is a good idea to set up an Australian bank account. You will need to provide visa details and evidence of residency. Banking services in Australia are extremely competitive. All major banks have branches in cities and regional centres. Major Banks include ANZ, Westpac, National Bank, Commonwealth Bank. Community banks, like Bendigo Bank are a popular alternative. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24-hours-a-day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

More information on banking is available at www.studyinaustralia.gov.au. Normal bank trading hours are from Monday to Thursday - 9.30 am – 4.00 pm, Friday - 9.30 am – 5.00 pm and some banks are open Saturday mornings. The timings may vary.

Credit Cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are Visa and MasterCard.

Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are $5, $10, $20, $50 and $100. Coins used are the silver-coloured 5 cent, 10 cent, 20 cent and 50 cent coins and the gold-coloured $1 and $2 coins.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants.

Finding Accommodation

The following types of accommodation are available for international students.

Home Stay

This option is an opportunity for students to live in a private home, with a local family, couple or single person and learn about Australian life. You may need to compromise with living arrangements as you will need to fit in with the household's routines and expectations. You will need to think about the things that are important to you. You may need to ask about how adaptable mealtimes are in relation to your studies and other commitments. There are different types of home stay arrangements: Cost: $235 to $325 per week

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Full Board

Usually includes a furnished room (bed, desk, lamp, and wardrobe), three meals per day and bills (electricity, gas and water, but not telephone and internet). Some home stay providers may even do your laundry.

Cost: A$110.00 - A$270.00 per week

Half Board

Usually includes a furnished room (bed, desk, lamp, and wardrobe) and bills (electricity, gas and water, but not telephone and internet). You can use the cooking and laundry facilities in the house.

Cost: A$ 80.00 - A$ 100.00 per week

Lease/Rent

Renting an apartment or house is done through a real estate agent. You must sign a contract called "lease" to rent the house, either month-by-month, or sometimes a 6-month, 12-month or 2-year lease is required. The lease entitles you to private use of the property for the duration of the lease. The advantage of this is privacy and independence.

You must pay a bond (the equivalent of one month's rent, to cover any damage you may do to the premises).You are responsible for paying all bills (except council rates), maintenance of the property and providing all your own furniture and household items.

If you choose a house or apartment in a popular area, there will be much competition. The real estate agent selects the tenants who they believe are the most stable and able to meet the requirements of the lease.

Cost (shared accommodation): A$185.00 - A$440.00 per week (unfurnished)

Useful internet sites for student housing are:

http://homestaydirect.com.au
http://gumtree.com.au
http://flatmatefinders.com.au
http://www.studymelbourne.vic.gov.au
https://studygeelong.com.au

Useful rental accommodation websites are:

www.realestate.com.au
www.domain.com.au
www.realestateview.com.au

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Living around Melbourne and Geelong

Melbourne is the capital city of Victoria with a population of over 4 million people. The city offers wonderful experiences, a great climate, friendly people and quality education. Situated on the Yarra River and around Port Phillip Bay, the city has beautiful beaches and excellent water sport facilities. It is a spacious city with many parks & gardens, sporting venues, and scenic attractions.

One quarter of Melbourne's population was born overseas, making it one of the world's most multicultural cities. Melbourne is often ranked amongst the world's most liveable city each year, due to factors such as: Healthcare system, education, stability, culture, environment, infrastructure and personal safety.

Geelong is Australia's second largest city. It is around about 65 km (40 mi) southwest of Melbourne, the state capital of Victoria. Geelong is Victoria's second largest city, located on Corio Bay, and within a short drive from popular beach-front communities on the Bellarine Peninsula as well as being the gateway to the famous Great Ocean Road, which begins just south of Geelong at Torquay. Bell Park is a suburb of Geelong, Victoria, Australia and is located 3 km north-west of the Geelong city centre.
Geelong is a very liveable city with a relaxed lifestyle. You can enjoy waterfront walks, cycle along picturesque trails, play on beaches and embark on a day trip to see spectacular natural attractions.

Climate

Melbourne has a temperate climate with four distinct seasons:

- **Winter (June - August)**
  Temperatures range from 10-15°C
- **Spring (September - November)**
  Temperatures range from 17-22°C
- **Summer (December - February)**
  Temperatures can rise above 35°C
- **Autumn (March - May)**
  Temperatures range from 17-24°C

Events and Entertainment

Melbourne is a cosmopolitan city that is full of life. The city hosts a variety of festivals, cultural and sporting events, including the Australian Grand Prix, the Australian Open, the Spring Racing Carnival,

Melbourne International Arts Festival, Melbourne Food and Wine Festival, Spring Fashion Week and the Melbourne Fringe Festival, Melbourne International Comedy Festival, Chinese New Year Parade, Moomba Parade.

Melbourne is Australia's festival capital, with free events held in city and community venues each month. The city's beautiful green and spacious surrounds are very attractive for social, sporting and other outdoor activities. There are plenty of opportunities for international students to have an enjoyable time with friends.

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Study

Melbourne boasts an abundance of fine universities and colleges with international reputations. For this reason, Melbourne is best student city in the country and an ideal place to study for students.

Transport

Melbourne has an excellent public transport system with trains, trams and buses providing an extensive network throughout the city and suburbs. Taxis are plentiful and safe and are available 24 hours a day.

Useful Websites

https://www.ptv.vic.gov.au/
https://studygeelong.com.au/
https://www.vline.com.au/
https://www.geelongtaxis.com.au/
https://www.studyaustralia.gov.au/

Services and Facilities

International Institute of Training (IIT) is committed to the success of its international students. IIT offers a wide range of support services for students throughout their studies at IIT.

Orientation Sessions

Many students find life in Australia quite different from life in their home country, therefore, IIT organises an orientation day to help students become familiar with Australian culture and customs and to introduce students to the institute and its services.

All students are required to attend an orientation information session. This session details many aspects of living and studying in Australia and introduces students to study and life in Australia.

Orientation sessions include information about enrolment, facilities and services available, Australian culture and customs, safety in Melbourne, support services available for students to adjust to study and life in Australia. Orientation sessions are a great way of meeting other students.

Cost of Living

Australia provides good quality and affordable accommodation. Students will need $21, 041per year (excluding tuition) to cover living expenses including accommodation, food, transport, entertainment, clothing, and books. Students can also calculate cost of living on their own by using the link
https://www.studyaustralia.gov.au/english/live/living-costs.

In case where your partners coming with you - AUD$7,362 and additional 3152 for child coming with you.

- **Hostels and Guesthouses** - $90 to $150 per week
- **Shared Rental** - $95 to $215 per week
- **Homestay** - $235 to $325 per week
- **Rental** - $185 to $440 per week

Other living expenses

- **Groceries and eating out** - $140 to $280 per week
- **Gas, electricity** - $10 to $20 per week
- **Phone and Internet** - $15 to $30 per week

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- **Public transport** - $30 to $60 per week
- **Car (after purchase)** - $150 to $260 per week
- **Entertainment** - $80 to $150 per week

Student Banking

International Students can now open a bank account before they arrive in Australia. Most leading banks offer a comprehensive range of personal, business and institutional banking products and services. By choosing a major Australian bank, students can be assured their money is safe; and bank branches, ATMs and other banking services are conveniently accessible.

For further information on how to open a bank account online, simply visit any of the major four banks listed below or one of the smaller banks:

Commonwealth Bank of Australia: https://www.commbank.com.au/personal/can/moving-to-australia.html

Westpac Bank http://www.westpac.com.au/personal-banking/student-banking/s-international-students/organise-australian-bank-acc/

ANZ Bank
http://www.anz.com/personal/bank-accounts/banking-for-life-changes/international-students/

National Australia Bank (NAB)
https://www.nationalaustraliabank.com/nabglobal/en/banking/migrant-banking/study-in-australia

Further information may be sourced at 'Studies in Australia':
http://www.studiesinaustralia.com/studying-in-australia/banking-in-australia

Education and Childcare

Students who are coming to Australia with family members need to be aware of the costs associated with education and childcare in Melbourne. Students are advised to research the resources available prior to arrival in Australia. The following websites offer detailed information:

- https://studygeelong.com.au/
- https://www.studyinaustralia.gov.au/
- Find an Early Childhood Service or School: http://www.education.vic.gov.au/findaservice/home.aspx

Why Study at IIT?

Better Career Outcomes

IIT's government accredited, and internationally recognised courses will help you achieve your career goals. IIT does not guarantee any job or employment outcomes.

Experienced Staff

IIT employs experienced, industry-aware trainers who are committed to promoting a culture of learning, achievement, and ambition. Trainers are involved in frequently developing their skills and knowledge as per the current market changes by undertaking professional development activities and sessions.

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VET Qualification

Vocational Educational and Training is a distinctive style of learning. It teaches practical, trade relevant skills that are highly prized by employers. Assessment is based on achieving competency levels. Adheres to the Standards for NVR Registered Training Organisation.

1. IIT provides quality training and assessment across all its operations.

2. IIT adheres to principles of access and equity to maximise outcomes for clients.

3. Management systems are responsive to the needs of clients, staff and stakeholders and the environment in which IIT operates.

Student Service Focus

Staff at IIT understands the many challenges students face when studying away from their home country. Every effort is made to assist students to make the transition to their new surroundings and help them to feel at home. We regularly consult with students to gather feedback on their experience at IIT and continuously develop and improve our services accordingly. The result is a supportive and safe environment that enables students to perform at their best.

Registration

International Institute of Training (IIT) is a registered Training Organisation (RTO) under the national regulator for Australia's vocational education and training sector, ASQA (The Australian skills Quality Authority). ASQA regulates courses and training providers to ensure nationally approved quality standards are met. IIT meets all the requirements for registration and adheres to the VET Quality Framework that comprises the Standards for NVR Registered Training and the Australian Qualification Framework (AQF). These standards are used by ASQA as an instrument in protecting the interests of all students undertaking vocational education and training in Australia. IIT is also registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and provides CRICOS registered courses to overseas students.

ESOS, National Code and CRICOS

Australia has a reputation of a safe, progressive, and dynamic place to study, and we maintain the reputation by providing quality education to overseas students. The Education Services for overseas Students (ESOS) Act 2000 and associated legislation such as the National Code 2018 is the legal framework governing the responsibility of education institutions towards overseas students. The framework provides a consistent national approach to the registration of education providers so that the quality of the training, and the care of students, remains high.

Pathways

Graduates of IIT may seek credits to the relevant degree programs in Australian universities. IIT has no special arrangements with any Australian university and there is no guaranteed entry into university programs.

Enrolment Information

Students Handbook has been developed in order to provide prospective students with important information which will allow them to make an informed decision about their future study plans. It contains information about the courses we offer, the location where these courses will be delivered, duration of the courses including holiday breaks, the modes of delivery, fees and costs, admission procedures at IIT, training arrangements and other vital information. It also provides different processes and procedures which will help you understand more about your rights and responsibilities as a prospective or current student at IIT.

Students must read this handbook carefully in full before making an application. Students are encouraged to contact IIT and talk to one of our friendly, informed staff members if they are unsure about any information

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included in this or have any questions.

Students must complete the student's application form and Pre-Training Review form (provided with the application form) and send the completed forms along with all the relevant documents and the Application fee to IIT. You can also submit your application through one of our authorised agents. A list of approved agents can be found on our website www.iitraining.vic.edu.au.

IIT will assess student's needs by conducting Pre-Training Review (PTR). PTR will be conducted prior to the enrolment to review student's current competencies, student needs, English level, and support requirements including their oral communication skills, to enrol them in the most appropriate course to achieve their intended outcomes.

Applicants are required to fill up the PTR form provided with the application form and answer all the questions in a true and correct manner. Any competencies previously acquired will be identified during PTR and the most appropriate qualification for that student to enrol in will be ascertained, including consideration of the likely job outcomes from the development of new competencies and skills (Recognition of Prior Learning (RPL) or Credit Transfer). One of our staff will conduct a PTR call to verify the answers provided by the students. IIT may also verify the evidence provided by you of your IELTS/equivalent test score and secondary school certificate.

IIT will issue Letter of Offer to successful applicants after all the documents have been verified. The offer letter will include all detailed instructions and conditions for accepting the student agreement. You must carefully read and sign the written agreement, pay the fee requested in the student's written agreement and send it to IIT. IIT will not accept any course fees without a student's written agreement.

Students undertaking the course must possess Numeracy skills since it requires them to do calculations or any other course related work. To determine this, all students wanting to study at IIT are required to undertake LLN Test prior to the commencement of the course. Based on the test outcome, students may be identified as requiring internal support and/or external support.

LLN test will be conducted on campus by using an ACSF mapped online LLN assessment tool - LLN Robot-under the supervision of qualified LLN assessor.

Students for each course will be selected in a manner that reflects IIT's access and equity principles. Completion of the student's application form does not imply that IIT will make an offer to you. You will also be notified if you do not meet the entry requirements.

Once the completed written students' agreement and fee is received (and cleared by the bank) IIT will issue a Confirmation of Enrolment (COE) with a condition that you must take LLN test before the course commencement.

Please refer to Enrolment Kit for more information available on IIT's website.

Courses Offered

Course Code and Name	CRICOS Course Code	Duration (weeks including holiday breaks)	*Study Period (weeks)	Total tuition fee (AUD)	Non-Tuition Fees	Total Course Fee
AUR30620 - Certificate III in Light Vehicle Mechanical Technology	110448H	70 weeks (including holiday breaks)	3 Study Period	$18,200	$1800	$20,000
AUR40216 - Certificate IV in Automotive Mechanical Diagnosis	110449G	34 weeks (including holiday breaks)	2 Study Period	$13,700	$1300	$15,000

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AUR50116 - Diploma of Automotive Management	110450C	70 weeks (including holiday breaks)	3 Study Period	$20,700	$1300	$22,000
BSB50420 - Diploma of Leadership and Management	110451B	52 Weeks (including holiday breaks)	2 Study Period	$10,500	$1500	$12,000
BSB60420 - Advanced Diploma of Leadership and Management	110452A	52 Weeks (including holiday breaks)	2 Study Period	$14,100	$1500	$15,600
SIT30821 - Certificate III in Commercial Cookery	111490J	56 weeks (including holiday breaks)	2 Study Period	$18,000	$2,000	$20,000
SIT40521 - Certificate IV in Kitchen Management	111491H	78 weeks (including holiday breaks)	3 Study Period	$20,000	$2,000	$22,000
SIT50422 - Diploma of Hospitality Management	111492G	64 weeks (including holiday breaks)	3 Study Period	$16,000	$2,000	$18,000

*Study Period - each study period for the courses mentioned above ranges from 15 weeks to 26 weeks. Contact IIT on 1300 651 348 for the latest details on the study period and weeks.

Material Fees for all the qualifications mentioned above will only include printed reading materials and handouts provided by the institute.

Delivery Mode:
For BSB (Leadership and Management) qualification: Face to face in a classroom with access to a simulated environment.
For AUR (Automotive) qualifications: Face-to-face theory learning in a classroom and practical training at IIT's Automotive Workshop located on campus with access to a simulated environment.
For SIT qualifications (Commercial Cookery, Kitchen, and Hospitality Management): Face-to-face theory learning in a classroom and practical training at IIT's commercial kitchen with access to a simulated environment.

Delivery Location
Classroom based Face to Face delivery Location (On Campus)**:** 13 Tarkin Court, Bell Park, Victoria 3215, Australia
Practical training location for Automotive qualifications: Automotive workshop-13 Tarkin Court, Bell Park, Victoria 3215, Australia
Practical training location for SIT Qualifications, i.e., Commercial Cookery, Kitchen, and Hospitality Management qualifications will be delivered at IIT's commercial kitchen.
For Automotive qualifications: Workshop tools will be available at the Automotive workshop. However, students must arrange their own safety boots, workshop uniform (workshop overalls) and other PPE's including apron and protective glasses. IIT can suggest suppliers. Please contact IIT for further enquiries on 1300 651 348.
For (SIT) qualifications, i.e., SIT30821 - Certificate III in Commercial Cookery, SIT40521 - Certificate IV in Kitchen Management and SIT50422 - Diploma of Hospitality Management: Students are required to have a Kitchen kit to undertake practical training at IIT's commercial kitchen. This Kit can be purchased from the institute at $400 or from any other suppliers outside. Kitchen Kit includes a chef dress, safety boots and a knife kit including various knives and other tools.
Please Note: Students are required to attend a minimum of 20 scheduled course contact hours per week.
Details of course information can also be found on IIT's website: www.iitraining.vic.edu.au or can be made available at the reception.

Any educational institute that recruits, enrols, or teaches overseas students must be registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) for every course offered to overseas students.

Course Information

AUR30620 - Certificate III in Light Vehicle Mechanical Technology

Course Description
This qualification reflects the role of individuals who perform a broad range of tasks on a variety of light vehicles in the automotive retail, service, and repair industry.

Volume of learning: 1200 hours

Course Structure: To achieve this qualification, students must complete the following 36 unit of competencies:

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- 20 core unit, plus
- 16 elective units

Core Units

Unit Code	Unit Title
AURASA102	Follow safe working practices in an automotive workplace
AURAEA002	Follow environmental and sustainability best practice in an automotive workplace
AURTTK102	Use and maintain tools and equipment in an automotive workplace
AURTTA104	Carry out servicing operations
AURTTE104	Inspect and service engines
AURLTE102	Diagnose and repair light vehicle engines
AURTTC103	Diagnose and repair cooling systems
AURTTB101	Inspect and service braking systems
AURLTB103	Diagnose and repair light vehicle hydraulic braking systems
AURLTD104	Diagnose and repair light vehicle steering systems
AURLTD105	Diagnose and repair light vehicle suspension systems
AURETR112	Test and repair basic electrical circuits
AURETR123	Diagnose and repair spark ignition engine management systems
AURETR125	Test, charge and replace batteries and jump-start vehicles
AURETR129	Diagnose and repair charging systems
AURETR130	Diagnose and repair starting systems
AURETR131	Diagnose and repair ignition systems
AURLTZ101	Diagnose and repair light vehicle emission control systems
AURTTA118	Develop and carry out diagnostic test strategies
AURTTF101	Inspect and service petrol fuel systems

Elective Units

Unit code	Unit Title
AURAMA003	Conduct information sessions in an automotive workplace
AURTTK001	Use and maintain measuring equipment in an automotive workplace
AURAFA103	Communicate effectively in an automotive workplace
AURTTA017	Carry out vehicle safety inspections
AURVTA104	Inspect damaged vehicle systems and recommend repairs
AURTTZ102	Diagnose and repair exhaust systems
AURLTQ101	Diagnose and repair light vehicle final drive assemblies
AURLTQ102	Diagnose and repair light vehicle drive shafts
AURLTX101	Diagnose and repair light vehicle manual transmissions
AURLTX103	Diagnose and repair light vehicle clutch systems

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AURLTJ102	Remove, inspect, repair and refit light vehicle tyres and tubes
AURTTJ012	Remove, inspect, and refit wheel hubs and associated brake components
AURETR006	Solder electrical wiring and circuits
AURTTX103	Inspect and service automatic transmission
AURAQA002	Inspect technical quality work in an automotive workplace
AURACA101	Respond to customer needs and enquiries in an automotive workplace

Assessment Methods

All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Assessment methods will include Knowledge questions/written test, Practical demonstration in automotive workshop.

Pathways

IIT doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

Pathways from the qualification

After achieving AUR30620 - Certificate III in Light Vehicle Mechanical Technology, individuals can progress to AUR40216 - Certificate IV in Automotive Mechanical Diagnosis.

Employment/Career Pathway

This qualification provides a pathway to work in performing a broad range of tasks in the automotive retail, service, and repair industry on a variety of light vehicles.
Possible job titles include:
- Light Vehicle Mechanical Technician
- Mobile Plant Technician
- Light vehicle Engine Technician
- Light vehicle Repair Technician

The above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or www.myskills.gov.au, it doesn't imply any job guarantee or job role at the end of the course. IIT doesn't claim any employment/Job outcome or job guarantee associated with its courses as it would be misleading.

AUR40216-Certificate IV in Automotive Mechanical Diagnosis

Course Description

This qualification reflects the role of individuals who undertake leadership and management roles in the automotive industry. It is suitable for entry into senior management roles in all sectors of the automotive industry.

Volume of learning: 600 hours

Course Structure

To achieve this qualification, students must complete the following 10 units of competencies:
• 1 core unit, plus
• 9 elective units

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Unit name	Unit Title	Core/ Elective	Pre-requisites required
AURTTA125	Diagnose complex faults in vehicle integrated stability control systems	Elective	AUR30620 or be able to demonstrate equivalent competency.
AURTTR101	Diagnose complex faults in engine management systems	Elective	
AURLTE105	Diagnose complex faults in light vehicle diesel engines	Elective	
AURLTX104	Diagnose complex faults in light vehicle automatic transmission and driveline systems	Elective	
AURTTA021	Diagnose complex systems fault	Core	
AURETR037	Diagnose complex faults in light vehicle safety systems	Elective	
AURLTB104	Diagnose complex faults in light vehicle braking systems	Elective	
AURLTD109	Diagnose complex faults in light vehicle steering and suspension systems	Elective	
AURLTE104	Diagnose complex faults in light vehicle petrol engines	Elective	
AURAFA108	Interpret and apply automotive repair instructions	Elective	

Assessment Methods
All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Assessment methods will include Knowledge questions/written test, Practical demonstration in automotive workshop.

Pathways
IIT doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

Pathways from the qualification
After achieving AUR40216 Certificate IV in Automotive Mechanical Diagnosis, individuals can progress to AUR50116 - Diploma of Automotive Management.

Employment/Career Pathway
This qualification provides a pathway to work in perform advanced diagnostic tasks in the automotive retail, service, and repair industry.
Possible job titles include:
- Automotive Light Vehicle Master Technician
- Automotive Master Technician
- Performance Vehicle Technician

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AUR50116-Diploma of Automotive Management

Course Description
This qualification reflects the role of individuals who undertake leadership and management roles in the automotive industry. It is suitable for entry into senior management roles in all sectors of the automotive industry.

Volume of learning: 1200 hours

Course Structure: To achieve this qualification, students must complete the following 12 units of competencies:

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• 6 core unit, plus
• 6 elective units

Core Units

Unit code	Unit Title
AURAEA004	Manage environmental and sustainability best practice in an automotive workplace
AURAMA005	Manage complex customer issues in an automotive workplace
AURAMA006	Contribute to planning and implementing business improvement in an automotive workplace
BSBFIM501	Manage budgets and financial plans
BSBMGT502	Manage people performance
BSBWHS501	Ensure a safe workplace

Elective Units

Unit code	Unit Title
BSBWOR501	Manage personal work priorities and professional development
BSBLED401	Develop teams and individuals
BSBCUS501	Manage quality customer service
BSBHRM405	Support the recruitment, selection, and induction of staff
BSBTWK503	Manage Meetings
BSBOPS504	Manage business risk

Assessment Methods
All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Assessment methods include Knowledge questions/written test, Practical demonstration/Observation in automotive workshop, projects, Case Study/Reports, Project, Observations/Role Plays.

Pathways
IIT doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

Pathways from the qualification
After achieving AUR50116 - Diploma of Automotive Management, individuals can progress to bachelor's degree in automotive field at any of the University offering the required courses.

Employment/Career Pathway
This qualification is intended to prepare new employees or recognize and develop existing workers who are performing management roles in the automotive industry.

Possible job titles include:
- business manager
- automotive directorship
- operations manager
- sales manager
- area manager
- marketing manager
- retail manager

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- parts manager
- purchasing manager
- automotive service manager
- automotive retail sales manager
- automotive warehouse manager

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BSB50420 - Diploma of Leadership and Management

Course Description
This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Individuals at this level display initiative and judgement in planning, organising, implementing, and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organizational or enterprise requirements.

They may plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyze, and synthesize information from a variety of sources.

Volume of learning: 1200 hours

Course Structure: To achieve this qualification, students must complete the following 12 units of competencies:
• 6 core unit, plus
• 6 elective units

Core Units

Unit Code	Unit Title
BSBCRT511	Develop critical thinking in others
BSBLDR523	Lead and manage effective workplace relationships
BSBCMM511	Communicate with influence
BSBOPS502	Manage business operational plans
BSBPEF502	Develop and use emotional intelligence
BSBTWK502	Manage team effectiveness

Elective Units

Unit Code	Unit Title
BSBPMG531	Manage project time
BSBPMG532	Manage project quality
BSBFIN501	Manage budgets and financial plans

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BSBOPS501	Manage business resources
BSBXCM501	Lead communication in the workplace
BSBSUS511	Develop workplace policies and procedures for sustainability

Assessment Methods

All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Assessment methods include practical demonstrations/demonstrations, Case studies, Projects, Reports, Presentations, Role plays, Knowledge Test, etc.

Pathways

IIT doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

Pathways from the qualification

Pathways from the qualification- BSB60420 Advanced Diploma of Leadership and Management

Employment/Career Pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:
-   Sales Team Manager
-   Frontline Manager
-   Administration Manager
-   Executive Officer

The above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or www.myskills.gov.au, it doesn't imply any job guarantee or job role at the end of the course. IIT doesn't claim any employment/Job outcome or job guarantee associated with its courses as it would be misleading.

BSB60420 - Advanced Diploma of Leadership and Management

Course Description

This qualification reflects the role of individuals who apply specialized knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts.

Individuals at this level use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters.

They use cognitive and communication skills to identify, analyze and synthesize information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

Volume of learning: 1200 hours

Course Structure: To achieve this qualification, students must complete following 10 units of competencies:

• 5 core unit, plus
• 5 elective units

Core Units

Unit Code	Unit Title
BSBCRT611	Apply critical thinking for complex problem solving

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BSBOPS601	Develop and implement business plans
BSBLDR602	Provide leadership across the organisation
BSBSTR601	Manage innovation and continuous improvement
BSBLDR601	Lead and manage organisational change

Elective Units

Unit Code	Unit Title
BSBFIN601	Manage organisational finances
BSBSTR602	Develop organisational strategies
BSBSUS601	Lead corporate social responsibility
BSBTEC601	Review organisational digital strategy
BSBPMG634	Facilitate stakeholder engagement

Assessment Methods

All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Assessment methods include observation, case studies, projects, reports, presentations, role plays, Knowledge Test.

Pathways

IIT doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

Pathways from the qualification

Successful completion may enable the student to apply for BSB80320-Graduate Diploma of strategic Leadership or BSB80120 -Graduate Diploma of Management (Learning) or degree Level courses at other institutions.

Employment/Career Pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:
- Department Manager
- Senior Manager

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SIT30821 - Certificate III in Commercial Cookery

Course Description

This qualification reflects the role of cooks who use a wide range of well-developed cookery skills and sound knowledge of kitchen operations to prepare food and menu items. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies, and procedures to guide work activities. Completion of this qualification contributes to recognition as a trade cook.

Volume of learning: 1218 hours

Course Structure

To achieve qualification SIT30821 - Certificate III in Commercial Cookery, student must complete following 25 units of competencies.
- 20 core units, plus
- 5 elective units

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Core Units

Unit code	Unit Title	Pre-requisites required
SITHCCC023	Use food preparation equipment	SITXFSA005
SITHCCC027	Prepare dishes using basic methods of cookery	SITXFSA005
SITHCCC028	Prepare appetisers and salads	SITXFSA005
SITHCCC029	Prepare stocks, sauces, and soups	SITXFSA005
SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes	SITHCCC027, SITXFSA005
SITHCCC031	Prepare vegetarian and vegan dishes	SITHCCC027 SITXFSA005
SITHCCC035	Prepare poultry dishes	SITHCCC027 SITXFSA005
SITHCCC036	Prepare meat dishes	SITHCCC027 SITXFSA005
SITHCCC037	Prepare seafood dishes	SITHCCC027 SITXFSA005
SITHCCC041	Produce cakes, pastries, and breads	SITXFSA005
SITHCCC042	Prepare food to meet special dietary requirements	SITHCCC027 SITXFSA005
SITHCCC043	Work effectively as a cook	SITHCCC027 SITXFSA005
SITHKOP009	Clean kitchen premises and equipment	SITXFSA005
SITHKOP010	Plan and cost recipes	Nil
SITHPAT016	Produce desserts	SITXFSA005
SITXFSA005	Use hygienic practices for food safety	Nil
SITXFSA006	Participate in safe food handling practices	Nil
SITXHRM007	Coach others in job skills	Nil
SITXINV006	Receive, store, and maintain stock	SITXFSA005
SITXWHS005	Participate in safe work practices	Nil

Elective Units

Unit code	Unit of Competency	Pre-requisites required
SITHCCC040	Prepare and serve cheese	SITXFSA005
SITHCCC039	Produce pates and terrines	SITHCCC027 SITXFSA005

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SITHCCC026	Package prepared foodstuffs	SITXFSA005
SITXINV007	Purchase goods	Nil
BSBSUS211	Participate in sustainable work practices	Nil

Assessment Methods

Knowledge test-Multiple Choice, Worksheets-Written Questions, Practical demonstration in training/workplace kitchen, Roleplay, Presentation, WBT Logbook, Project Work.

Pathways

IIT doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

Pathways from the qualification

Pathways from the qualification: SIT40521 - Certificate IV in Kitchen Management

Employment/Career pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Trade Cook (Kitchen)
- Cook (Hotels)
- Cook (Restaurant)
- Cook (clubs, Pubs)
- Cook (Cafés and coffee Shop)

The above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or www.myskills.gov.au, it doesn't imply any job guarantee or job role at the end of the course. IIT doesn't claim any employment/Job outcome or job guarantee associated with its courses as it would be misleading.

SIT40521 - Certificate IV in Kitchen Management

Course Description

This qualification reflects the role of chefs and cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.

Volume of learning: 1578 hours

Course Structure: To achieve qualification SIT40521 - Certificate IV in Kitchen Management, student must complete following 33 units of competencies.

- 27 core units, plus
- 6 elective units

Core Units

Unit Code	Unit Title	Pre-requisites required
SITHCCC023	Use food preparation equipment	SITXFSA005
SITHCCC027	Prepare dishes using basic methods of cookery	SITXFSA005

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SITHCCC028	Prepare appetisers and salads	SITXFSA005
SITHCCC029	Prepare stocks, sauces and soups	SITXFSA005
SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes	SITHCCC027 SITXFSA005
SITHCCC031	Prepare vegetarian and vegan dishes	SITHCCC027 SITXFSA005
SITHCCC035	Prepare poultry dishes	SITHCCC027 SITXFSA005
SITHCCC036	Prepare meat dishes	SITHCCC027 SITXFSA005
SITHCCC037	Prepare seafood dishes	SITHCCC027 SITXFSA005
SITHCCC041	Produce cakes, pastries, and breads	SITXFSA005
SITHCCC042	Prepare food to meet special dietary requirements	SITHCCC027 SITXFSA005
SITHCCC043	Work effectively as a cook	SITHCCC027 SITXFSA005
SITHKOP010	Plan and cost recipes	Nil
SITHKOP012	Develop recipes for special dietary requirements	SITHCCC027 SITHCCC042 SITHKOP010 SITXFSA005
SITHKOP013	Plan cooking operations	SITXFSA005
SITHKOP015	Design and cost menus	SITHKOP010
SITHPAT016	Produce desserts	SITXFSA005
SITXCOM010	Manage conflict	Nil
SITXFIN009	Manage finances within a budget	Nil
SITXFSA005	Use hygienic practices for food safety	Nil
SITXFSA006	Participate in safe food handling practices	Nil
SITXFSA008	Develop and implement a food safety program	SITXFSA005 SITXFSA006
SITXHRM008	Roster staff	Nil
SITXHRM009	Lead and manage people	Nil
SITXINV006	Receive, store, and maintain stock	SITXFSA005
SITXMGT004	Monitor work operations	Nil
SITXWHS007	Implement and monitor work health and safety practices	Nil

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Elective Units

Unit code	Unit of Competency	Pre-requisites required
SITHCCC040	Prepare and serve cheese	SITXFSA005
SITHCCC039	Produce pates and terrines	SITHCCC027 SITXFSA005
SITHCCC026	Package prepared foodstuffs	SITXFSA005
SITXHRM007	Coach others in job skills	Nil
SITXWHS005	Participate in safe work practices	Nil
SITHKOP009	Clean kitchen premises and equipment	SITXFSA005

Assessment Methods

Knowledge test-Multiple Choice, Worksheets-Written Questions, Practical demonstration in training/workplace kitchen, Roleplay, Case-studies/Scenario, WBT Logbook, Project Work

Pathways

IIT doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

Pathways from the qualification

Pathways from the qualification: SIT50422 - Diploma of Hospitality Management

Employment/Career pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Chef
- Executive Chef
- Head Chef
- Sous Chef

The above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or www.myskills.gov.au, it doesn't imply any job guarantee or job role at the end of the course. IIT doesn't claim any employment/Job outcome or job guarantee associated with its courses as it would be misleading.

SIT50422 - Diploma of Hospitality Management

Course Description

This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions. This qualification allows for multiskilling and for acquiring targeted skills in accommodation services, cookery, food and beverage and gaming.

Volume of learning: 1298 hours

Course Structure: To achieve qualification SIT50422 - Diploma of Hospitality Management, student must complete following 28 units of competencies.

- 11 core units, plus

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- 17 elective units

Core Units

Unit Code	Unit Title	Pre-requisites required
SITXCCS015	Enhance customer service experiences	Nil
SITXCCS016	Develop and manage quality customer service practices	Nil
SITXCOM010	Manage conflict	Nil
SITXFIN009	Manage finances within a budget	Nil
SITXFIN010	Prepare and monitor budgets	Nil
SITXGLC002	Identify and manage legal risks and comply with law	Nil
SITXHRM008	Roster staff	Nil
SITXHRM009	Lead and manage people	Nil
SITXMGT004	Monitor work operations	Nil
SITXMGT005	Establish and conduct business relationships	Nil
SITXWHS007	Implement and monitor work health and safety practices	Nil

Elective Units

Unit Code	Unit Title	Pre-requisites required
SITXFSA005	Use hygienic practices for food safety	Nil
SITHCCC027	Prepare dishes using basic methods of cookery	SITXFSA005
SITHCCC041	Produce cakes, pastries, and breads	SITXFSA005
SITHCCC023	Use food preparation equipment	SITXFSA005
SITHCCC028	Prepare appetisers and salads	SITXFSA005
SITHCCC035	Prepare poultry dishes	SITHCCC027 SITXFSA005
SITXINV006	Receive, store, and maintain stock	SITXFSA005
SITHCCC029	Prepare stocks, sauces, and soups	SITXFSA005
SITHCCC030	Prepare vegetable, fruit, eggs, and farinaceous dishes	SITHCCC027 SITXFSA005
SITHCCC031	Prepare vegetarian and vegan dishes	SITHCCC027 SITXFSA005
SITHCCC036	Prepare meat dishes	SITHCCC027 SITXFSA005
SITHCCC037	Prepare seafood dishes	SITHCCC027 SITXFSA005
SITHCCC042	Prepare food to meet special dietary requirements	SITHCCC027

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		SITXFSA005
SITHPAT016	Produce desserts	SITXFSA005
SITXFSA006	Participate in safe food handling practices	Nil
SITHCCC026	Package prepared foodstuffs	SITXFSA005
SITHKOP013	Plan cooking operations	SITXFSA005

Assessment Methods

Knowledge test-Multiple Choice, Worksheets-Written Questions, Practical demonstration in training/workplace kitchen, Roleplay, Case studies/Scenario, Project Work

Pathways

IIT doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

Pathways from the qualification - SIT60322 - Advanced Diploma of Hospitality Management at other institutes as IIT doesn't offer this qualification.

Employment/Career pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Departmental Manager, or (in restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops)
- Small business Manager (in restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops)

The above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or www.myskills.gov.au, it doesn't imply any job guarantee or job role at the end of the course. IIT doesn't claim any employment/Job outcome or job guarantee associated with its courses as it would be misleading.

Entry Requirements

All students are required to meet following requirements to be accepted into International Institute of Training courses.

Enrolment Information

- A completed application form and signed agreement
- Photo Identification document such as a driver's license.

English Language Requirements for International students:

International students applying for course at IIT either off-shore or on-shore will require:

i. Either a minimum IELTS test score of 5.5 or equivalent for direct entry into a VET course.

or, IELTS score of 5.0 or equivalent with an ELICOS course (up to 10 weeks) to be taken before the main VET course;

or, IELTS score of 4.5 or equivalent with an ELICOS course (up to 20 weeks) to be taken before the main VET course;

Note: Results older than two years are not acceptable.

OR

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ii.   to provide evidence that they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom, or United States.

OR

iii.   to provide evidence that, within two years* of their signed written agreement date, they have successfully completed in Australia a foundation course or a Senior Secondary Certificate of Education or a substantial part of a Certificate IV or higher-level qualification, from the Australian Qualifications Framework.
*The date when IIT receives the signed written agreement (either through email or in hand)

Test evidence table:

*English Language Test Providers	Minimum Test Score	Minimum Test Score where combined with at least 10 weeks ELICOS	Minimum test score where combined with at least 20 weeks ELICOS
International English Language Testing System	5.5	5	4.5
*Test of English as a Foreign Language (TOEFL) paper based	527	500	450
TOEFL internet-based test	46	35	32

The test must have been taken no more than two years before you apply to study at IIT.
Students may refer to IELTS 5.5 Equivalent policy available at reception for further details.

Academic Requirement

To enter the courses BSB50420 - Diploma of Leadership and Management, SIT30821- Certificate III in Commercial Cookery, SIT40521-Certificate IV in Kitchen Management, SIT50422 - Diploma of Hospitality Management and AUR30620-Certificate III in Light Vehicle Mechanical Technology: Applicants should have successfully completed year 12 or senior secondary studies in applicant's home country equivalent to Australian senior secondary school examination.

Or

Mature Age students will also be considered without the minimum education requirements considering they have relevant work experience within the chosen area of study and a demonstrated capacity to meet the course requirements. A minimum of 2 years' experience would normally be expected; however, each case will be reviewed individually with relevant work experience evidence in the form of an employment reference letter on company letterhead, work samples and curriculum vitae submitted will be considered. Such learner will be accessed for possible RPL opportunities, and their course duration and volume of learning will be adjusted accordingly, if any RPL is granted.

For AUR40216 - Certificate IV in Automotive Mechanical Diagnosis: To enter this course delivered at IIT, must have completed an automotive mechanical Certificate III qualification or be able to demonstrate equivalent competency.

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For AUR50116 -Diploma of Automotive Management: To enter this course delivered at IIT, applicants must have completed AUR40216-Certificate IV in Automotive Mechanical Diagnosis qualification or be able to demonstrate equivalent competency.

For BSB60420 - Advanced Diploma of Leadership and Management: To enter this course delivered at IIT, applicants should have successfully completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions).
or
Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.

Language, Literacy and Numeracy Test (LLN)

Students undertaking courses at IIT must possess sound Numeracy skills since it requires them to do calculations or any other course related work.

To determine this, all students wanting to study at IIT are required to undertake LLN Test prior to the commencement of the course. Based on the test outcome, students may be identified as requiring internal support and/or external support.

The LLN test will be conducted on campus by using an ACSF mapped online LLN assessment tool - LLN Robot - under the supervision of a qualified LLN assessor.

All students are required to undertake a language, literacy, and numeracy (LLN) test according to the following qualification:

Qualification	Performance Level
AUR30620-Certificate III in Light Vehicle Mechanical Technology	ACSF Level 3
AUR40216-Certificate IV in Automotive Mechanical Diagnosis	ACSF Level 3
AUR50116-Diploma of Automotive Management	ACSF Level 4
BSB50420 - Diploma of Leadership and Management	ACSF Level 4
BSB60420 - Advanced Diploma of Leadership and Management	ACSF Level 4
SIT30821- Certificate III in Commercial Cookery	ACSF Level 3
SIT40521-Certificate IV in Kitchen Management	ACSF Level 4
SIT50422 - Diploma of Hospitality Management	ACSF Level 4

Students are required to achieve the expected level of performance level as per the required level. Where a student does not achieve the required LLN scores for the qualification into which they are seeking enrolment, LLN support* will be provided to the student, providing the student achieves the required performance level in at least three of the core skill elements and only fails to achieve the required score in the other 2 areas by 1 level.
However, if a student fails to demonstrate performance level in more than two core skills or fails to achieve required scores by more than level 1 in any of the skills, this will result in rejection of the application. A student failing to demonstrate the LLN level does not have the required skills to successfully obtain the qualification applied for and will be referred to explore other training pathways.

*LLN support-If students do not meet the recommended English and/or LLN requirements, students will be referred for additional support which will be provided by the institute with ACSF Support Plan or students may also

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be asked to take further Language, literacy, and numeracy training, such as ELICOS programs at other institutes to ensure that students are provided with support and proper guidance. IIT does not offer ELICOS programs.

ACSF Support plan is a plan developed for students who are facing difficulties in meeting LLN requirements. This plan is implemented for students to achieve expected learning outcome. Support learning outcomes will be provided in the areas where students have been identified as facing difficulty. Support will be provided if a student's exit level is less than the required level. Support plans for students will be developed on an individual case by case basis.

Support plan can be created in areas namely:
1. Learning
2. Reading
3. Numeracy
4. Writing
5. Oral Communication

If required, students can also be provided with support in Grammar, Vocabulary, and Pronunciation. Students must contact IIT to seek assistance or support in LLN. Refer to LLN policy for more details.

Students are requested to speak to LLN Support officer or Student Support Officer to discuss the support measures that they might need. IIT will provide support with no additional cost.

Computer literacy requirement

All students enrolling into courses at IIT must have basic computer skills to conduct research work on software or depending upon the qualification undertaken. Students are required to fill in the questions related to computer and internet skills in the Pre-Training Review form included with the application form. Learners who do not possess basic computing skills will be provided with basic computer using support. Students can contact IIT for any further information or assistance.

Minimum Age Requirement

Students must be above 18 years of age while filling out the application form.

Materials and Equipment Requirement

IIT will provide access to computers/laptops with required resources during classroom hours however to work on assignments and tasks for self-study, all learners are expected to have access to a laptop or computer with the Windows 7 operating system or higher. Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address).

All learners are expected to have access to MS office applications such as Microsoft Word, and an email platform.

For AUR qualifications: Workshop tools will be available at the automotive workshop. However, students must arrange their own safety boots, workshop uniform (workshop overalls) and other PPE's including, apron and protective glasses required as material fees will only include handouts and printed materials. Students may purchase Automotive kit from the institute or from outside. The assessor will be checking learner's uniform and safety boots to ensure that that they have full PPE (personal protective equipment) as part of WHS requirements. Students may contact IIT for any enquiries on 1300 651 348.

For SIT qualifications: Learners are required to have Kitchen kit including, chef dress, safety boots and knife kit (knife kit includes various types of knives) and other tools. It can be purchased from the institute for $400 or from

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any other suppliers outside. Kitchen Kit is required to enter the kitchen and to be able to undertake training in the kitchen effectively.

Additional Requirements

Physical Abilities

Automotive courses AUR30620-Certificate III in Light Vehicle Mechanical Technology, AUR40216-Certificate IV in Automotive Mechanical Diagnosis and few units in AUR50116-Diploma of Automotive Management will involve manual handling e.g., heavy lifting, moving part and tyres, so all students should be able to handle physical work required for these courses.

For SIT Qualifications i.e., SIT30821 - Certificate III in Commercial Cookery, SIT40521 - Certificate IV in Kitchen Management and SIT50422 - Diploma of Hospitality Management: Students are expected to have an understanding of physical abilities and manual handling required to perform tasks involved while undergoing training effectively. Students will be expected to do manual handling, lifting heavy pots and pans as a part of their course/s.

Learners must be able to handle complex foods including cooking of various processed or raw meats, poultry, seafoods, dairy items and must keep in mind of any religious or dietary barriers to handle such foods before enrolling into these courses. In line with its access and equity policy, IIT will identify any such barriers presented by students during pre-training review call before enrolment and will identify and provide required support and reasonable adjustment where possible.

In line with its access and equity policy, IIT will identify any such barriers presented by students during pre-training review before enrolment and will identify and provide required support and reasonable adjustments where possible.

Automotive Workshop

Students undertaking automotive courses at IIT are required to participate in practical training as a part of completing these qualifications which will be delivered at IIT's automotive workshop at 13 Tarkin Court, Bell Park, Victoria 3215, Australia. Along with practical training, students will also be required to participate in classroom-based theory learning which will be delivered on campus at 13 Tarkin Court, Bell Park, Victoria 3215, Australia.

Workshop suitability is conducted to determine suitability of venue, including equipment and documents specified in each unit of competency, supervision and occupational health and safety requirements. IIT's automotive workshop has been assessed for training suitability by the institute's assessor using the workshop Facility Checklist.

Work Based Training

(Applicable only for SIT30821 - Certificate III in Commercial Cookery SIT40521 - Certificate IV in Kitchen Management)

A total of 196 hours will be completed in workplace commercial kitchen as a part of work-based training. An induction for WBT students would be conducted at Institute and workplace induction will be conducted at workplace before commencement of WBT.
Students are required to complete a logbook for each service period and reflect on tasks performed during service period. Workplace supervisor/Trainer or Assessor will verify logs of training for each food service period on student logbook. Work-based training will be conducted at an approved industry workplace commercial kitchen with whom IIT has an agreement with.

Students can use their workplace to complete 196 hours of Work-Based Training. However, to ensure that student's workplace requirements are met, WBT coordinator will determine the suitability of potential host employer, including supervision and occupational health and safety requirements.

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Workplace suitability assessment

WBT coordinator will determine suitability of potential host employer, including supervision and occupational health and safety requirements. All work-based training sites are assessed for work-based training suitability by the WBT Trainer/ assessor using the Workplace Training Facility Checklist. The WBT Coordinator use a suitability check list to determine the following: ABN registration, menu and meal type served, work safety, WHS safety measures in regard to equipment resources available and capacity of number of learners the Host Employer is able to have at any one-time conducting Work-Based Training.

Alternative Arrangements if industry workplace does not meet the requirements.

If a student's workplace site does not meet suitability, the WBT coordinator will allocate another WBT facility which can provide the opportunity for the identified gap e.g., Missing equipment, meal type, or menu style or menu items. Work-based training will be conducted at an approved industry workplace commercial kitchen with whom IIT has an agreement with.
For any further enquiries, learners are requested to call IIT at 1300 651 348 or you can send us an email at info@iitraining.vic.edu.au.

Note:
IIT does not:
• Guarantee any job or employment outcomes.
• Guarantee a successful education assessment outcome for the student or intending student.
• Claim to commit to secure for, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by IIT.

Pre-training Review

All students will undertake pre-training review prior to enrolment aiming to identify their training needs through questions on previous education or training, relevance of the courses to the student, basic computing skills and interviews conducted by IIT's enrolment officer.
PTR will be conducted prior to the enrolment to review student's current competencies, student needs, English level, and support requirements including their oral communication skills, to enrol them in the most appropriate course to achieve their intended outcomes. Applicants are required to fill up the PTR form along with the application form and answer all the questions in a true and correct manner. Any competencies previously acquired will be identified during PTR and the most appropriate qualification for that student to enrol in will be ascertained, including consideration of the likely job outcomes from the development of new competencies and skills (Recognition of Prior Learning (RPL) or Credit Transfer).

The pre-training review ensures that IIT:

- understands the student's reasons for undertaking the course.
- ensures the suitability of the training to the students.
- understands the student's current competencies and therefore provides opportunities for these to be assessed.
- Provides students with information necessary for them to make enrolment decision and to ensure that students reasons for undertaking qualification with IIT aligns with their previous experience in particular sector (If any), educational and career goal.
- Identifies possible Recognition of Prior Learning (RPL) and/or Credit Transfer (CT), student's English level, oral communication skills, knowledge on Language Literacy and Numeracy skills.
- check if the training and assessment strategies employed to deliver the course suits the student's needs, and
- Provides relevant support required for the student to succeed in the course.

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Guidelines for PTR

1. Students are required to fill up the PTR form which is included in the Application form as "Appendix 1" and read all the details of their course, policies, and procedures of the Institute before filling up the answers. Information can be made available from the website.
2. Students are required to answer the questions in a true and correct manner. Enrolment officer will ensure that PTR form received along with the application form is completed by the student intending to apply for the course.
3. Enrolment officer will conduct Pre-Training Review Interview via Telephonic Conversation or via Face to Face.
   - **PTR Interview conducted via Telephone-**If PTR Interview is conducted via telephone, Enrolment officer will call the student and check student's identity like name, date of birth and/or course undertaken to ensure that the student has genuinely completed the information by himself/herself. For telephonic Conversation, a communication log will be retained by making notes of the response of the discussion by Enrolment Officer.
   - **PTR Interview conducted Face to Face-** During face-to-face PTR interview, Enrolment officer will verify with the student if the student has completed all the answers. Discussion notes will be maintained and recorded by Enrolment Officer.
     The discussion notes will be recorded in the "Summary of the Discussion" section by the Enrolment Officer (Office use).
4. During both Telephonic and/or Face to face PTR Interview, Enrolment officer will verify the answers provided by the student and check:
   - if the student is aware of the policies, procedures and other information necessary for the students.
   - if the student has received true and accurate information and if they are suitable to undertake the course/s.
5. **If students have not received sufficient information i.e.,** are not aware of the policies, procedures and other information necessary for students to make enrolment decision to study at IIT, Enrolment officer will provide necessary information to the student required to make enrolment decision.
6. **For example: If students have answered "No" or have not answered the questions in the PTR form,** Enrolment officer will provide students with true and accurate information so that students can make an informed decision about their enrolment in the courses at IIT.
7. While conducting PTR, Enrolment officer will take information from the Application form and Pre training review form to identify any support and needs required by the student which includes disability support, RPL/CT, English language support, etc.
8. At the final stage of the PTR, the Enrolment officer will fill up the pre training evaluation checklist to ensure that the student is enrolled in a course suitable to his/her needs, abilities, and study/career goals, and to recommend appropriate learning or other support.
   Enrolment officer will take comprehensive approach while assessing student's answers during Pre-Training Review by ensuring that all the answers provided by students aligns with their educational and future goals.
   Enrolment officer will have a thorough discussion with the student and will offer support or guidance if required.

Application Rejection

Student's Application will be rejected if:

- Student does not have appropriate work experience, level of skills and the ability to undertake the course successfully.
- Enrolment in the course is not aligned with the student's educational goals, work/career goals and/or previous experience in that area (if any).
- Student does not meet the entry requirements specified for the course including English requirements, academic requirements, age, and does not have the ability to undertake courses at IIT successfully.
- Student does not have appropriate listening and oral communication skills as interpreted during PTR Interview.

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Enrolment officer will inform the student before rejecting the application and discuss reasons for rejection. Students are encouraged to contact IIT administration on 1300 651 348 to ask any doubts they may have.

Recognition of Prior Learning (RPL) and/or Credit Transfer (CT)

If a student is granted with RPL or course credit, IIT will give a written record of the decision to the overseas student to accept and will retain the written record of acceptance and payment receipts for two years after the overseas student ceases to be an accepted student.

If student is granted with RPL or course credit which will reduce overseas student's length course,

- Students will be informed of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course.
- Any changes in course duration will be reported in PRISMS, if RPL or course credit is granted after the overseas student visa is granted.

Students are requested to refer to "Course Credit and RPL policy" for more details available on the website.

Training and Assessment

International Institute of Training has training and assessment strategies and practices in place that ensures that all current and prospective learners will be trained and assessed in accordance with the requirements of the Standards that applies to Registered Training Organizations.

Competency Based Training and Assessment

In vocational education and training, people are competent when they can apply their knowledge and skills to successfully complete work activities in a range of situations and environments.

Knowledge questions/written test, Practical demonstrations in Automotive workshops and Multiple-Choice Questions are adopted by IIT and assessment practices aims to make sure that the individuals participating in the training and assessment has the competence to undertake their work role to the standard expected in the relevant workplace.

Those being assessed are often referred to as students or learners. In specific cases, where student support and special needs are identified, the method and timing of assessment can be adjusted. However, the requirements of the unit of competency including requirements of knowledge evidence and performance evidence will remain unchanged. The adjustment will be applied to evidence gathering techniques and due dates of assessment without changing training package requirements and unit outcome requirements.
IIT ensures that all the assessments are valid, fair, reliable, authentic, and flexible. Refer to IIT's Assessment policy for more information available on IIT's website.

Mode of Study and Delivery Approach

For BSB qualifications: Mode of delivery for these qualifications will be face to face in a classroom with access to a simulated environment. The classes will be delivered for a minimum of 20 hours a week.

For AUR qualifications: Mode of delivery for these qualifications will be face to face in a classroom and practical training at IIT's Automotive Workshop with access to a simulated environment. The classes will be delivered 20 hours a week.

For SIT qualifications: Mode of delivery for these qualifications will be face to face in a classroom and practical training in IIT's commercial kitchen with access to a simulated environment. The classes will be delivered 20 hours a week.

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IIT uses a range of delivery approaches to ensure its courses are delivered to the highest standards. Course delivery approach includes Classroom lectures, Practical sessions involving small groups, individual and team activities and project use of simulated environment, assessment and project workgroup, presentations, tutorials, and self-study. During class time, Students will be expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

The training delivery includes:
- Power point presentation on topics discussed during session.
- Role-play and case studies in the classroom to reinforce the required interpersonal skills for individual and group work.
- Context-related training activities in the classroom involving individuals, pairs and small group activities.
- Student resource workbooks and access to e-books and power point presentations to support training, independent reading, and research projects.

Teacher to student ratio: To ensure quality delivery of training and assessment, amount of adequate support:

- **For BSB qualifications:** IIT trainers to student ratio will not exceed 1:30 for theory classes.
- **For AUR qualifications:** IIT trainers to student ratio will not exceed 1:15 for theory sessions and 1:15 for practical sessions.
- **For SIT qualifications:** IIT trainers to student ratio will not exceed 1:20 for theory sessions and Kitchen practical classes (2 burners per student) and bench space available (1.5 meter per person) and other resources available.

Course Assessment and Methods

Assessments comply with the assessment guidelines defined in the nationally endorsed training packages relevant to our scope of registration. All trainers have achieved the relevant qualification they are delivering or have achieved an equivalent or higher-level qualification and have relevant current industry experience. All the trainers with qualifications awarded overseas have formal evidence of equivalence from an approved Australian Recognition Authority. High-quality training and assessment mean the students are well equipped for the employment or further study; their qualification is seen as credible when they enter the job market; and they are judged by employers as holding the skills and competencies specified in their qualification.

Note: IIT doesn't claim any job guarantees or employment with its programs/courses.

All our assessments will lead to the issuing of a Statement of Attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National endorsed units of competency in the applicable training package.

As per clause 1.8 of the Standards for RTOs 2015, all the assignments at IIT will be conducted in accordance with the principles of assessment and rules of evidence as given below:

People
Assessment includes case studies, practical demonstration where assessor and colleague students will play role of customer and stakeholders.

Students will be notified in advance of the time and form of assessment.
Assessment evidence: All assessment evidence submitted by students to complete assessment tasks for each unit of competency will meet the following rules of evidence and principles of assessment. All assignments will be marked in accordance with the principles of assessment and rules of evidence (these can be found at https://www.asqa.gov.au/standards/chapter-4/clauses-1.8-1.12.)

Principles of Assessment

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i. Fairness:

The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments will be applied by IIT to consider the individual learner's needs.
The International Institute of Training will inform the learners about the assessment process and provide the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

ii. Flexibility:

Assessment is flexible to the individual learner by:
· reflecting the learner's needs
· assessing competencies held by the learner no matter how and where they have been acquired, and
· drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

iii. Validity:

Any assessment decision of IIT is justified, based on the evidence of performance of the individual learner. Validity requires:
· assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance.
· assessment of knowledge and skills is integrated with their practical application.
· assessment is based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations.
· Judgement of competence is based on evidence of learner performance that is aligned to the unit(s) of competency and associated assessment requirements.

iv. Reliability:

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

Rules of Evidence

a) Validity
Evidence e.g., reports, answers, assignment are relevant to questions asked in the tasks and the assessor is assured that the learner has the skills, knowledge, and attributes as described in the unit of competency and associated assessment requirements.
b) Sufficiency
The assessor is assured that the quality, quantity, and relevance of the assessment evidence enable a judgement to be made of a learner's competence which means answers to assignments, questions, and reports should be elaborate and student should complete all tasks required by unit and assessment.
c) Authenticity
The assessor is assured that the evidence presented for assessment is the learner's own work and student not plagiarized work from other students or other sources.
d) Currency
The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very past. This means students must provide answers, report and assignments which reflect latest information e.g., latest legislation, work process or software etc.

To view the Assessment Policy and Procedure, please visit www.iitraining.vic.edu.au.

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Re-assessment

Learners unsuccessful at achieving competency on their first attempt will be given two further opportunities for re-assessment at a mutually agreed time and date (total 3 attempts including original). If a learner fails the re-assessment after three attempts, they will be advised to re-enrol in the unit.

Students will be given a total of 3 attempts including 1 original plus 2 reassessments.

Cost of reassessment will be as follows:

- 1st Original submission: Free of cost
- 2nd Reassessment fee: Free of cost
- 3rd Reassessment fee: $300

If a student fails in the 3rd reassessment, then students will have to repeat unit. Repeat unit fee- $300.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- the student can provide independent evidence of exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member to explain the non-attendance at the assessment.

Students must attend all practical classes delivered at required as a part of practical training to fully develop their skills. A student's practical training attendance will be monitored closely and student missing practical classes will be treated on a case-by-case basis. Students missing more than one practical class will not be allowed to sit in reassessment but will be required to repeat the units as it will not be possible for students to develop the required skills without attending kitchen practical classes.

To view the Assessment Policy and Procedure, please visit www.iitraining.vic.edu.au.

Assessment Outcome

Each unit of competency includes multiple assessment tasks and after each assessment the student's submission will be marked Satisfactory (S) or not satisfactory (NS). After each assessment verbal and written feedback is provided. Final unit results are recorded as Competent (C) and Not Yet Competent (NYC).

Assessment appeals

If students are dissatisfied with an assessment outcome, they can appeal the assessment decision. In the first instance, students are encouraged to appeal informally by contacting the trainer or Student support officer/Administration Officer and discuss the matter with them. If students are dissatisfied with the outcome of such discussion, students can appeal further to either Student Support Officer or CEO. If students are still dissatisfied, students can appeal formally and in writing to have the results reviewed. For more information, refer to the Assessment Policy and the Complaints and Appeals Policy and Procedures.

Qualifications to be issued

Qualifications gained at IIT are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF) and VET Quality Framework and are recognized nationally. Students who successfully complete all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Those completing assessment requirements for part of a qualification will receive a Statement of Attainment for completed competencies.

Qualification, Statement of Results, or transcript of results will only be issued once all outstanding fees have been paid in full. IIT will issue certification in a timely manner. Providing all fees have been paid, all AQF certification

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documentation will be issued within 30 calendar days of the student exiting their course or the student's final assessment being completed.

Please contact IIT's Administration department for more details.

Academic Misconduct

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the VET unit of competency, as well as incurring any associated charges. If a student is caught engaging in these acts, their assessment will be deemed Not Yet Competent (NYC). If students are engaged in such act for a second time, they may be suspended or expelled from the course. All work submitted must be an accurate reflection of the student's level of competence.

Plagiarism is unacceptable and each case of plagiarism shall be treated on its own merits. Educational procedures will be in place to assist students to avoid submitting assessment work that does not meet the required standards of evidence-based writing.

Inappropriate practices in the use of referencing, citations, quotations, or attributions for formative assessment may be dealt with and by the assessor, who may refer students to appropriate resources to improve their academic skills. Suspected incidents of plagiarism involving summative assessments will be dealt with seriously:

- The student's assessment will be deemed Not Yet Competent (NYC). The student will be given a warning and will be required to redo the assessment. Additional charges may apply for re-assessments.

- If students are engaged in such act for a second time, they may be suspended or expelled from the course.

- All work submitted must be an accurate reflection of the student's level of competence. The evidence used to decide at International Institute of Training about competence will be valid, sufficient, authentic, and current.

More detailed information can be found on Plagiarism and Cheating Policy available on IIT's website and/or at the reception.

PLAGIARISM and CHEATING

IIT is committed to upholding standards of academic integrity and honesty. Plagiarism and Cheating in any form are unacceptable and will be treated seriously by IIT. Students will be advised at the beginning of their course about the plagiarism policy and procedures, and the provisions in the Institute about cheating.

PLAGIARISM

Plagiarism means to take and use another person's ideas and or manner of expressing them and to pass these off as one's own by failing to give appropriate acknowledgement, including the use of material from any source, staff, students, or the internet, published and unpublished works. Plagiarism occurs when students fail to acknowledge that the ideas of others are being used. Specifically, it occurs when:
- other people's work and/or ideas are paraphrased and presented without a reference.
- another students' work is copied or partly copied.
- other people's designs, codes or images are presented as the student's own work.
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page.
- Lecture notes are reproduced without due acknowledgement.
- Plagiarism may take the form of similar work submitted by students who may have worked together.

COLLUSION

Collusion means unauthorised collaboration on assessable written, oral or practical work with another person.

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CHEATING

Cheating may include:
- Someone copying from others work.
- Someone pretending that it is their own work.

Consequences-Plagiarism and Cheating

Plagiarism is unacceptable and each case of plagiarism will be treated on its own merits. Educational procedures will be in place to assist students to avoid submitting assessment work that does not meet the required standards of evidence-based writing.

- Plagiarism is unacceptable and each case of plagiarism will be treated on its own merits. Educational procedures will be in place to assist students to avoid submitting assessment work that does not meet the required standards of evidence-based writing.
- All assessment work submitted by a student will be assessed in accordance with its academic merit. If a student fails an assessment task because of the absence of appropriate citations and references it may be a consequence of the student failing to meet the stated criteria for the task, rather than as a punishment for plagiarism.
- Inappropriate practices in the use of referencing, citations, quotations, or attributions for formative assessment may be dealt with by the assessor, who may refer students to appropriate resources to improve their academic skills. Suspected incidents of plagiarism involving summative assessments must be dealt with according to the guidelines of the policy.
- The penalties associated with plagiarism are designed to impose sanctions that reflect the seriousness of IIT's commitment to academic integrity. Penalties may include resubmitting assessment work i.e., further reassessment and/or possible financial penalty or failing the unit. It may also lead to students being re enrolled in the unit which will incur payment of $300.
- The student's assessment will be deemed Not Yet Competent (NYC). The student will be given a warning and will be required to redo the assessment. Additional charges may apply for reassessments. If students are engaged in such act for a second time, they may be suspended or expelled from the course.
- Student Support Officer will keep a record of all suspected incidents of plagiarism brought to attention by the trainers. Procedural aspects of these records will be reviewed to ensure that they have been dealt with fairness.
- If trainer and/or Student Support Officer finds that a student has committed multiple and/or systematic acts of plagiarism, or admits to, or is found to have committed, conduct that prejudices the interests of other students or the integrity of an assessment scheme itself, then the case will be dealt with as a complaint of student misconduct under the Student Code of Behaviour at IIT, and a further penalty may be imposed.
- If trainer and/or Student Support Officer finds that a student has committed multiple and/or systematic acts of plagiarism, or admits to, or is found to have committed, conduct that prejudices the interests of other students or the integrity of an assessment scheme itself, then the case will be dealt with as a complaint of student misconduct under the Student Code of Behaviour at IIT, and a further penalty may be imposed. Kindly refer to Plagiarism and Cheating policy available on IIT's website and/or at the reception for more details.

CODE OF CONDUCT

International Institute of Training (IIT) shall at all-times act with integrity in dealings with all students, staff and members of the community.

IIT shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with: ASQA, and the Standards for Registered Training Organisations 2015, the Education Services for Overseas Students Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Commonwealth/State Legislation, and regulatory requirements.

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IIT's obligations to the student, including that IIT is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF [Australian Qualifications Framework] certification documentation".

IIT will ensure:

- The provision of adequate facilities in which to conduct training programs.
- The employment of qualified staff and maintenance of staff training on an ongoing basis sufficient to deliver programs.
- Accuracy in representing the services provided and training product on scope of registration.
- The accuracy of any marketing and promotional advertising material
- Compliance with current Occupational Health and Safety and Duty of Care requirements
- The maintenance of adequate records and security of all current and archival records. Students can request to re-check their records.
- The maintenance and continual improvement of a Quality Assurance System.
- All employees, agents and representatives are familiar with and agree to comply with this code of conduct.
- Maintain quality training and to uphold the highest ethical standards.

IIT shall refrain from associating with any enterprise, which could be regarded as acting in breach of this code of conduct.

All people involved at IIT must always show respect and courtesy to others. Every person at IIT has the same right to deliver or receive education in a safe, supportive environment.

STUDENT CODE OF CONDUCT

Each student of IIT must abide by the following:

- If you have a problem, use consultation and not confrontation to find a solution.
- Follow the trainer's directions and participate in all class activities.
- Complete all scheduled assessments on time.
- Always use English to improve your language skills.
- Do not smoke or carry/consume alcohol on IIT property.
- Do not cheat on assessments, tests, and exams.
- Drugs are expressly forbidden from being brought into any of IIT premises.
- Any student found with drugs will be reported directly to the police.
- Do not shout, run, or make unnecessary noise whilst walking around the Institute. This disrupts the rights of other students to learn.
- Do not discriminate against any person associated with IIT because of race, religion, creed, nationality, sex, or any other individual difference. Every person at IIT has the same right as you, regardless of these differences.

The following Code of Conduct is intended to ensure that each member of the student community enjoys satisfactory conditions in which to study, resulting in benefits for all. Students are expected to conduct themselves in a manner that will not discredit themselves.

General Misconduct

The appropriate authority will be called to deal with students who:

- Obstruct or disrupt any official meeting, ceremony, or other activity.
- Refuse to leave a property after being reasonably requested to do so.
- Assault or attempt to assault any person whilst training or acts dishonestly.
- prejudices the good order and governance of IIT or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the IIT.
- Contravenes any rules or acts.
- wilfully disobeys or disregards any lawful order or direction from IIT personnel.

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- refuses to identify him or herself when lawfully asked to do so by IIT staff.
- fails to comply with any penalty imposed for breach of discipline.
- misbehaves in a class, meeting or other activity under the control or supervision of the IIT, or on IIT's premises or other premises to which the student has access as a student of IIT.
- fails to comply with any penalty imposed for breach of discipline.
- knowingly makes any false or misleading representation about things that concern the student as a student of IIT or breaches any of IIT rules.
- harasses or intimidates another student, a member of staff, a visitor to the IIT or any other person while the student is engaged in study or other activity as an Institute /college student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason.
- Misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the IIT premises while acting as IIT student, in a manner which is illegal, or which is or will be detrimental to the rights or property of others.
- A formal discipline / warning system exist, and continued misconduct/disruptive behaviour may result in students being expelled and DHA advised.
- IIT will issue the student with a written warning before taking any actions.
- IIT will notify the student in writing of its intention to suspend and/or cancel the student's enrolment. This notification will include advice that deferring, suspending, or cancelling a student's enrolment may affect their student visa.

Students have the right to appeal a decision made to defer, suspend, or cancel their studies and have 20 working days to access IIT's complaints and appeals process prior to IIT taking action to suspend or cancel the student's enrolment.

Credit Transfer

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on the identified equivalence in the content and learning outcomes between the matched qualifications. Such as:

1. Unit/module is the same i.e., same code and title.
2. Unit/module has been reviewed and this results in minor changes to the unit/module code e.g., B to C. This indicates that the learning outcomes of the unit/module have remained the same.
3. Unit/module has been transferred from another training package/curriculum and recorded; however, the learning outcomes remains the same.
4. If the course credit is given, the confirmation of enrolment (COE) issued for that student will indicate the actual net program duration (as reduced by course credit) for that program.
5. If course credit is granted, and it results in shortening of the student's program duration, the Institute will report the change of program duration in PRISMS.

Students who have completed identical units to those in the course they are beginning at other institutions can be given recognition/credit on presentation of a verified transcript, Award or Statement of Attainment issued by any other RTO or AQF authorised issuing organisation.

- Students are requested to apply for credit transfer by the 2nd week of the first term of study in their enrolled course.
- Students must complete the Credit Transfer Application form and submit the application to the Administration department or at the reception.
- The application must include copy of verified Award or statement of attainment copies, all original documents and must identify the units successfully completed including unit codes, unit name and dates of completion.
- Student Support Officer or Administration Officer will verify the Award or Statement of Attainment, and other original documents submitted along with the Credit transfer.

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application form and will grant credit transfers for identical units that have been identified as being completed at another Registered Training Organisation.

- Verified copies of Qualifications and Statements of Attainment and other documents provided by the students and used as the basis for granting Credit Transfer will be placed in the student files.
- Granting of Credit Transfer will be recorded as a unit outcome and kept in the student's file.
- If Credit transfer is granted, IIT will provide a written record of the decision to the students to accept and will retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.

An application for credit transfer must be lodged in writing. Application form and more information about credit transfers (Credit transfer and RPL policy) is available on our website or can be obtained from IIT's reception.

Please Note: According to Clause 3.5 on the Standards for RTOs 2015, when a student presents a superseded equivalent unit of competency for credit transfer for the purpose of reducing the amount of learning required to achieve the qualification or skill set, credit can be granted to that student for that unit without needing to map unit outcomes. As a best practice approach, institute may conduct mapping analysis for the units that have been superseded twice or more despite still being deemed equivalent, to ensure that the assessment of competence is still relevant.

Recognition of Prior Learning (RPL)

RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal, and non-formal learning) to determine the credit outcomes of an individual application for credit. To support this type of application evidence of where and how the skills were obtained is required.

IIT recognises the prior learning of students based on:
- previous training, (includes overseas qualifications).
- formal study and acquisition of a qualification and statements of attainment from another RTO.
- practical experience in a work environment.
- projects undertaken; and
- Life experience.

Students who believe they already have skills and experience learnt through a job, worked in a position that's enabled the student to undergo industry –relevant tasks, or simply been trained in-house through a company that students may have previously worked for; you may be eligible to apply for Recognition of Prior Learning. You may be asked for contact details of people who can vouch for your skill level such as supervisors from current or previous workplaces, clients, or personal character references from the community.

An application for RPL must be lodged in writing. RPL application form can be obtained from the website or from IIT's reception. More information on RPL is available on our website www.iitraining.vic.edu.au under CT and RPL policy. Students can speak to IIT Staff for more enquiries.

Procedures

- Students are requested to apply for Recognition of Prior Learning prior to the commencement of the course.
- An RPL application for students will include all relevant evidence of work experience and where the learning has occurred. Applications will not be accepted unless all required information is included. Students who request an RPL assessment will be advised of the evidence required and suggestions on how to obtain it (e.g., supervisor evidence, previous projects, transcripts of qualifications completed, work experience, in-service training, distance education or open learning, community- based learning, or overseas education, training, or experience etc.).

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- All RPL Applications are to be submitted to the administration department/Reception in the first instance along with verified supporting documents. The application and supporting documentation will be copied and placed into the student's file. Where originals are required for verification, authorised IIT staff from the Administration department or representative will sight and indicate on copies "original sighted' and shall return originals to the student. IIT will at no time accept and retain original certificates.

- The application will be forwarded to the Student Support Officer to be assessed and outcomes will be determined by RPL/qualified assessor.

- It will be ensured that the evidence provided is valid, authentic, current, and sufficient and that the process is fair, flexible, and valid.

- If the outcome of the evidential documentation is not sufficient, then student will be advised to provide further documentation to validate his/her skills/experience. Student Support Officer or representative will set a date for the additional documents to be submitted.

- The applicant will be notified of the outcome of the RPL. Based on the assessment, the student will be advised that:

  • the application has been granted; or
  • the application has been denied; or
  • further evidence is required.

- Where an application for RPL or Course Credit is received by IIT, Student Support Officer or representative will assess the application and provide an outcome to the application within 14 working days of receipt or as soon as practicable where further information is required to determine the outcome. If RPL is approved, the applicant will be marked as "CT or RPL" rather than "Competent" in the transcript of records.

- Where either of the above, credit transfer or RPL applications are received or course credit is approved, the following must occur Enrolment Officer or representative will change student's COE to reflect reduction in period of study. IIT will provide student with the outcome of the credit application. The students must sign a letter to indicate the agreement with the outcomes of credit transfer or RPL applications and a copy will be kept in the student's file.

- IIT's Assessment policy will be followed when undertaking RPL assessments.

Application form for RPL can be obtained from the website or from IIT's reception. More information on RPL is available on IIT's website www.iitraining.vic.edu.au. Students can also speak to IIT Staff for enquiries.

Currency of training

IIT implements an effective course validation procedure to ensure that it delivers current AQF training package qualifications and accredited courses. IIT ensures appropriate transition arrangements in case a qualification or an accredited qualification is superseded.

Pathways to Higher Education

Graduates of IIT may seek credits to the relevant degree programs in Australian universities. Institute has no special arrangements with any Australian university and there is no guaranteed entry into university programs.

Reasonable Adjustment

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Students have different needs and often training needs to be adjusted to meet individual students' needs. Adjustments can be made to assessment process, resources, facilities, delivery style and structure of training sessions.

By definition: 'Reasonable adjustment refers to measures or actions taken to provide a student with a disability or special needs, the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for the Institute and must be allowable within rules defined by the training package.'

In practice, this can translate into:
- adjusting equipment or the physical environment.
- Providing specialized equipment.
- changing the format and layout of training materials, for example using black and white slides instead of color, using visuals instead of dense text or providing audio instead of visual information.
- allowing breaks for fatigue, medication, or toilet use.
- changing assessment procedures and timing.
- presenting work instructions in diagrammatic or pictorial form instead of words and sentences.
- simplifying the design of job tasks

> *International Institute of Training does not guarantee that:*
>
> - *A learner will successfully complete a training product*
> - *A training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2 of the Standards for RTOs 2015*
> - *A learner will obtain a particular outcome where this is outside the control of IIT.*

TRAINING FACILITIES & RESOURCES

Training Location

International Institute of Training has its training facility located on **13 Tarkin Court, Bell Park, Victoria 3215, Australia.**

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Campus Address: 13 Tarkin Court, Bell Park, Victoria 3215, Australia
Tel: 1300 651 348
E-mail: info@iitraining.vic.edu.au
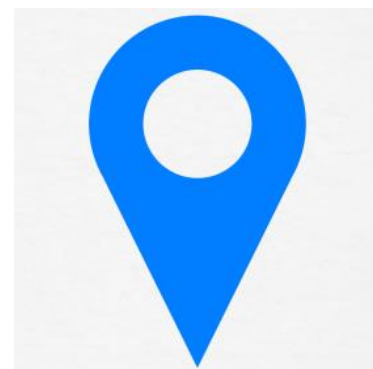**Web:** www.iitraining.vic.edu.au

How to reach IIT Campus:

By Public Transport
Nearest Train Stations:
North Shore Station

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North Geelong Railway Station

By Bus
The following Transport Lines have route that pass near Bell Park
Bus: 22, 24

By Uber:
Uber services are available round the clock.

By Taxi:
TAXI services are available round the clock.

By Car:
If you are driving, you can use on-site parking at the campus for free of cost.

Services provided by International Institute of Training

Modern Campus Facility

- Fully equipped classrooms with table, chairs.
- Computer lab with Desktops with LED monitors.
- Chairs with Tables where students can keep their notebooks or laptops.
- Quiet Study area with computers for students to work on assignments and/or study.
- Library.
- Climate control Air Conditioning.
- High speed internet.
- Access to cafés and restaurants near the campus.
- Photocopy and printer facilities for students.

Classrooms

Theory component of the course will be delivered at in the classroom. Classroom is equipped with the following resources for the delivery and assessment of the units of competency selected for the courses delivered at IIT.

- Data projectors connected with trainer's computers.
- Whiteboard.
- Table and chairs.
- Power points for laptop, computers.

Class times and reception hours

IIT campus is open for classes from 7:30 a.m.-6:30 p.m. all seven (7) days i.e., Monday to Sunday.
Students are encouraged to contact Reception for more information.

The reception will be open from 9:00 am-5.00 pm from Monday to Friday.

Students will not be scheduled for more than 8 hours of class in a day.

Note: Delivery schedule will change according to class availability and shifts.

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Access to computers and textbooks

Institute has access to learning resources relevant to each unit including automotive textbooks & other books and resources are available at International Institute of Training.

List of resources and books will be available at International Institute of Training reception.

Kitchen and Lunch Options

IIT has a designated kitchen area where students can have lunch and drink tea/coffee. IIT also has a park on its campus where students can get together and have lunch or eat snacks.

Student Online Resource facilities

Students will have access to computers in the computer lab which allows students to access online learning resources. It will also include sample templates, policies and forms and learning/training resources typically found in any automotive firms to provide learners with real world experience and give hands on training experience.
In addition, learners will have access to MS office and CDS Software on the computer.

In addition to online access, learners will be provided with a list of suggested Automotive books so that they can collect resources from trainers.

Books and Learning Resources

IIT will provide the leaners with learner's guide, books and reading material including:
1. Automotive Technology by Erjavec, 7th Edition
2. Automotive Service Management by Andrew A Rezin, 3rd Edition
3. Automotive Mechanics by May/Simpson, 10th Edition
4. Service Management Made Simple by Gregory J Marchand, 2nd Edition

Photocopying and Printing Facilities: Printing and photocopy facilities are available from the reception. Students may request printing from reception.

Student Support Services

All staff at IIT are available to provide general advice, assistance, and support with matters such as studying, assessment, accommodation assistance, English language problems and counselling. Students requiring special or intensive assistance may contact student support officer who may refer them to external support services if required. IIT will offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student. However, students might have to pay the fee charged by the external services.

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IIT will facilitate access to learning support services consistent with Pty requirements of the course, the mode of study and the learning needs of the student or student cohorts. IIT has documented processes that it implements for

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Campus Location: 13 Tarkin Court, Bell Park, Victoria 3215, Australia
Phone no: 1300 651 348 | Email: info@iitraining.vic.edu.au | Website: www.iitraining.vic.edu.au
RTO Code: 21628 || CRICOS Number: 04028M ||ACN 113 898 721 || ABN 82 113 898 721

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supporting these processes.

Student Support Officer has been appointed to be the point of contact for students who require support. Student Support Officer will have up-to-date details of the IIT's support services. All administration and academic staff will provide student support in their respective areas to assist the student.

Student Support Officer
Email: info@iitraining.vic.edu.au
Contact: 1300 651 348

All students who require support can contact IIT's student support officer through email, phone or on campus. Student support services will be always available for students.

IIT has sufficient student support personnel to meet the needs of the overseas students enrolled with IIT. IIT will maintain one student support officer for every 80 students (1:80 ratios) to ensure sufficient support is available for students. Every member of IIT Staff will execute the procedural aspects of the Support policy with specific matters dealt with by specialized personnel.

Students can fill up a "Student Support Request Form" to mention the support they require in detail. This form is available on website www.iitraining.vic.edu.au and is also available on campus.

Student support officer or representative will record the details in the student support register and will make sure that student is satisfied with the support requested by him or her.

IIT will maintain evidence of the support provided to the students in a file. This includes maintaining and keeping records of:

1. **Student Support Request form**: available from IIT's reception or website www.iitraining.vic.edu.au. Meetings will be conducted regularly with the students to check if students are receiving enough support to meet their requirements. IIT understands the difficulty that students may have to face when they are away from their home. Therefore, IIT ensures to provide support to students whenever they are in need at no additional cost to the students. Students may have to bear the cost associated with external services.

2. **Academic Support**-Intervention Strategy Form: Students whose attendance is unsatisfactory (i.e., below 80%) or if student is at risk of achieving unsatisfactory course progress (not demonstrating competency in at least 50% of the units in the given study period) will be called for Intervention meeting and intervention strategies will be discussed and applied. For more information, kindly refer to Attendance and Course Progress Policy available on website or from Reception. The support staff and initial contact person on campus are:

   Table 1: Support staff and initial contact person on campus.

Service	Responsibility	Phone no	Email
Emergency Health, safety and security, critical incident/Academic Support	CEO	1300 651 348 (Office hours) (In case of life threating emergency, CALL **000**)	info@iitraining.vic.edu.au
Enrolment, IT Support, (including catch up classes, academic progress, attendance/First Aid, Safety and Security, student's health and safety, Counselling	Administration Manager/Enrolment Officer	1300 651 348	info@iitraining.vic.edu.au

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Complaints, Administration Matters (including enrolment, orientation, deferral, results, Refunds)/LLN Support, Intervention.	Administration Officer/Student Support Officer	1300 651 348	info@iitraining.vic.edu.au
Student support services/Complaints and appeals /assisting in referring students to internal and/or external support when required /Accommodation Support	Student Support Officer	1300 651 348	info@iitraining.vic.edu.au
Marketing/Student support services/Accommodation Support	Marketing Officer	1300 651 348	info@iitraining.vic.edu.au

Orientation Sessions

Many students find life in Australia quite different from life in their home country, therefore, International Institute of Training organises an orientation day to help students become familiar with Australian culture and customs and to introduce students to the institute and its services. All students will go through orientation program on the day of enrolment at IIT.

International Institute of Training (IIT) conducts an age and culturally sensitive orientation programme delivered by an official point of contact personal i.e., Student support officer or representative. This orientation program provides information on being safe on campus and around campus.

This orientation program will include information regarding:

Support services available to assist overseas students to adjust to study and life in Australia:

- Being safe on campus and around campus
- English language and study assistance programs
- Language Literacy and numeracy (LLN) support
- Any relevant legal services
- Emergency and health services
- IIT's facilities and resources
- Complaints and appeals processes
- Information on visa conditions relating to course progress and attendance requirements.
- The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia.
- Services that students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Orientation sessions are a great way of meeting other students. Please refer to IIT's Support and Welfare Policy for more details available on IIT's website.

Fair Work Ombudsman

Fair Work Ombudsman is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

Fair Work Ombudsman focuses on:
- Providing education, assistance, advice and guidance to employers, employees, outworkers, outworker

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entities and organisations.

- Promoting and monitoring compliance with workplace laws.

- Inquiring into and investigate breaches of the Fair Work Act.

- Taking appropriate enforcement action.

- Performing statutory functions efficiently, effectively, economically, and ethically.

For more information, refer to https://www.fairwork.gov.au.

National Employment Standards

The National Employment Standards (NES) are 11 minimum employment entitlements that must be provided to all employees.

The national minimum wage and the NES make up the minimum entitlements for employees in Australia. An award, employment contract, enterprise agreement or other registered agreement can't provide for conditions that are less than the national minimum wage or the NES. They can't exclude the NES.

The 11 minimum entitlements of the NES are:

- Maximum weekly hours

- Requests for flexible working arrangements

- Offers and requests to convert from casual to permanent employment

- Parental leave and related entitlements

- Annual leave

- Personal/carer's leave, compassionate leave and unpaid family and domestic violence leave

- Community service leave

- Long service leave

- Public holidays

- Notice of termination and redundancy pay

- Fair Work Information Statement and Casual Employment Information Statement

For more information, refer to https://www.fairwork.gov.au/employment-conditions/national-employment-standards#nes-entitlements.

Arrival Assistance

IIT can provide arrival assistance to students by informing and guiding them about the arrival assistance provided at Melbourne Airport. There is a Student's Welcome Desk available at Melbourne airport run by the government. It is open at key student arrival times and offers information, advice, and a Welcome Pack when you arrive. Visit https://www.studymelbourne.vic.gov.au/ for more information.

IIT provides airport pick up on pre-arranged basis. Students are required to fill the Airport Pick up form available on IIT's website or students can email their request for Airport pick up at info@iitraining.vic.edu.au. Students are requested to contact IIT at 1300 651 348 in advance, preferably, preferably within 5 working days to avoid any inconvenience.
Airport pick up fees: AU$100
There is a help desk available at the airport for international student to assist students in finding suitable airport

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pick up services e.g., UBER, Sky Bus and taxi services.

Accommodation Assistance

IIT does not have its own accommodation facilities. However, accommodation assistance will be provided to students upon request. Providing accommodation advice is free of cost. However, students will have to pay fees for the accommodation booked on behalf of them. Four weeks of notice prior to arrival is required.

Academic Support

Students may have concerns about their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students can gain advice and support in ensuring they maintain an appropriate academic level, and general support to ensure that they achieve satisfactory course progress. A student's course progress and attendance are monitored, and proper guidance and support is provided if unsatisfactory course progress or low attendance has been identified.

Unsatisfactory Course Progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in the given study period defined in the training and assessment strategy for the course. Students will be reported to the Department of Home Affairs (DHA) if a student shows unsatisfactory course progress in two consecutive study periods.

A student can discuss any academic or other related issues to study at IIT at any time with the student support officer. The student support officer will be able to provide advice and guidance, or referral, where required.

We carefully monitor course progress to ensure students do not fall behind course requirements, because we want our students to succeed.

Intervention strategies are put in place to assist students to achieve the study goal they initially set out to attain. If learners are having any difficulties, it is advised that they should contact student support services at the earliest opportunity so that support can be provided in the best way possible.

Intervention strategies may include:

- Reduced Study Load
- English language Support.
- LLN and Academic Skills Support
- Specific subject enrolment
- Change of Course
- Extra classes and/or re-assessment
- Counselling, Mentoring.
- New Study Plan: Placing student in suitable alternative subject within a course or a suitable alternative course, or a combination of the above and/or a reduction in course load.
- Extension of CoE.

English Language Support and LLN Support

If students do not meet the recommended English and LLN requirements, students will be referred for additional support to be provided by the institute or students will be asked to take further Language, literacy, and numeracy training, such as ELICOS programs (IIT does not offer ELICOS programs). IIT will provide support and guidance to students who are facing difficulty in English or LLN. Students are requested to meet Student Support Officer to seek

guidance and/or support. Appropriate strategies will be implemented to assist the students with their learning. IIT has an appointed LLN support officer to provide LLN Support to students. Support services are offered to all students.

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If a Trainer and Assessor identifies students with LL&N difficulties or where students require or request additional LL&N support. Appropriate strategies will be implemented to assist students with their learning. Additional support will be provided by the institute with ACSF Support plan.

Students are requested to speak to LLN Support officer or Student Support Officer to discuss about the support measures that they might need. IIT will provide support with no additional cost.
The confidentiality of students who require additional support services and appropriate strategies are in accordance with our Privacy Policy.

Additional support will be provided by the institute with ACSF Support plan. Refer to LLN policy or Student Support and Welfare Policy for more details.

Outcome of LLN assessment

The outcome of the LLN assessment will allow targeted solutions to be developed and implemented.
Students identified as at Risk from the initial assessment can be offered a variety of solutions and/or interventions. This may include ACSF Support plans.

ACSF Support plan

ACSF Support plan is a plan developed for students who are facing difficulties in meeting LLN requirements. This plan is implemented for student to achieve expected learning outcome. Support learning outcomes will be provided in the areas where students have been identified as facing difficulty. Support will be provided if a student's exit level is less than the required level. Support plan for students will be developed on individual case by case basis.

Support plan can be created in areas namely:

1. Learning
2. Reading
3. Numeracy
4. Writing
5. Oral Communication

If required, students can also be provided with support in Grammar, Vocabulary, and Pronunciation. Students must contact IIT to seek assistance or support in LLN.

Details of ACSF Support plan is available on LLN Policy and can also be made available from the reception.

Student Counselling

Stress, financial difficulties, health, family, relationship issues and social issues can all affect a student's ability to settle into study. Our student support officer offers a confidential support service and external referral where necessary. Students can obtain more information on the support services available at IIT by speaking to our friendly staff member. All students needing counselling, study skills assistance or practical help should make an appointment with the Students Support Officer on campus. An appointment can be made at reception or by emailing us at info@iitraining.vic.edu.au.

Personal Counselling Services will be organised where student is identified in need of counselling and may take the form of advice or referral to other services. Personal counselling services include but are not restricted to:

- Grievance/conflict resolution

- Relationship issues

- Stress and coping

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- Cultural, socio-economic, family issues

- Access and equity issues

- Student welfare and support

- Study skills advice

- Referrals to other agencies/professionals

- Crisis resolution

- Therapeutic counselling

For Medical service and support near main campus, students may seek help from the reception or from student support officer.

Medical Centres near the campus:

1. North Geelong Medical Clinic
- Contact no: +61 3 5234 4828
- Address: 75 Separation St, North Geelong VIC 3215, Australia

2. Anakie Road Medical Centre
- Contact no: +61 3 5272 2380
- Address: Shop 6/222-226 Anakie Rd, Bell Park VIC 3215, Australia
- Appointments: healthengine.com.au

3. Labuan Square Medical Centre
- Address: 19 Labuan Square, Norlane VIC 3214, Australia
- Contact: +61 3 5272 3233
- Appointments: healthengine.com.au

After Hours Care is provided through National Home Doctor Service- Phone number: 13 74 25

Students will be provided with counselling on:
  i. academic and future progress advice
  ii. Welfare matters

These services will be available and accessible by all students at suitable times.

Please Note: Referral to medical services available or external counsellors will be provided free of cost by the institute. However, fees of medical practitioners and/or counsellor will be borne by the students.

International Institute of Training (IIT) offers reasonable support to students to enable them to achieve the expected learning outcomes regardless of the place of study or the mode of study, at no additional cost to the student.

IIT will ensure that students are provided with sufficient support so that they can adjust to study and life in Australia. Students are encouraged to contact Reception for more information.

Students requiring assistance with course progress should contact the students support services as soon as possible.

Student Melbourne Study Centre (SMSC)

SMSC offers free support, information and contacts to help students to enjoy living and studying in Victoria. It provides information, referral and practical support for all international students in Victoria. For more details, please refer to https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre
Address: 17 Hardware Lane, Melbourne, Victoria
Phone: 1800 056 449

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In addition, Study Geelong https://thinkgeelong.com/study-geelong, provides information about the region. Students can find out about international student events and activities in Geelong, and the Study Geelong Student Ambassador Program.

Disability Support

Australia has a law that protects individuals from discrimination in many areas of public life, including education. A person with disability has just as much right to study as any other student.

IIT will apply reasonable adjustments for students with disability. However reasonable adjustment applied must not be detrimental for the students to achieve course outcomes. IIT will apply reasonable adjustments to the level it can. This means that the institute will not:

- Refuse admission based on disability.
- Accept a student with a disability on less favourable terms than other students (for example, asking for higher fees).
- Deny or limit access to a student with disability (for example, not allowing access to excursions, or having inaccessible student common- rooms or lecture facilities).

Student Welfare Services

IIT's CEO and Student Support Officer will provide basic counselling services to all students. These services will assist students experiencing difficulties in any aspect of their lives, including issues of academic or personal nature. The student support officer is available to students to help them to access study support and welfare- related services such as;

- **Legal Services** – IIT can refer the student who requires legal advice to Legal Aid Victoria (free of cost usually) or a legal practitioner, the referral is at no cost to the student. Student will be responsible for any cost related to the legal advice charged by legal practitioner.
- **Accommodation** – Accommodation advice is available to all the international students from the point of application to the completion of their course. IIT will provide up to date information on accommodation options and/or accommodation providers available for students, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student.
- **Emergency and Health Services** – During orientation, students will be advised regarding campus safety and how to access emergency and health services in Australia. For non-urgent services, students are encouraged to speak with the student services. For medical or other emergencies, students are instructed to contact the appropriate services, e.g., 000 and inform IIT as soon as appropriate.
- **Facilities and Resources** – At orientation, students will be given a guided tour of the campus and all IIT facilities. At this time, they will be explained all available resources.
- **Complaints and appeals processes** – Complaints and appeals policy and procedures are available in detail on the website www.iitraining.vic.edu.au and can be made available from reception and from IIT's website.

Students will be advised of their visa conditions relating to the course progress and or attendance as appropriate during the orientation so that students can continue to meet their visa conditions.

At IIT, Intervention strategies are applied for students who are facing difficulties in achieving satisfactory course progress or are unable to attend classes due to problems or issues they may have.

IIT can also refer students to external counselling services for various issues if necessary, however, each issue is dealt on a case-by-case basis. There is no fee attached to seek advice on welfare support and referral service.

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Support Staff

Enrolment officer/Administration Officer: Enrolment Officer handles all the admissions and enrolment related processes and queries.

Student Support Officers: provides academic and non-academic support to students which includes providing counselling, mentoring, accommodation support, etc. and handles course related queries.

Health, Safety and Security Support, First Aid and Counselling: provides medical assistance, student safety, assistance, and counselling support.

Complaints Officer/Admin officer/Student Support Officer: Handles all general courses, enrolment, and administration queries and complaints process.

Trainers and Assessors handles all the specific course related queries and assessment issues.

Reception: Our reception is open to assist students from 9:00 am to 5:00 pm Monday to Friday.

Access and Equity

IIT's Code of Practice includes an Access and Equity policy. It is the responsibility of all IIT staff to ensure the requirements of the Access and Equity policy are always met. We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. This includes people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote students. All Students have equal access to our courses irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation, or carer's responsibilities.
- Training services are delivered in a non-discriminatory, open and respectful manner.
- Staff members are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Provides culturally inclusive language, literacy and numeracy advice that assists clients in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of the policy and welcomes feedback as part of its quality improvement system.

IIT is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with the Sex Discrimination Act 1984, Australian Human Rights Commission Act 1986, Racial Discrimination Act 1975, Equal Opportunity Act 2010, Victorian Equal Opportunity and Human Rights Commission and Disability Discrimination Act 1992.

Any issues or questions raised regarding access and equity can be directed to the Student Support Officer.
Staff and students are required to always comply with the Access and Equity Requirements.

If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information on anything included in the policy, please contact the Student Support Officer.

You can review the policy at IIT's website or at reception.

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Students with Special Needs

International Institute of Training's policy on assessment is to give all students an equal opportunity to demonstrate their knowledge and skills. Where necessary and possible, we will decide to take account of a student's special needs by making reasonable adjustments to the training and/or assessment requirements. This does not mean that a student gains any unfair advantage over other students.

Reasonable adjustments will be made to ensure that the participant is not presented with artificial barriers to demonstrating achievement in the program of study. Reasonable adjustments may include use of adaptive technology, educational support, and alternative methods of assessment such as oral assessments.

Reasonable adjustments will be made; however, it will also be ensured that adjustments do not affect the regulatory requirements of physical fitness and ability to handle or manage automation.
Students will be assessed on their current competencies including literacy and numeracy LLN prior to commencement of the course.

The learning needs identified from the review will form the basis of any adjustment to the training program and appropriate strategies will be agreed with the student. Adjustments made will be recorded in the student's file and will not compromise the competency standards in any way whatsoever.

At all times the International Institute of Training strives to fulfil its obligations under Victorian Equal Opportunity Act 2010, Victorian Equal Opportunity and Human Rights Commission and Disability Discrimination Act 1992.

International Institute of Training has policies that include reasonable adjustment and access and equity principles. Reasonable adjustment will be provided for participants with special learning needs (such as a disability or learning difficulty) according to the nature of the learning need. Evidence collection can be adjusted to suit individual student needs if required and will be endorsed by the CEO/Student Support Officer.

Critical Incidents

As per standard 6.8 of the National Code 2018, IIT has its critical incident policy in place.

The policy ensures that critical incidents or potential critical incidents that could affect student's ability to undertake or complete the course in which they are enrolled are mitigated if possible or monitored so that support can be arranged if appropriate. The policy ensures that critical incidents and the actions taken are recorded in writing and are kept for a period of not less than two years after the student's enrolment has expired.

A Critical incident is defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear, or injury. Critical incidents that may cause physical or psychological harm could include, events such as:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

It is IIT's intention to provide students with a safe environment on campus and advise students and staff on how they can enhance their personal safety and security.

Critical incident officer: CEO
Phone no: 1300 651 348
By email: info@iitraining.vic.edu.au

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Please call national emergency number- 000

When you call **Triple Zero (000)**, the automated system will ask if you want **Police, Fire or Ambulance**. You need to select according to emergency.

Stay calm, don't shout, speak slowly and clearly, and tell emergency service exactly where to come.

Give an address or location of **13 Tarkin Court, Bell Park, Victoria 3215, Australia** if you are on IIT campus. You can also contact our student support officer for critical incidents on 1300 651 348 or email: info@iitraining.vic.edu.au.

For detailed information, students can refer to Critical Incident Policy available on the website www.iitraining.vic.edu.au and can also be made available from IIT's reception.

Emergency Contact List

EMERGENCY SERVICE	CONTACT NUMBER
Emergency Fire Police Ambulance	000 (zero, zero, zero)
State Emergency Services (SES)	132 500
Non-Emergency Police	131 444, 9247 6666
Poisons Information Centre: [24 hours]	131 126
Care Ring: 24-hour counselling service	136 169
Lifeline: 24-hour service	131 114
Public transport & timetables	131 638
Accident Towing	131 176
Dentists: Dental Hospital Service [Emergency Only]	9341 1040
Search and rescue-Australian Maritime Safety Authority	Within Australia - 1800 627 484 Outside Australia - +61 2 6279 5000
Nurse on Call: AMA Victoria's Doctor Search	1300 606024

Consumer Rights

IIT will notify learners when any change occurs that may affect the services IIT is providing to students. This includes a change in ownership of the institute, and/or any changes to, or new third-party arrangements if the institute decides to put in place, for the delivery of services to those learners.

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Support Staff

The International Institute of Training has designated student support officers to help students with special needs and will refer or provide information to students to qualified counseling services. This will be done at no cost to students.

Student support officer

IIT student support officer handles all support related queries including admissions, enrolment, complaints, and appeals, LLN support, special needs, and assistance. Student support officer will be on campus during training days (i.e., Monday-Friday) between normal hours of operations: 9.00 am-5.00 pm. Student support officer can be available any other day with prior appointment.

Please contact student support on info@iitraining.vic.edu.au for support and appointments.

Academic support/trainer: For all academic progress support matters, IIT's student support will arrange the appointment with our trainer and assessor. Trainers and assessors can assist you with LLN difficulties, academic support, assessment information, additional tutorial, or any other academic needs.

To provide quality support services to its students, IIT will maintain a Support staff to student ratio of 1 Support staff: 80 students.

Student Support Officer
Contact: 1300 651 348
Email: info@iitraining.vic.edu.au

Appointments and accessing these services

Student may contact the Student Support Officer by email at info@iitraining.vic.edu.au, or they can make an appointment through reception.

External Support Services

1	Consumer Affairs Victoria provides direct services to the public including advice, information and referral in consumer and residential tenancy matters.
	Consumer Affairs Helpline: 1300 55 81 81
	https://www.consumer.vic.gov.au/
	Consumer Affairs Victoria
	GPO Box 123
	Melbourne VIC 3001
2	Alcohol and Drugs
	Eastern Drug and Alcohol Service (EDAS) is a service providing free and confidential drug and alcohol counselling, education and support to adults and young people in the Eastern Metropolitan Region.
	www.nowrongdoor.com.au
	Knox City Council - 9298 8000
	Maroondah City Council - 9294 5704
	Yarra Ranges Council - 1300 368 333

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3	Legal Aid Victoria Victoria Legal Aid (VLA) is an organization that provides information, legal advice, and education with a focus on the prevention and early resolution of legal problems. 424 Hargreaves Street, Bendigo Victoria 3550 Call on 1300 792 387, Monday to Friday from 8 am to 6 pm, for free information over the phone about the law and how they can help you.
4	Work Rights Fair Work Ombudsman Are you concerned about your pay or working conditions? Have you been bullied or harassed at work? Are you unsure of where to go to get help? Found out where you stand https://www.fairwork.gov.au/
5	Reach Out - Website designed for young people. Information and resources to assist with self-help or help for others. http://au.reachout.com

External Support Services

Fire, ambulance, police (life-threatening emergencies): Ring 000

Hospitals and Medical Issues (Melbourne, Victoria):

Corio Medical Clinic: +61 3 5274 9499

Barwon Health: +61 1300 715 673

St John of God Geelong Hospital: +61 3 5226 8888

Epworth Geelong: +61 3 5271 7777

Royal Children's Hospital: (03) 9345 5522

Royal Women's Hospital: (03) 8345 2000

Royal Melbourne Hospital: (03) 9342 7000

Refer to www.yellowpages.com.au for services near you.

The National Translating and Interpreting Service: 131 450

Lifeline 24-hour Counselling Services: 131 114

Solicitors/ Lawyer:

The Institute of Arbitrators Mediators Australia: Free call 1800 651 650

Victoria Legal Aid: www.legalaid.vic.gov.au

Study in Australia: www.studyinaustralia.gov.au

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Youth Central: www.youthcentral.vic.gov.au

Places of Worship

Churches: www.australianchurches.net

Mosques: http://www.islamiccouncilwa.com.au/mosque/

Temples Australia: www.hinducouncil.com.au

Sikh Temple: http://www.sikhyouthaustralia.com/

Other Support Services

The following support services are free. They are able to provide you with referrals to help you deal with the issue you are facing.

Lifeline: 13 11 14 (24-hour counselling service)

Men's line Australia: 1300 78 99 78

Grief line (Telephone Counselling Service): 1300 845 745 (12 noon - 3 am, 7 days a week, all year)

Direct Line (Drug and alcohol service): 1800 888 236

Crisis Help: 1800 627 727

Domestic Violence Resource Centre Victoria: 1800 737 732

Direct Line (Drug and alcohol service): 1800 888 236

Crisis Accommodation Information (Homelessness Help Services): 1800 627 727

The Gambling Help Line: 1800 858 858

24/7 Coronavirus Hotline (Victoria) - 1800 675 398

Our Obligation to You

International Institute of Training is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organizations 2015, and for the issuance of the AQF certification documentation. This means that the institute is obligated to deliver and assess students in accordance with the course requirements and to issue appropriate credentials to students who have met the assessment requirements and have been assessed as competent in the units of competency.

This means that the Institute is obligated to deliver and assess students in accordance with the course requirements and to issue appropriate credentials to students who have met the assessment requirements and have been assessed as competent in the units of competency.
IIT will inform the learners if IIT closes or ceases to deliver any part of the training product that the learner is enrolled in.

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Transfer Between Registered Providers

The National Code 2018 restricts the capacity of students to transfer to other providers prior to completing six months of their principal course. IIT will not actively recruit a student where this clearly conflicts with obligations under standard 7 of the National Code 2018 (Overseas student transfers).

IIT will not allow students to transfer to another provider within six months of the commencement of their principal course of study in circumstances where the transfer would be detrimental to them.

If students wish to apply for a transfer, they will need to apply at the institute for a release. There is no cost attached to apply for a release; however, students will be required to contact the Department of Home Affairs to seek advice on whether a new visa is required.

All applications will be assessed based on IIT's Policy, conditions of Enrolment, Fee Payment and Refund Policy, study plan and declaration submitted by the student in their application.

Documented evidence supporting circumstances/reasons for seeking release must be included with the application or email submitted. Please refer to the IIT's transfer between provider's policy for more details on conditions where transfer may or may not be provided.

Deferral, Suspension and Cancellation

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the institute. Reasons for suspending your enrolment are limited to extenuating circumstances such as:

- Personal illness (e.g., you are going into hospital)
- Bereavement (death of an immediate member of family)
- Serious illness of an immediate member of family.

If you know that you will not be attending classes during the study period, you must contact IIT and arrange an appointment to discuss your circumstances. After your meeting and after providing documented evidence, supporting circumstances/reasons for seeking suspension or cancellation of enrolment, you will be required to formally apply for the deferral or suspension.

IIT may decide to suspend or cancel a student's enrolment on its own initiative as a response to misbehaviour by the student. Deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to the Department of Home Affairs through PRISMS by the institute and this may affect the status of a student visa.

Please refer to IIT's Deferral, Suspension and Cancellation Policy for more details available on IIT's website.

Our expectation from you

International Institute of Training expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability, or religious belief.

- To comply with the rules and regulations of the International Institute of Training.

- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.

- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.

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- To monitor your own progress by ensuring that assessment deadlines are observed.

- To utilize facilities and IIT publications with respect and to honor our copyrights and prevent our publication from being distributed to unauthorized persons.

- To respect other students and IIT staff members and their right to privacy and confidentiality.

Student Obligation

Overseas Student Health Cover

If you are a student from overseas on a temporary student visa it is a condition of your visa to maintain adequate health insurance for the duration of your visa. This means you need to purchase Overseas Student Health Cover (OSHC) and keep your policy up to date if you hold your visa.

OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals.

Some exceptions may apply if you are a student from Sweden, Norway, or Belgium. If this applies to you, you may have special arrangements under your own national schemes - check with the Department of Home Affairs to find out if special arrangements apply to you and if you are exempt from the requirement to purchase OSHC.

As holding OSHC is a visa requirement, take care to always maintain your cover. If you do fall behind in payments or renewing your cover, you will be able to continue your cover, but you may not be able to claim for services you received while you were in arrears.

If your visa status or Medicare eligibility changes at any time, inform your insurer as soon as possible to find out whether your level of cover is still suitable. When your student visa expires, then you are no longer eligible to hold OSHC. You can then swap over to a residents' cover or to an Overseas Visitors Health Cover plan.

OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals. The OSHC premium cover must be paid before a student visa is issued.
International Institute of Training (IIT) can assist you in organising an OSHC cover for you if you wish. Contact our Student Services.
You can find out more about OSHC at
https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm

Some of registered health insurers that offer OSHC are:

Health Insurer	Insurers website
ahm OSHC	www.ahmoshc.com
Allianz Global Assistance (People care Health)	www.allianzassistancehealth.com.au/en/student-visa-oshc/
BUPA Australia	www.bupa.com.au/health-insurance/oshc
CBHS International Health	www.cbhsinternationalhealth.com.au/overseas-students-oshc
Medibank Private	www.medibank.com.au
NIB OSHC	www.nib.com.au

Full Time Study

Overseas students are required to be enrolled in a full-time registered course to undertake study. Australian law requires international students to study a full-time study load. A full-time study load is normally a minimum of 20 scheduled course contact hours per week.

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Academic Course Progress

IIT gives strong emphasis on course progress requirements. It is a mandatory requirement for all the students to attend their classes regularly and achieve satisfactory course progress.

Students must participate in the training as set out in the training and assessment strategy, including (where the strategy requires) participating in scheduled classes, course-related information sessions, supervised study sessions. IIT checks and ensures that all the required assessments are completed up to that point of time.

Students at IIT are required to regularly attend classes and achieve satisfactory course progress. IIT regularly monitors, records, and assesses the course progress of each student for each unit of the course for which the student is enrolled in. IIT will assess each student's course progress at the endpoint of each study period.

Students who do not meet course progress requirements may be at risk of having their visa status affected. Where requirements are not met, IIT course progress monitoring procedures will be followed as per the Attendance and Course Monitoring Policy and Procedures.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in given study period.

A failure of units in any study period will trigger a review of academic progress by the institute and the implementation of an intervention strategy. Failing a unit means being assessed as 'Not Yet Competent (NYC)' for a completed unit after one or more opportunities for re-assessment has been provided or a result appeal process has been undertaken. To have the best chance of maintaining satisfactory progress you must:

- Attend all theory and practical classes and pay attention to the work and activities undertaken in class.
- Study the theory and practice the skills that are taught in class and Institute's lab.
- Ensure that you are present for all assessment activities scheduled by the trainers.
- Make an appointment with the Student Support Officer or Student Support Officer if you are having any difficulties with your studies.

In addition to the above minimum requirement, the Institute will implement counselling procedures and an intervention strategy when you think you may be in danger of not meeting the requirements.

Counselling and intervention strategy may be triggered by any of the following events:

- Failing any units in a study period
- Not attending compulsory classes

If students fail to meet the requirements of satisfactory course progress for two consecutive study periods, they will be reported to the Department of Home Affairs.
Please refer to the Attendance and course progress policy available on IIT's website and/or reception for more details on Intervention strategy, academic progress, extension of course duration etc.

Attendance Requirements

IIT gives strong emphasis on attendance requirements. IIT will record and monitor attendance on regular basis, contact students who are not attending classes and identify appropriate support that can be provided to the students. IIT will ensure that students are provided with full support by implementing intervention strategies so that students can complete their course on time.
Students must maintain satisfactory attendance (i.e., minimum 80% of attendance) throughout the course. Low attendance implies that students might not be able to complete their course on time and this will lead to unsatisfactory course progress. Hence, students are required to attend classes in accordance with course timetables to make satisfactory course progress. IIT is required to report the students on the basis of unsatisfactory course progress to the department of Home Affairs (DHA).

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Note: Students will not be reported based on attendance. However, Low attendance may lead to unsatisfactory course progress which can lead to being reported to DHA.

As per the Attendance regulation set up by the Australian Skills Quality Authority, overseas students are required to be enrolled in a full-time registered course to undertake study. For VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week, unless otherwise specified by ASQA. Students are required to participate in and attend the scheduled classes.

If **an overseas student** is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set may not be suitable for that student—because this implies that they may already have the skills, knowledge, and experience to progress in their course without receiving structured training.

In this case, IIT **may invite the student to apply for RPL and will reduce the duration of the course to the minimum duration** required given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.

Please refer to the Attendance and course progress policy available on IIT's website and/or student administration for more details.

Intervention Strategy

IIT ensures that it identifies, notifies, and assists students where there is evidence that the student is at risk of not meeting course progress and/or attendance requirements. IIT will provide support to students through intervention strategy to ensure that students are attending classes and achieving satisfactory course progress.

For students at risk of not meeting course progress or attendance requirements, an individual intervention plan will be developed based on the appropriate intervention strategy identified. It will be documented on Intervention Strategy form.

An intervention plan/intervention strategy will include an interview with the Student Support Officer or Student Support Officer, and it may include one or more of the following strategies:

- attending counselling.
- English language support.
- reviewing learning materials with the student and providing information to students in a context that they can understand.
- providing extra time to complete tasks.
- Adjusting timetables
- providing access to supplementary or modified materials.
- providing supplementary exercises to assist understanding.
- attending academic skills programs.
- attending tutorial or study groups.
- receiving assistance with personal issues which are influencing progress.
- receiving mentoring.
- referral to external organizations where IIT is unable to address the identified learning or academic issues:
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load.

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Change of Address

Upon arriving in Australia, students are required to advise IIT of their residential address and telephone number and of any subsequent changes to their residential address. It is extremely important that students notify the institute of a change of address as, under Section 20 of the ESOS Act 2000.

IIT is obliged to serve a notice at the last known address of the student if the student breaches a student visa condition relating to attendance and/or academic performance. Institute may also send warning notices to students that are aimed at providing support to students and prevent breaches of visa conditions.

Hence, students must notify IIT of any change of their address and contact details within 7 days of change while enrolled at the institute including:

- the student's current residential address, mobile number (if any) and email address,
- who to contact in emergency situations?

Failure to update the contact details to IIT means that students may not receive important information which may affect their course, their enrolment or visa.

As per Tuition Protection Service (TPS) update, international students are required to update their current address at least every six months. It is the responsibility of students and in their interest to keep their records up to date to ensure they receive important information about their course, fees and possible breaches of their student visa.

Additional information on student visa issues is available on the Department of Home Affairs web site at https://www.homeaffairs.gov.au/

Student Complaints and appeals procedure

The Institute has a student's Complaints and Appeals Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have.

➢ **Informal Complaint Process**

Students who wish to make a complaint are encouraged to initially engage in informal discussion about the matter with the staff members/s involved. Any student with a complaint may first raise the issue informally with the Administration Officer or Trainer and attempt an informal resolution of the complaint.

Students can choose to make an informal complaint and to comply with the requirements of SRTOS 2015 and the National code 2018, informal complaints will be documented and recorded in the complaints register by the administration officer.

All informal complaints lodged by students will be acknowledged in writing by sending an e-mail to the student. Acknowledgement e-mail must summarise the complaint and any other facts and expectations taken place during informal discussions with the student. It is a requirement of the Standards for RTOs 2015 that the institute maintains written records of informal complaints as well as formal complaints.

IIT staff involved in the discussion of an informal complaint or appeal will do their best to resolve the matter effectively and quickly. Students who are not satisfied with the outcome of the complaint will be advised to register a formal complaint.

What can a complaint be about?

A complaint can be about:

- any aspect of the service provided, or not provided by IIT.
- any aspect of the training and assessment.
- the behavior or decisions of staff, or

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- • policies and/or procedures of IIT.
- • any action by any associate.

➢ **Formal Complaint Process**

Students who are not satisfied with the outcome of the informal process can register a formal complaint in writing to the Administration Officer /Complaints Officer. Students can also send an email alternatively to info@iitraining.vic.edu.au.

Lodging a complaint

To register a formal complaint, a student must complete and fill a Student's Complaints Form to Administration Officer /Complaints Officer providing:
- ● a clear and detailed statement of the complaint, including the parties involved.
- ● a suggested solution that the student believes would settle the complaint (E.g., an appropriate solution will focus on achieving a productive study environment or relationship, rather than apportioning blame).
- ● Complaint will be lodged in a complaint register.

The resolution phase: The Administration Officer /Complaints Officer will determine whether the subject matter falls within the definition of a complaint. This period is called the resolution phase.
The resolution phase will commence within **10 working days** of the complaint being lodged in writing, i.e., assessment of complaints or appeal will commence within 10 working days of it being made and the outcome will be finalised as soon as possible.

Where it is determined that the subject matter falls within the definition, the following procedures will take place:

- ● **Acknowledging the Lodgement of a complaint**

Each formal complaint lodged by a student will be acknowledged in writing. The acknowledgement will be provided to the student in person and/or sent through the email in writing by support staff/ admin staff.
The student support/admin staff will forward the complaint for action to the relevant person or department as soon as practicable and should not take more than 10 days. Parties to complaint will not be part of the investigation team.

- ● **Recording the Complaint**

Details of the complaints will be recorded in IIT's complaints and appeals register and a copy will be filed in the student's file. The original complaint will be forwarded to the Administration Officer /Complaints Officer.
Administration Officer /Complaints Officer will be responsible for ensuring that all these actions are completed within five working days of the lodgement of the complaint.

- ● **Acting on Complaint**

All concerned parties will be contacted for investigation. Students will be given an opportunity to respond and present their case with supporting evidence.
Administration Officer /Complaints Officer will set an agenda for the meeting and discuss what steps should be taken.

The right to be accompanied by a support person during the complaints/appeals process: Parties making complaint will be invited for meeting and each involved party may be accompanied and assisted by a support person, according to the principles of natural justice. There will be an attempt to resolve the complaint by using the process outlined by the student for settlement (if appropriate) or through meeting, mediation and/or conciliation.

All the information will be gathered as required to assist with the settlement of the complaint, including, providing the respondent with the statement of the complaint and all the relevant documents.
Complaints will be investigated thoroughly in spirit of natural justice and principal fairness. Best possible resolution will be achieved keeping a student-centred approach based on the facts and documents.

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- **Time frame**

Person making a complaint will be informed of the outcome in writing and all the complaints will be finalised as soon as practicable understanding the student's requirements and other matters but maximum within 60 days of receipt of complaint.

Where IIT considers more than 60 calendar days are required to process and finalise the complaint or appeal, the institute will inform the complainant or appellant in writing, including reasons on why more than 60 calendar days are required, and will regularly update the complainant or appellant on the progress of the matter.

If complaint falls outside the definition of complaints: Administration Officer /Complaints Officer will advise the student accordingly. Administration Officer /Complaints Officer may dismiss a complaint if, in their view the complaint is ill advised, misguided, frivolous, malicious, or vexatious.

Note: It is to be noted that IIT will respond to any complaint or appeal the overseas student makes regarding his or her dealings with IIT, IIT's education agents or any related party that IIT has an arrangement with, to deliver the overseas student's course or related services.

At the conclusion of the resolution phase, Administration Officer /Complaints Officer will write to both the student and the respondent indicating the outcome of the process and specifying any action that has been agreed upon by the parties as part of that process. Students will be informed about their Right to appeal within 20 days of the complaints if dissatisfied with the outcome.

Record the decision: Institute's decision and reasons for the decision will be recorded and placed in the student's file.

If a student is dissatisfied with the outcome of the formal complaint process, students may initiate an internal appeal process by completing a Complaints and Appeal Form from the website www.iitraining.vic.edu.au or student administration/reception.

➢ Internal Appeals Process

Internal appeals may arise from several sources including appeals against refund decisions, assessment outcomes, appeals against disciplinary actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by student who is dissatisfied with the outcome to reconsider a decision made by IIT.

An Internal Appeal Process is initiated by a student lodging an Appeal by filling up complaints and appeals Form available from Student Administration and/or IIT website.

- **Acknowledging the Lodging of a complaint**

Appeals are acknowledged by sending written confirmation of the complaint that is done by Student Support Officer or representative.

- **Consideration of Appeal by Student Support Officer/Appeals officer**

    Where an appeal relates to the following matters, the Student Appeals Form must be lodged within 20 working days (International Students):

- Notification of an intention to report the student to the Department of Home Affairs (DHA) or due to unsatisfactory Course Progress.
- Notification of an intention to suspend or cancel a student's enrolment due to misbehaviour, or other extenuating circumstances (ref. Student Code of conduct).

- **Time Frame and Acting on an Appeal**

Within 10 working days of receiving the Complaints and Appeal Form, the Chief Executive Officer (CEO) will appoint an Investigator or convene a Student Appeal Committee to hear the appeals and propose a final resolution. This Investigator or Committee will not include any person who has heard the original complaint. The Investigator or the Student Appeals Committee will:

a. Meet with the student (and support person, if present) and provide the student with an opportunity to present their case with any supporting evidence provided in the meeting at minimal or no cost. At any given

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meeting to discuss an appeal, students will be given an opportunity **to be accompanied and assisted by a support person.**

b. At the conclusion of the meeting, students will be informed about the timeframe within which the institute will provide a written outcome of the appeal. The timeframe will generally be 10 working days. After the meeting, the Investigator or Committee will, impartially, consider all the evidence and decide.

Student Appeal Committee

- Chief Executive Officer
- Student Support Officer/Appeals Officer
- Investigator or nominee appointed by the CEO

*IIT will ensure that assessment of the complaint or appeal is conducted in a professional, fair and transparent manner.

The outcome will be documented and will include the reasons for the decision. If the decision goes against the student, the outcome will include information for the student of **his or her right to an external appeal**. Details of the suitable external appeal bodies will be made available to the student with information at no cost associated with that.

If more than 60 days: Where it is apparent that appeals will take more than 60 calendar days, appellant will be informed in writing, including reasons why more than 60 calendar days are required, and the students will be regularly updated on the progress of the matter.

Recording the appeal: IIT will keep a written record of the complaint or appeal, including statement of the outcome and the reasons for the outcome with signature and date of student and Training Manager.

A written statement of the outcome of the internal appeal, including detailed reasons for the outcome will be sent to the student.

If matter remains unresolved or student is unsuccessful or dissatisfied with the outcome.

There might be cases where matter is still unresolved after the implementation of above procedures and the internal appeals process exhausted, or if the student is not successful in the IIT's internal complaints and appeals process. In such cases, Institute will advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaint handling and appeals process without any cost charged by IIT.

Note: Students' enrolment will be kept active until both internal and external appeal is concluded.

>External Appeals Process

After the student has been advised of the external complaint handling process and procedure, IIT will provide students with contact details of the appropriate complaints handling and external appeals body.

IIT will refer the student to **Commonwealth Ombudsman** to lodge an external appeal or complain about the decision. The Commonwealth Ombudsman offers free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

In most cases, the purpose of the external appeals process is to consider whether the registered provider, i.e., IIT in this case, has followed its policies and procedures, rather than decide in place of the Institute. External appeal authority will be provided with sufficient information within due timelines requested.

For example, if an overseas student appeals against his or her subject results and goes through the internal appeals process of the Institute, the external appeals process would look at the way in which the internal appeal was conducted; it would not decide as to what the subject result should be.

Complaints outcome will be entered in complaints register after external appeals has given a decision and copy of all relevant documents will be attached in that register.

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Outcome

If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the overseas student, IIT will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise the overseas student of that action or outcome. Written record of the complaints or Appeal and statement of the outcome will be kept and maintained by IIT. Examples of an external or independent body or person may include:

- private conciliators or dispute resolution counsellors
- a complaints and appeals body established by a peak industry body
- representatives of Commonwealth and state or territory government departments including the Office of the Training Advocate; or
- Commonwealth and state or territory offices of the Ombudsman may be the appropriate body for a public provider.

IMP NOTE: The Commonwealth Ombudsman is a free and independent service

The Commonwealth Ombudsman contact details are:
- **Website**: http://www.ombudsman.gov.au/
- **Email**: ombudsman@ombudsman.gov.au
- **Contact Number:** 1300 362 072

The Commonwealth Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia.

The Commonwealth Ombudsman also:
- Provides information about best practice complaints handling to help private education providers manage internal complaints effectively.
- Publishes reports on problems and broader issues in international education that Commonwealth Ombudsman identify through investigations.

For further information, please visit https://www.ombudsman.gov.au/How-we-can-help/overseas-students or contact Commonwealth Ombudsman by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 011.

Appeals related to Deferment, Suspension or Cancellation of Enrolment

Where a student has decided to access the appeals process in relation to deferment, suspension, or cancellation of their enrolment, IIT will not update the student's status or report to the Department of Home Affairs (DHA) via PRISMS until the appeal process is completed.

IIT will maintain all relevant responsibilities until:
- the internal and external complaints processes have been completed and the breach has been upheld.
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period.
- the overseas student has chosen not to access the external complaints and appeals process.
- The overseas student withdraws from the internal or external appeals process, by notifying the Institute in writing.

Note: * Please note that the following procedures do not remove your right to seek other dispute resolution services, or to seek other legal remedies, provided by external bodies, such as, the Dispute Settlement Commission of Victoria, Consumer and Business Affairs Victoria, or the Victorian Equal Opportunity and Human Rights Commission
Refer to https://www.ombudsman.gov.au/making-a-complaint/overseas-students

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Students Rights as Consumer

Complaints and Appeals Policy, and Procedure do not remove the right of students to take action under Australia's consumer protection laws.

Unique Student Identifier

The Unique Student Identifier (USI) is a mandatory requirement for anyone wishing to complete Nationally Recognized VET qualification as of 1 January 2015. Each time a student completes nationally recognized training, the RTO collects and verifies their USI before they can issue a qualification or statement of attainment. In addition, we are required to include your USI in the data we submit to NCVER.

The USI scheme allows students to access a single online record of their VET achievements. Each person will be assigned a USI. The International Institute of Training will obtain and verify the student's USI at the time of enrolment. IIT will comply with the Student Identifiers Act 2014.

The USI is an identifier known only to the issuing RTO, the student, and the department. All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to IIT during the enrolment process. If students do not provide a USI, IIT will not be able to issue a Certificate, Statement of Attainment or Transcript for the training. For details on USI, visit www.usi.gov.au.

IIT Student Services staff can assist you to obtain your USI on request.

USI does not appear on any certificates, statements of attainment or other public documents issued by IIT. It is in the student's best interest to keep this identifier in a safe place. If the student forgets their USI, it is possible to retrieve the information from the Department's web site https://www.usi.gov.au/.

Important Information

Working in Australia

Australian Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students must not work for more than 48 hours a fortnight when student's course of study or training is in session. A fortnight means the period of 14 days commencing on a Monday.

School-aged dependents

Students must maintain adequate arrangements for the education of their school-age dependants who are in Australia for more than 3 months as a dependant on student's visa.

There are requirements for compulsory school attendance for dependents of international students. In Australia, it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools, and religious schools. People over the age of 16 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any institute or university that they enrol in whilst in Australia.

Refer to https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500# for more information.

Legislation

A range of legislation is applicable to all the staff members and students at International Institute of Training. Information on relevant legislation can be found at the following websites.

- Occupational Health & Safety https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations
- Australian Human Rights Commission https://humanrights.gov.au/
- VET Quality Framework www.asqa.gov.au/
- Department of Home Affairs https://immi.homeaffairs.gov.au/

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- Disability Standards for Education 2005 https://www.legislation.gov.au/Details/F2005L00767
- Disability Discrimination Act 1992 https://www.legislation.gov.au/Details/C2022C00087
- Racial Hatred Act 1995 https://www.legislation.gov.au/Details/C2004A04951
- Racial Discrimination Act 1975 https://www.legislation.gov.au/Details/C2022C00366
- Sex Discrimination Act 1984 https://www.legislation.gov.au/Details/C2023C00003
- Privacy Act 1988 https://www.legislation.gov.au/Details/C2022C00361
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 https://www.legislation.gov.au/Details/F2017L01182/Html/Text#_Toc487026955
- Education Services to Overseas Students (ESOS) Act 2000 https://www.legislation.gov.au/Details/C2022C00066
- Education Services to Overseas Students (ESOS) Regulations 2019 https://www.legislation.gov.au/Details/F2021C01320

It is the responsibility of all IIT's staff to ensure the requirements of relevant legislation are always met. Please refer to the websites indicated or contact the institute if you require further information. There may be additional, course-specific, legislation that is relevant. Information about this legislation will be provided during the course.

Use of Education Agents

IIT engages with on shore and offshore Agents to recruit students. Full list of Agents can be found on IIT's website www.iitraining.vic.edu.au. IIT is responsible to ensure that its agents accurately represent IIT's services on their behalf. If you have any feedback or concerns regarding services provided by Agents or its representatives, please contact IIT students support at info@iitraining.vic.edu.au or give us a call at 1300 651 348.

IIT has undertaken steps to be compliant with the ESOS Act 2000 and standard 4 (Education Agents) of the National Code 2018 which includes entering into written agreements with each education agent that IIT engages with, implement Education agent's policy and procedures, Education Agent Performance Review Assessment conducted by marketing staff to ensure that agents always comply with the standards.

Use of personal information

Information is collected during enrolment to meet the institute's obligations under the ESOS Act 2000 and the National Code 2018 and to ensure student's compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

Information collected about students may be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme. In other instances, information collected during enrolment cannot be disclosed without the student's consent where authorised or required by law. It is a requirement of the VET Quality Framework that students can access personal information held by the institute and students may request corrections to information that is incorrect or out of date. Students may apply in writing to Administration Manager if they wish to view their own records.

Safety and Security

Your safety

International Institute of Training is committed to providing you with a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibility to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

− Know and observe details of emergency response and evacuation plans.

− Do not undertake activities which may cause injury to self or others.

− Be responsible for your own actions.

− No smoking at the training and assessment facilities or offices.

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- Report all potential hazards, accidents, and nearby premises to IIT's staff.
- No consumption of alcohol within training facilities or during training and Assessment Activities
- Always keep training and assessment areas neat and tidy.
- Seek assistance if you volunteer to lift items e.g., move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

Electrical equipment.

- Electrical equipment that is not working should be reported to IIT staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers, and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire safety

- International Institute of Training will undertake training session to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event, and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all Exits and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First aid

- Provision for first aid facilities is available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved, in the injury register.
- IIT trainer and assessors are equipped with skills and Knowledge in Australia

Lifting

- Students, trainers, and assessors are encouraged not to lift anything related to the training and assessment provided by IIT unless they do so voluntarily and take all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work & study areas

- Always ensure that all work areas are clean and clear of clutter to avoid the danger of accident by tripping or falling over.

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- Place all rubbish in the bins provided.

- Ensure that bench spaces are left clean and tidy.

- Do not sit or climb on any desks or tables.

Your equity

International Institute of Training is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All International Institute of Training staff members are aware that discrimination and harassment will not be tolerated under any circumstances. If discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member of the International Institute of Training who fails to follow this policy. Suspected criminal behavior will be reported to police authorities immediately. Students should expect fair and friendly behavior from International Institute of Training staff members, and we apply complaint handling procedures advocated by the Australian Human Rights Commission. Refer to the Complaints and Appeals Policy and procedures of IIT available on the website or can be made available at reception.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of the International Institute of Training whom they can trust. This will initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to International Institute of Training, they are advised to contact the Australian Human Rights Commission Complaints Info-line on 1300 656 419.

Access, correction, and complaints

Under the Privacy Act 1988 (Privacy Act), you have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.
Please refer to IIT privacy policy for more information and visit information on The Office of the Australian Information Commissioner (OAIC) at: https://www.oaic.gov.au.

IIT Policies and Procedures
Students have access to all relevant administrative and academic policies and procedures. They are published on our website www.iitraining.vic.edu.au or at the IIT's Reception.

Student Rights as a Consumer

As a consumer, a student has the right to receive factual and accurate information about the courses offered by IIT before making an enrolment decision. To ensure this, IIT has stringent policies and procedures in place.
It is very important that you read this handbook carefully before enrolling with IIT to ensure that the course meets your requirements and that you fully understand the fees and your obligations as a student.
The written agreement and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the students to act under the Australian Consumer Law if the Australian Law applies.

Media Consent

The Application form gives you the opportunity to decline permission for IIT to use any representation of your time here for promotional purposes. Please be sure to read the "Media Consent" section of the Application Form.

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From time to time, IIT staff may request to take photographs/videos or verbal/written interviews/testimonials of students at IIT or at places where the student is involved in an activity. These creations may be used in a classroom, campus posters or could be published by IIT in print, digital or broadcast media such as documents, the student magazine, website, television, YouTube, social media platforms, newsletters, displays, journals, professional development materials for trainers and marketing collateral. Staff may also at times request that students provide any of the above of the students' own creation for the same purposes. You have a right to refuse use of your image or work for such creations. Students may also reverse their decision to decline Media Consent by signing a Media Consent Form at the time of any such request and withdraw any time by sending a mail or by contacting IIT student administration.

FEES PAYABLE
a) The initial tuition fee, application fee and material fee (if applicable) as stated in the offer letter must be paid in advance before the commencement of the course for confirmation of enrolment at the institute.
b) Students are not required to pay more than the initial tuition fee amount as stated on the offer letter (or 50% of the tuition fee) before the start of the course. However, students can pay more than 50% if they wish to do so. Any amount of fees paid before the start of the course will be reflected on the Confirmation of Enrolment (COE).
c) Any remaining tuition fees can be paid through payment plan arrangements. All students are required to understand and sign the fees agreement which states the next instalment amounts with the due dates. All due dates on the tuition fees will be kept at standard 15th of every month.
d) Student must pay full tuition fees for each term by the due date or as specified in the invoices unless any other payment plan/arrangement is agreed with the institute.
e) Tuition fees will be payable to the Institute by a bank draft or telegraphic transfer (or other approved payment options) in Australian dollars as agreed by the institute.
f) Students must pay their fee directly to International Institute of Training (IIT). Student should not pay the fee to the agent and/ or third party in relation to the application for enrolment.

Reminder letter
In case the student's instalment falls on a particular month, a friendly email reminder along with the first warning letter will be issued to the student after 7 working days of the date when the student has missed the payment i.e., 7 working days after the "due date". Students may also be informed via phone call or post for initial reminder.
After sending the first warning letter, if the student fails to make the payment again and does not communicate with the accounts department, a second warning letter will be issued to the student after 7 Working days of sending the first warning letter. Students will be provided with 7 more working days to make the payment or to request for an extension. Students may call IIT on 1300 651 348 for any further enquiries.

g. If a student fails to make the payment of the outstanding fees even after a final notice and/or email, "Intention to cancel Enrolment" letter will be sent to the student. Student's enrolment will be cancelled after 20 working days of final notice. The suspension of enrolment will cause following restrictions to apply:
    i. Loss of access to the institute library service, Learning Management System, classroom, computer system including internet and others.
    ii. Loss of access to enrolment records, results, and academic certificates.
    iii. Inability to attend any classes where this may result in students having to repeat missed work and/units.

The student has the right to appeal against the decision from the date of letter. Refer to complaints and appeal policy for information available on IIT's website. If the student decides to appeal against the decision, his/her enrolment will be kept active until both internal and external appeal process is completed.

h) If students choose not to appeal against the institute's decision and makes no further payment or do not contact the institute concerning their debt, their enrolment may be cancelled, and the student will be reported to the Department of Home Affairs for non-payment of fees.
i) If student decides to not appeal against the decision and accepts to pay the fees, then students will be required to pay the full dues along with late fee of $50 per week.
j) Students will be given total 3 attempts including 1 original plus 2 reassessments. Cost of reassessment will be as follows:

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- 1st Original submission: Free of cost
- 2nd Reassessment fee: Free of cost
- 3rd Reassessment fee: 300

If student fails in the 3rd reassessment, then students will have to repeat unit. Repeat unit fee- $300.

k) Students who enrol in additional courses will be required to pay a separate tuition fee as specified for the course.

l) The tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student transfers the course, tuition fee for the transferred course will be applied.

Please Note: Fees are subjected to change without prior notice. Students are advised to contact student administration for updated fees and charges.

m) If the student's visa status changes (e.g., becomes a temporary or permanent resident), the student will continue to pay full overseas student fees for the duration of the enrolled program.

n) IIT reserves the right to engage in any third party to recover any outstanding fees payable to the institute. The cost incurred to the Institute for engaging a third party to recover such outstanding fees will be charged to the student.

0) IIT has Refund's policy and procedures to ensure all students are treated fairly and with integrity when applying for refunds.

p) All refunds applications will be submitted to the student administration department and the following procedures will be followed in assessing the application.

q) All 'refunds' will be approved by the Administration Officer and the applications will be processed within 10 working days of the application being placed.

Fee Schedule

Course Fee	As per course offer and written agreements
Application Fee (Non-Refundable)	$300
Material Fee	Depending upon the qualification
Recognition of Prior Learning Fee	Subject to Qualification and Units
Credit transfer Fee	No charge
Repeat/Re-enrolling unit Fee	$300
Re-assessment Fee (after 2 attempts)	$300
Late payment Fee	$50 per week
Deferral/Suspension Fees	$250
Bank Transfer Fee	What the bank charges for the transfer
Credit Card Payment Surcharge	3% surcharge
Accommodation Services	Depends on Specific Arrangements
Airport pickup	$100
OSHC (Overseas Student Health Cover)	Outsourced- contact IIT for more details
Re-Issue of Certificates and transcript	$50
Re-Issue of Student ID Card	$10
Interim Academic Transcript	No charge
Change of COE Fee	$250
COE Extension	Depends on course and duration extended

Student cancellation

Students who cancel their enrolment part way through a training program must notify International Institute of Training in writing via email or at IIT's reception at the soonest opportunity. Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Students are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

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Refunds

Process of Claiming Refund

A student who wishes to apply for a refund of tuition fees in accordance with the Fee Payment and Refund policy should do so by filling up a Refund Application form available at IIT's reception and on IIT's website www.iitraining.vic.edu.au. Students must submit refund application form along with other supporting documents on campus. The documents should be submitted to:

Administration Officer
International Institute of Training Pty Ltd t/a International Institute of Training
13 Tarkin Court, Bell Park, Victoria 3215, Australia
Or
Email us at info@iitraining.vic.edu.au

All students' refunds are conditional on the following:

Students are requested to read detailed information on fee payment and refund policy available on Hawk Institute's website www.hawkinstitute.edu.au.

COURSE WITHDRAWAL

i. Where a written notice of withdrawal is received by the Institute at least **12 full weeks or more before the agreed start date** of the course or term, the institute will refund 100% of the fee received except application fee.

ii. Where a written notice of withdrawal is received by the institute within **6 to 11 full weeks before the agreed start date** of the course or term, the institute will refund 50% of the fee received except application fee.

iii. Where a written notice of withdrawal is received by the institute within **5 full weeks or less before the agreed start date** of the course or term, no refund will be provided.

iv. Where a written notice of withdrawal is received by the institute **after the start date** of the course or term, no refund will be provided.

v. Where the student defaults, including withdrawing from a course, after the course/term start date, students will be liable to pay full tuition fee for that study period and there will be no refund of paid tuition fees.

vi. It should also be noted that if the student's enrolment falls within no refund timelines before the agreed start date of the course, then there will be no refund.
For example: If a student enrols in week 5 before the course start date, he/she will not be eligible for refund as the enrolment falls in no refund time of 5 full weeks prior to the agreed start date of the course.

vii. If the refund application is approved, refund will be paid within the period of 20 working days after receiving a written notification/claim from the student and relevant forms duly signed by the student.

viii. The institute must have received funds for any refunds to be made available (i.e., cheques are cleared, telegraphic transfers have been received).

B. STUDENT DEFAULTS

An overseas student or intending overseas student defaults, in relation to a course at the location, if the student himself/herself initiates termination of enrolment like:
the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn).
    or
a) the student withdraws from the course at the location (after the agreed starting day).
or
b) the institute refuses to provide, or continue providing, the course to the student at the location because of one or more of the followings:
    i) the student failed to pay an amount payable to the provider for the course.

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ii) the student breached a condition of his/her student's visa and his/her visa has been refused.
iii) misbehaviour by the student {Note: the student is entitled to natural justice under subsection 47A (3)}

Note: If students do not commence studies in a course (i.e., the student does not start the course on that day) or when they are due to commence and have not notified the institute in writing within 31 days of the course commencement, then student's enrolment will be cancelled based on non-commencement of studies.

A student does not default for failing to start a course on the agreed starting day if he/she does not start that course because of the provider defaults in relation to the course at the institute.
IIT will pay the refund to the following person:
   a. the student
   b. if a person (other than the student) is specified in the student's written agreement to receive any refund- the specified person.

IIT will pay the refund within the period of 20 working days after receiving written claim from the student.

C. VISA REFUSAL

If a student's visa application or visa renewal is refused by the Australian Government, a refund of course fees will be made, and visa refusal refunds will be calculated in accordance with the legislative instrument under subsection 47E (2).
   The calculation under subsection 47E (2) is as follows:
   The amount of unspent pre-paid fees that the provider must refund the student for the purpose of Subsection 47E (2) of the Act is the total amount of the pre-paid fees that the provider received for the course in respect of the student less the following amount (the lesser of):
   a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or
   b) the sum of $500.
Whichever is lesser

Students must provide the Institute with substantiated evidence of their student visa refusal.

If an international student currently in Australia has their student visa application refused by the Department of Home Affairs (DHA) after the commencement of their studies; refund will be calculated as follows:
The refund amount = weekly tuition fee x the number of weeks in the default period
   a. The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.

   b. Weeks in default period: number of calendar days from the default day to the end of the period to which the payment relates/7
   or
   The number of weeks in the default period = the number of weeks (i.e., calendar days divided by 7, rounded up to the nearest whole number) in the unexpired portion of the course after the default day, in relation to which IIT has received tuition fees.
   If IIT has only received an instalment of tuition fees for part of the course, the weeks in default period would be the number of weeks between the default day and the end of the part of the course to which the instalment relates.
   If the number of weeks calculated is not a whole number, round the number up to the nearest whole number.

No refunds will be granted where an international student currently in Australia has their student visa cancelled by the Department of Home Affairs (DHA) for a breach of visa conditions.

D. PROVIDER DEFAULT
   I. In the unlikely event that the institute is unable to start or deliver the course (known as provider default), the student can choose to accept either:
   i. A refund of course fees, which will be issued to the student within 14 days.

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ii. Or be placed in an alternative course with the institute or another provider. If the student chooses this option, they must sign a new written agreement to indicate that they have accepted the placement.

II. If the student chooses to receive a refund of course fees, the institute will calculate the unspent portion of tuition fees paid to date (i.e., tuition fees the student has paid for, but which has not been delivered by the institute). The refund will be paid within 14 working days after the cessation of the course.

III. If the institute is unable to provide a refund or place the student in an alternative course, the TPS will provide the student with options for suitable alternative courses (if any such courses are available), or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.

I. REFUND PROCESS

a. The student must apply for refund using the Refund Form available on the website or from the reception, along with the evidence and supporting documents. Such documents will include:
    i. a completed refund application form provided by the institute
    ii. a letter from DHA advising of a rejection of the student visa application or a refusal to extend a student visa,
    iii. Proof of extenuating circumstances of a compassionate nature.

b. Refunds will be made within 20 working days of the receipt of completed refund application form along with the supporting documents by the institute (in case of student's default).

c. Refunds will be made within 14 working days of the receipt of completed refund application form along with supporting documents by the institute (in case of IIT default).

d. Students can nominate a person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act.

II. PAYMENT OF REFUNDS

a. Refunds will be paid in Australian dollars via bank transfer to the bank account number nominated by the student on the refund application form.

b. Refund to International banks will be made in the Australian currency whereby the student will receive refund amount equivalent to Australian dollar exchange rate on the date of transfer.

Note: Timeline for refund

It is to be noted that refund will be made available to students differently based on the student's default and providers (IIT) default.

i. **In case of Student default:** Refund will be paid within the period of 20 working days after receiving written notification/claim from student and relevant forms duly signed by the student.

ii. **In case of Provider's (IIT) default:** Refund will be paid within the period of 14 days after cessation of the course.

Please refer to the course refund table below for details:

IIT Course fee refund table			
Refund Circumstances	**Refund of Tuition Fees Paid**	**Refund of Material Fees**	**Application Fee**
Withdrawal at least **12** full weeks or more prior to the agreed start date.	100%	100%	No refund
Withdrawal between **6** to **11** full weeks prior to the agreed Start date.	50%	100%	No refund
Withdrawal in **5** full weeks or less	No refund	No refund	No refund
Withdrawal after the course start	No refund	No refund	No refund

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date			
Course withdrawn by the institute	100%		
Application rejected by the institute	100%	100%	No Refund
The course is not provided fully to the student because the Institute has a sanction imposed by a government regulator.	Refund of unused portion of tuition fees for future terms	No refund	No refund
Visa refused prior to the course commencement	Total amount of the pre-paid fees received by IIT for the course in respect of the student course less the following amount **(a)** 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or **(b)** a maximum sum of $500 whichever is lesser		
Visa is refused after the commencement of the studies due to not meeting visa requirements.	The refund amount = weekly tuition fee x the number of weeks in the default period **a.** The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. **b.** The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates/7	No Refund	No refund
RPL fee	No refund if the 'Statement of Attainment' is provided	No refund	No refund
Visa refused due to submission of the fraudulent documents by or on behalf of the student	No refund	No refund	No refund
Withdrawal from the course without notification or breaching their visa conditions	No refund	No refund	No refund
Visa cancelled due to actions of the student	No refund	No refund	No refund
Student abandons the course	No refund	No refund	No refund
The Institute cancels an enrolment due to serious student misconduct	No refund	No refund	No refund
Note: If a student's enrolment falls within no refund timelines before the agreed start date of the course and the student decides to withdraw from the course, then there will be no refund. For example: If a student enrolls in week 5 before course start date, he/she will not be eligible for refund if student withdraws from the course as enrolment falls within no refund period of 5 weeks prior to the agreed start date of the course.			

COOLING OFF PERIOD

IIT will provide applicants a 7-day cooling off period. This means that if a student accepts the offer letter to study at IIT and pays IIT relevant course fees as per the signed agreement. If the student changes their mind (for any reason), a full refund of course fees paid till date will be provided. Students must notify IIT in writing within 7 days of the signed agreement date.

STUDENT'S RIGHTS TO APPEAL

Any student who is refused for a refund by the institute may appeal within 20 working days in writing to the Student Support Officer and follow the complaints and appeal process of IIT.

The institute's appeal process does not restrict the student's right to pursue other legal avenues.

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The written agreement and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to act under the Australian Consumer Law if the Australian Consumer Law applies.

Tuition Protection Services

Protection of tuition fees paid in advance by student visa holders is undertaken in accordance with ESOS requirements and the Tuition Protection Service Framework. The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students can either:
- Complete their studies in another course or with another education provider or
- Receive a refund of their unspent tuition fees.

IIT is compliant with the ESOS requirements of the Tuition Protection Service (TPS), which is a replacement and refund service for international students.

It is an unlikely event that IIT is unable to deliver a course that you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider default obligations), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

For more information on Tuition Protection Service visit: https://tps.gov.au

Payment method

International Institute of Training accepts payment for fees using:
- Credit Card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to International Institute of Training)
- Payment in cash is discouraged.

Payment Instructions – How to Pay

Payments can be made:
1. Cash at the office reception
2. EFT Banking Details-Contact the institute on 1300 651 348 for details on banking details. Alternatively, banking details are also available on IIT's application form.

Student Notifications

International Institute of Training will inform the student regarding any significant changes that may impact their studies. This is not limited to but includes the following:
- Change of Ownership of RTO (Registered Training Organization)
- Change is engagement terms and conditions
- Change of delivery, Training, work placement or assessment location
- Information on regulated outcomes

Change of Ownership of RTO (Registered Training Organization)

The International Institute of Training will notify all learners, students, and clients about the change of ownership taking place within 28 days of the change of ownership. The student support officer will also brief the students, learners, and clients about the impact of the changes.

Change in engagement terms and conditions

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The International Institute of Training reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that affect the student's enrolment the student will be informed 7 days prior to the changes taking effect.

Change of delivery, Training, work placement or assessment location

International Institute of Training reserves the right to change the location of delivery, training, work placement or assessment. If any such changes are made that affect the student's training or assessment the student will be informed 7 days prior to changes taking effect.

Legislative and Regulatory Responsibilities

International Institute of Training is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that the International Institute of Training has recognized it has compliance responsibilities to. They also represent obligations to you as a student whilst training with International Institute of Training.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behavior.

Copies of State and Federal legislation can be found on the Internet at www.legislation.gov.au (Federal) https://www.legislation.vic.gov.au/ (state).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

ESOS Framework

The Australian Government wants overseas students to have a safe, enjoyable and rewarding place to study. Australian laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and includes the Education Services for Overseas Students Act (the ESOS Act), and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018).

ESOS Act: The Education Services for Overseas Students Act 2000 (ESOS Act) sets out the legal framework governing delivery of education to international students in Australia on a student visa. It sets out the registration requirements and the ongoing standards for education providers that offer courses to overseas students. For more information, kindly refer to https://www.legislation.gov.au/Details/C2022C00066

National Code of Practice for Providers of Education and Training to Overseas Students 2018 (referred as National Code 2018) is a legislative instrument made under the Education Services for Overseas Students Act 2000 (Cth) and sets nationally consistent standards to support providers to deliver quality education and training to overseas students. , kindly refer to https://www.legislation.gov.au/Details/F2017L01182

Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimization of risks arising from work or from types of substances or plant.

The WHS Act covers workers by providing nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

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The WHS Act also provides protection for the public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds.
- how the entity collects and holds personal information.
- the purposes for which the entity collects, holds, uses, and discloses personal information.
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information.
- whether the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favorably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because different accommodation or services may be required by the person with a disability.

Sex Discrimination Act, 1984

Objects The objects of this Act are:

to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and

to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy, or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and

- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and

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- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and

- To promote recognition and acceptance within the community of the principle of the equality of men and women.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, color or national or ethnic origin, and

- make discrimination against people based on their race, color, descent or national or ethnic origin unlawful.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labor. It is designed to prevent the unauthorized use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g., broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

● Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and consider Australia's international labour obligations.

● Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders.

● Enabling fairness and representation at work and the prevention of discrimination by recognizing the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes, and providing effective compliance mechanisms.

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PRIVACY STATEMENT

Your privacy is important to us, and all the personal & private information collected about you will be treated as confidential. Information collected during your enrolment is done to meet our obligations under the ESOS Act 2000, and the National Code 2018, to ensure student's compliance with the conditions of their visa and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS Act 2000, the ESOS Regulations 2019 and the National Code 2018. Information collected about you during your enrolment will be provided, in certain circumstances, to the Australian Government and designated authorities and the Tuition Protection Service (TPS) director. In other instances, information collected during your enrolment can be disclosed without your consent where the institute is authorised or required to do so by the law.

You can access information collected from you on the application form and during your enrolment by contacting Student Administration at the institute. Under the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020, IIT is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained on the letter of offer, your training activity data) may be used or disclosed by IIT for statistical, regulatory and research purposes. IIT may disclose your personal information for these purposes to third parties, including:

- Employer – if you are enrolled in training for industry placement Commonwealth and State or Territory government departments and authorised agencies.
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed by NCVER for the following purposes:
- Issuing statements of attainment or qualification and populating authenticated VET transcripts.
- Facilitating statistics and research relating to education, including surveys.
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including programme administration, regulation, monitoring, and evaluation.

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

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

If there are any queries about our institute and courses, please feel free to contact us via phone, email or visit our Institute. The contact details are listed below.

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Disclaimer: Information contained in this Students Handbook is current at the time of printing and is subject to change. Please refer to information published on website www.iitraining.vic.edu.au for the most current information or speak to IIT's student's administration. Students are encouraged to get more information from the National Training Register at www.training.gov.au or speak to IIT staff member for further details.

IIT handles all superseded qualifications as per our Course Transition Policy and Procedures available from www.iitraining.vic.edu.au. Information contained in this handbook might not be suitable for enrolment purposes however this information should be read in conjunction with website or course information brochures. For more information, please speak to student's Administration officer at the reception of International Institute of Training.

"An investment in knowledge pays the best interest"– Benjamin Franklin

Don't forget to contact us for any kind of support or help that you may need.

We are always there to provide support wherever required.

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