



Information for Students

Welcome

Thank you for your interest in a training program with International College of Victoria (ICV). We are committed to working with you to achieve your goals, and to provide you with high quality training services.

As an enrolled student, you have rights, but you also have obligations in your training and assessment. This leaflet provides you with information about our standards, policies and procedures, and your obligations as an enrolled student with ICV. Please take the time to read this leaflet BEFORE making a final commitment to apply for a training program with us.

Who are we?

International College of Victoria (ICV) is a Registered Training Organisation (RTO) offering quality training and assessment services through Community services and . We sometimes work with various specialist Training Partners and Contractors to deliver the best outcomes for our students, but in all cases, we as the RTO are responsible for the proper delivery of training according to Government regulations and we will be issuing a nationally recognised certificate when you successfully complete your course.

Publicly available information about International College of Victoria is available on the Government website

www.training.gov.au. Our RTO code (22581) and our registration details and approved scope are available for scrutiny.

How can I contact ICV?

You can contact us directly by visiting our office at **Suite 2, Level 8, 190 Queen Street, VIC 3000** or call us at **(03) 9942 1836**. You can also email your queries to us on info@icv.edu.au and we will get back to you.

Selection of Students

ICV's enrolment process is carried out by an enrolment officer in a manner that gathers information at various stages about your future goals, previous education, existing skills, and knowledge, how you learn best, and identify any support that you may require throughout your learning journey at ICV. This is also known as a **Pre-Training Review**. All this information assists ICV to determine the suitability and appropriateness of the course to meet your learning needs and goals. As part of the enrolment process, or before the commencement of training, a Pre-Training Review will be undertaken to

- Discuss your career aspirations and motivations,
- Ascertain the most suitable qualification for you to enrol in, based on your existing educational attainment, capabilities, and considering the likely job outcomes from the development of new competencies and skills
- Identify any competencies previously acquired by you through a Credit Transfer application or refer you to a Recognition of Prior Learning process
- Conduct a Language, Literacy and Numeracy assessment (see below)

Language, Literacy and Numeracy (LLN)

All applicants are required to undertake a Language Literacy and Numeracy assessment into the online LLN system called "LLN Robot". The purpose of this assessment is to see if the existing LLN skills are appropriate for the enrolment in the requested course and if any support arrangements are required for the students

Pre-Training Review

In conjunction with the enrolment process, ICV specifically focuses on your existing or previous educational and digital capabilities. If you feel you will need additional support, please bring this to our attention so we can be sure we are in a position to be able to provide it or provide details on the pre training review form

Student Support

Your initial point of contact whilst studying at ICV is your Trainer and Assessor. However ICV has student support and administration officers that can offer guidance if you are experiencing any difficulties related to your studies. If further support is required, ICV can provide you with access to support strategies or referrals to enable you to undertake your studies.



Enrolment under Government Subsidised Course:

If a student is enrolled under Victorian Funding Contract, please be aware that there are limits on the number of Government subsidised courses you can commence or undertake in any one year and/or in a lifetime.

Limits on the amount of training that can be subsidised

In addition to meeting the eligibility requirements, a Skills First Student can only:

- a) commence a maximum of two Skills First subsidised Skill Sets in a calendar year (the '2 Skill Sets in a year' limit). Where an individual is enrolled in a Skill Set(s) that is scheduled to commence at a later date in that calendar year, this Skill Set(s) must be counted for the purpose of this limit;*
- b) commence a maximum of two Skills First subsidised programs that are AQF qualifications in a calendar year (the '2 AQF qualifications in a year' limit). Where an individual is enrolled in a program(s) that is scheduled to commence at a later date in that calendar year, this program(s) must be counted for the purpose of this limit;*
- c) undertake a maximum of two Skills First subsidised programs at any one time (the '2 at a time' limit); and d) commence a maximum of two government-subsidised programs in their lifetime that are at the same AQF level (the '2 at level in a lifetime' limit)*

Where fees are subsidised by a Victorian Funding Contract, enrolling in the course may affect your future training options and eligibility for further government subsidies. Please be aware that there are limits on the number of Government subsidised courses you can commence or undertake in any one year. Further, in cases where your fees are subsidised by a State or Commonwealth Government under State Training Subsidies, enrolling in this course may affect your future training options and eligibility for further government subsidies.

Prior to the commencement of training, ICV is required to provide you with a Statement of Fees. This will include;

- a) the code, title and currency of the program;
- b) the total cost to them for their program, taking into account any Fee Concession or Fee Waiver
- c) entitlement;
- d) the approximate value of the government contribution expressed in dollars; and
- e) any other applicable fees, such as student services, amenities, goods or materials..

For further information, please visit the Victorian Skills Gateway website: <https://www.skills.vic.gov.au/>

Fee for Service (FFS) Fees Policy

ICV charges fees for training and you will be responsible for the fees for your course unless you meet the eligibility requirements under the Victorian Funding Contract. Further information on Government. Further information on our fees are available on our website <https://www.icv.edu.au/fee-schedule/>

Prior to the commencement of training, ICV is required to provide you with a Statement of Fees. This is an itemised list of tuition and materials fees for your course, any other applicable fees, such as student services, amenities, goods or materials. If you are planning to enrol in a course at Certificate IV level and below, and you hold a current and valid Concession Card (i.e. a Commonwealth Health Card, a Pensioner Concession Card, a Veteran's Gold Card or similar), we may be able to charge you fees at a concessional rate.

ICV raises invoices for individual students at the completion of the enrolment process. Our policy is to accept payment of no more than \$1,500 from each individual student prior to the commencement of the course. Following course commencement, we may require payment of additional fees in advance from the student, but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500. Payment for course fees is due within 14 days of invoice. Students may approach International College of Victoria if they have circumstances that warrant an alternative payment structure being agreed.

Refund Policy (FFS)

To claim a refund, the learner must complete a refund application form available from ICV administration or website. For Government funded learners the refund only applies to the portion of fee paid by the learner and not Government funding received. All applications for a refund must be made using ICV's Refund Application Form. This is available the Administration Officer or ICV's website.

Application Fees are non-refundable.



Materials fees are refundable in the event of a student not commencing and provided 14 days' notice prior to the agreed starting day. For further information please refer to <http://www.icv.edu.au/policies-and-procedures-2/>

Course Duration

The time taken to complete a qualification can vary, depending on the course you have chosen to study, the requirements, and your commitment. For further information about your chosen qualification please refer to www.icv.edu.au and find your qualification under courses.

Attendance, Participation and Course Progress

Students need to be aware that significant non-attendance may impact their chances of success in the unit and potentially the course. Students are expected to attend scheduled classes for each unit within the course and participate in the learning activities, discussions, etc.

If you find you are unable or unlikely to be able to attend or participate in classes, you must discuss this with your Trainer/Teacher, as soon as possible. Failure to attend classes on a regular basis without acceptable evidence of incapacity may result in not meeting the assessment requirements for a unit of competency or course.

Maintaining Contact.

Our trainers will keep in regular contact with you throughout the course. In addition, our student support and administration staff may send you correspondence from time to time. It is important that you communicate with your Trainer or our student support and administration staff if there is any support you require or circumstances that impede on you from maintaining your enrolment

Work Placement (CHC Qualifications)

In our CHC courses there is a mandatory component of work placement. Students are encouraged to seek workplace arrangements that are convenient to their place of residence, work or studies. Where students have difficulties in doing so, ICV will offer support and allocate a suitable service where the required placement hours and activities can be undertaken. Where ICV provides such allocation, it would be communicated in writing and request that students accept or reject the offer. Where students reject the offer, they will be responsible to find an alternative place and the offer will be allocated to other student/s. ICV will not be responsible to allocate a placement position for the student who rejected the offer. All mandatory hours and activities must be successfully completed as part of the course requirements

Delivery and Assessment

ICV uses a range of delivery modes and assessment methods. For further information about your chosen qualification please refer to www.icv.edu.au and find your qualification under courses.

Allowable interaction and plagiarism

You are permitted to ask questions of your trainer and receive help where you need support. Unless otherwise specified by the trainer or the instructions for each assessment activity, you are also permitted to work in groups with other students.

Discussing assignments and case studies with other students is encouraged, as it can help enhance understanding and generate ideas, however, students must write work in their own words from their own perspective. **All student work must be original.** Do not lend your work to another student. If you do lend your work to another student and they copy your work, you will both fail the assessment task.

It is considered academic misconduct to reproduce other people's work without their permission; this includes literary, dramatic, musical, artistic, electronic, software and certain other intellectual works. This means that copying directly from books or other materials, without properly referencing the source constitutes plagiarism. It is easy for a trainer to determine if the work did not originate from the student. Students caught plagiarising other people's work will immediately fail the assignment.

Unless otherwise specified by the trainer or the instructions for each assessment activity you are permitted to conduct research, through the internet or other resources, but you must source in your work, you must state the origin of the source of reference. During the term of enrolment students may be provided with resources to aid in your studies. These resources remain the property of International College of Victoria.



Equipment and Resources

We will provide you with the necessary learning resources to meet your training and learning needs. These resources are used for the purpose of Training and Assessment. You are required to refer to these resources to complete these assessments unless otherwise instructed by your Trainer or the instructions in the assessment itself.

Testamur and Statement of Attainment

On the successful completion of the qualification, ICV will issue a Testamur and Record of Results. Upon partial completion of a qualification, ICV will issue a statement of attainment for the unit/s of competency that have been successfully completed. Please keep these documents in a safe place. Should you misplace the original documents, ICV is able to provide a re-issuance (fees apply).

Student Code of Conduct

Disciplinary Procedures

ICV is committed to ensuring a fair, safe and constructive learning environment and will use defined procedures in the event of any disciplinary issue. Where we suspect that any actions of the student are unlawful, we may contact external agencies such as the police.

Student disciplinary procedures will be implemented in the event of a student committing serious misconduct including, but not necessarily limited to:

- deliberate destruction of property
- plagiarism, collusion or cheating
- using abusive or indecent language or actions
- taking, possessing, or being affected by, alcohol or illegal substances
- any harassing or bullying behaviour towards other learners or staff
- constant non-attendance, and/or
- constant disruptive activities within the classroom or other activities

If there is deliberate destruction of our property you will be liable for all costs associated with repairs. You are entitled to representation or support at any stage in the disciplinary process. In summary, our process is:

- student spoken to by trainer/assessor, issue investigated and attempt to resolve the matter
- if a resolution is not reached, a written request to comply will be issued
- if the matter is still not resolved the student will be interviewed by the RTO Manager or Director of ICV, and
- if the matter is still not resolved the student will be dismissed from the training program, course, or activity.

We may immediately terminate the enrolment of any student involved in a serious, deliberate breach of our standards or any act of gross misconduct. In the event of dismissal, any refund of monies paid to ICV will be negotiated with the person funding the training.

Access and Equity

ICV is committed to providing an accessible and fair learning environment. This is about making sure that people are not discriminated against or harassed on the basis of their sex, race, age, disability, sexuality, marital status or pregnancy. Equal Opportunity legislation ensures that people are treated fairly. When you become an enrolled student of ICV, you also have an obligation under legislation to treat others fairly in this way.

If you have a disability that you feel may affect your learning program, please feel free to discuss this with us. We can arrange an interview so that your needs can be assessed and, resources, specialized equipment or additional personnel can be negotiated. We will treat such information in confidence and we will endeavor to provide the required support within our resources.

Bullying and Sexual Harassment

Under legislation, you are required to ensure you do not bully or harass fellow students, trainers and assessors and any other person in connection with your training. This includes sexual harassment, which is unlawful. Sexual harassment is about any unwelcomed behavior of a sexual nature and can include sexual gestures, offensive remarks or physical contact.

We expect high standards from our students and an environment free from harassment or bullying. Any breaches of this code will be treated very seriously.



If you feel you have been bullied or harassed, please speak with your ICV representative and we will deal with the issue promptly and in confidence in line with our policies and procedures. If you cannot speak with our representative, please complete the grievance form and forward as detailed.

Your obligations

As an enrolled student, you are expected to;

- Attend all training, contribute to, and participate in, training and be punctual
- Arrive at training with all prescribed materials and equipment
- Be well informed about the requirements of the course that is being undertaken
- Comply with all Health & Safety requirements
- Comply with ICV policies and procedures
- Discuss with staff any problems that may be encountered
- Notify ICV if any of your personal details (including address) change
- Notify your Trainer if you are going to be absent from training
- Respect the rights and welfare of ICV staff and students
- Submit work, which is wholly your own, within the time frames negotiated
- Take an active role in planning and pursuing your studies

Grievances, Complaints and Appeals

If there is any aspect during your enrolment at ICV that you are unhappy with any part of your training program, including assessment, we encourage all students to discuss their concerns with their Trainer, or with our student support officers. ICV's complaints or appeals policy provides for a timely, effective, fair and professional process. All students have access to voice their complaint, air a grievance or appeal any decisions (including assessment decisions). If we receive complaints, grievances or complaint or appeal we will use informal processes to resolve issues where possible, but we also have formal procedures to deal with any complaints or grievances if informal processes are not effective.

If you are not comfortable with a personal approach, or the matter remains unresolved, please complete a Complaints and Appeals Lodgment Form, available from the Head Office or on our website. For further information, please refer to