



International
College
of
Victoria

RTO No: 22581

STUDENT HANDBOOK

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Welcome to International College of Victoria

Thank you for choosing International College of Victoria as your training provider and allowing us to play a role in your learning journey.

We pride ourselves on professional and flexible learning and providing you with the best experience possible to attain your learning goals.

We hope you are looking forward to your learning and making a lot of new friends along the way. We are here to help you make the most of your learning.

I look forward to hearing of your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success in your learning.

Good luck

CEO
International College of Victoria



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INTRODUCTION

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with International College of Victoria.

About International College of Victoria

International College of Victoria is a registered training organisation (RTO) registered with the Vet Regulator.

International College of Victoria aims to deliver high quality, innovative and engaging training that is relevant to students, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards.

International College of Victoria has training locations in:

- Melbourne CBD
- Coolaroo
- Glenroy

Training Programs

International College of Victoria offers the following training products and services:

Course Code	Course Title	Currency Status
CHC30121	Certificate III in Early Childhood Education and Care	Current
CHC50121	Diploma of Early Childhood Education and Care	Current
CHC30211	Certificate III in Carpentry	Current
CPC40120	Certificate IV in Building and Construction	Current
CPC50220	Diploma of Building and Construction (Building)	Current
CHC43115	Certificate IV in Disability	Current
CHC43015	Certificate IV in Ageing Support	Current
CPCCWHS1001	Prepare to Work Safely in the Construction Industry	Current

Service Commitment

International College of Victoria is committed to providing quality training and assessment services to its learners.

We aim to:

- Provide training and assessment services that meet industry needs and trends;
- Deliver high quality, innovative and engaging training;
- Maintain a person-centred approach;
- Foster relationships with our students, supporting them through their career;
- Provide flexible learning opportunities;
- Provide a supportive, facilitative and open learning environment;
- Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience;
- Ensure all training is continually monitored and improved;
- Maintain a healthy and effective learning environment for students;
- Produce competent and confident workers that benefit the community and industry.



Standards for Registered Training Organisations

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met. ASQA regulates providers according to the Standards for Registered Training Organisations (SRTOs) 2015. For further information regarding the Standards for Registered Training Organisations (SRTOs) 2015, refer to <http://www.asqa.gov.au>

As a provider of vocational training and education programs, ICV provides competency based training and assessment. This means that students are assessed against industry determined competency standards that are set out in the related training package or accredited course. These competency standards (known as units of competency) describe the discrete work tasks and knowledge, as well as the technical and employability skills that a person needs to perform a task effectively in the workplace. Competency is assessed by comparing the prescribed units of competency with the student's workplace performance and their ability to apply their skills and knowledge in a range of routine and non-routine situations.

As a Registered Training Organisation, International College of Victoria is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015. Training Services provided to students are in line with policies and procedures developed to meet the VET Quality Framework and SRTOs 2015.

Our Obligation to You

International College of Victoria is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations 2015, and for the issuance of the AQF certification documentation. This means that the College 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 any units of competency. For further information, please refer to [Users' guide to Standards for RTOs 2015 | Australian Skills Quality Authority \(ASQA\)](#)



ADMINISTRATION AND PRIVACY

Enrolment Confirmation

The final stage of the enrolment process is the agreement. This agreement will be provided to the student to read, understand, and agree to the terms provided. ICV accepts agreements from the students personal email address and accepts the use of docusign for enrolment paperwork and assessments. Upon receipt of the agreement, students will receive a Welcome Letter and statement of fees prior to the commencement of training. Students will have a 3 day colling off period from the date the enrolment agreement is signed.

Student Induction

Students will receive an invitation to attend an induction where students will be provided with the additional information required before the commencement of their course. A Student Induction Checklist will be completed and acknowledgement from the student will be required.

Enrolment under Government Subsidised Course:

The Skills First Program- If a student is enrolled under the 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/>



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Unique Student Identifier - USI

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). It is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5A. The USI gives you access to your online USI account that will contain all your nationally recognised training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life

A Registered Training Organisation (RTO), ICV can only issue a VET qualification or VET statement of attainment to a student who:

- has a USI; or
- has been granted an exemption from the requirement to have a USI.

If you are granted an exemption from having a USI:

- you will not be able to obtain an authenticated VET transcript (or an extract of a VET transcript) through your USI account which provides consolidated information about any VET courses, modules or units of competency undertaken since 1 January 2015.
- your transcript will not include information on any VET study you did while you had the exemption if you decide to get a USI in the future, you won't be able to provide your transcript to your RTO which may assist with enrolments and credit transfers.

Do you need a USI?

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

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

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

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

Please visit www.usi.gov.au for more information.

Student Records

International College of Victoria maintains an individual student file for every student who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. This file is available to you.

In accordance with Privacy laws and confidentiality requirements, your file is kept in a locked cupboard. Only those International College of Victoria personnel who need to have access to your file for training and assessment purposes can access it.



Email Accounts

Email correspondence between ICV and students is our preferred method of communication; therefore, it is important that you regularly check your emails for updates and important information from your Trainer and/or staff at ICV.

Privacy

As a Registered Training Organisation, International College of Victoria is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from students in secure student records.

ICV is committed to ensuring the confidentiality and security of all student information provided in accordance to the Commonwealth Privacy Act (2000). Our Privacy Policy provides procedures for how it collects, stores, uses and disseminates student information and will not release the personal details, assessment results or any other details of any student to a third party without the written consent of the student. Students seeking to review their records should apply in writing to the RTO Manager. Access to your student record is provided free of charge.

International College of Victoria will only disclose information to other parties, as required by law, or as otherwise permitted under the Privacy Act 1988. Please see the privacy notice below

Victorian Government VET Student Enrolment Privacy Notice

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic).

Collection of your data *ICV is required to provide the Department with student and training activity data. This includes personal information collected in ICV's enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI). ICV provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at DET website.*

Use of your data *The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning, including interaction between the Department and Student where appropriate. The data may also be subjected to data analytics, which seek to determine the likelihood of certain events occurring (such as program or subject completion), which may be relevant to the services provided to the student.*

Disclosure of your data *As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).*

Legal and Regulatory *The Department's collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).*

Survey participation *You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria. Please note you may opt out of the NCVER survey at the time of being contacted.*



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Consequences of not providing your information Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy

Access, correction and complaints 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. For further information, please contact ICV's Privacy Officer in the first instance by phone or email

Further information For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to Victorian State Government Education and Training website. For further information about Unique Student Identifiers, including access, correction and complaints, go to Australian Government USI website.

For further information, see International College of Victoria Privacy Policy.

Student ID cards

ICV issues students with student ID cards on the day of orientation. ID cards must be carried at all times when on campus.

Keeping in Contact

It is important that you keep communication lines open during your course of enrolment. If you are unable to attend scheduled classes, you must inform your Trainer directly via email.

If there are personal matters that may be adversely affecting your studies, it is best to communicate these with the student support officer or another member of ICV staff.

ICV respects your privacy and personal space; however, your wellbeing is of our concern, it is always best to speak up as these issues can affect your level of participation and progression. You do not need to give us all the details, but some information can allow our staff to support you if we know what is going on.



STUDENT RIGHTS AND RESPONSIBILITIES

Behaviour and Student Code of Conduct

Students are expected to always behave appropriately in a mature and professional manner. All students are expected to take responsibility for their own learning and behaviour during training and assessment.

ICV is an educational community built on respect for oneself and others. The purpose of this code is to outline the way students enrolled with ICV are expected to conduct themselves during their studies. At ICV, students are provided with a professional learning environment, and it is expected that all students will behave in a mature and responsible manner.

Students who breach the code of conduct as outlined below will be required to rectify and/or manage their behaviour through ICV's disciplinary procedures.

In situations and circumstances, where a student has been identified as breaching the code of conduct, they will be given an opportunity to respond to any concerns. In serious cases ICV may initiate cancellation of enrolment.

General Guidelines

It is expected that all students will:

- be respectful and courteous to ICV staff, trainer/assessors, and other students
- respect the property of the college and other students
- follow all safety policies and procedures as directed by staff
- notify ICV of change to contact details, including emergency contact
- provide relevant and accurate information in a timely manner.
- make payments for their training within agreed time frames.
- not falsify or attempt to falsify, records or official files/documents.

Classroom behaviour

The classroom is a place of learning. It is expected that all students will:

- notify the College of late arrival/nonattendance
- contribute to their learning in a constructive manner
- show appropriate respect toward the trainer/assessor and fellow students
- not disrupt the class or other students
- only use English as a form of communication
- refrain from eating or drinking in the class
- turn mobile phones on silent mode during class time
- leave the classroom tidy after each lesson
- use ICV resources in a respectful manner so that all students have equal access to these

Assault

Any form of assault in class or outside class is strictly forbidden. This includes assaults of a physical, oral, written, electronic, sexual or racial nature. Assault between students or between student and trainer/assessor will not be tolerated.



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Bullying

Bullying is unreasonable behaviour that is intimidating, threatening or humiliating and repeated over time or occurring as part of a pattern of behaviour. Bullying can be physical, verbal or indirect, and creates an unfriendly, threatening or offensive environment.

Examples of behaviour may include, but are not limited to:

- excluding someone from learning activities
- giving someone the majority of unpleasant tasks
- verbal abuse
- abuse using electronic formats such as text messages, phone calls or posting messages or video recordings on websites
- humiliating someone through sarcasm or insults
- intimidation
- initiation practices
- sabotaging someone's work
- 'practical jokes'.

Any form of bullying in class or outside class is strictly forbidden. Bullying amongst students or between student and trainer/assessor or between staff will not be tolerated.

Harassment

Harassment is behaviour (through words or actions) based on the personal characteristics listed above that is unwanted, unasked for, unreturned and likely to make ICV an unfriendly or uncomfortable place by:

- humiliating (putting someone down)
- seriously embarrassing
- offending (hurting someone's feelings) or
- intimidating (threatening someone so they behave in a certain way).

Some examples of harassment are:

- name calling
- stereotyping jokes
- offensive comments.

Sexual harassment is an unwelcome sexual advance, request for sex or any other sexual behaviour that a reasonable person would know or expect would offend, humiliate, seriously embarrass or humiliate another.

Some examples of sexual harassment are:

- unwanted touching
- unwelcome sexual innuendo or jokes
- displaying sexually explicit material (posters, emails, internet sites).

Racial and religious vilification

Vilification is behaviour (through words or actions) that incites hatred, serious contempt or ridicule of another person or group of people because of their race or religious belief. Some examples of vilification are:

- public threats of harm
- encouraging others to hate someone because of their religion



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- racist statements made in a public meeting
- racist graffiti

Discrimination

ICV will act quickly to ensure that unlawful discrimination does not occur or continue to occur in the workplace for trainer/assessors, or in the provision of training and assessment to students. Discrimination in employment and in the supply of goods and services is unlawful under various Victorian and Commonwealth laws.

Discrimination is unlawful, and will not be tolerated, on the grounds of:

- age
- breastfeeding
- carer status
- disability/impairment
- gender identity
- industrial activity
- lawful sexual activity
- marital status
- parental status
- physical features
- political belief or activity
- pregnancy
- race
- religious belief or activity
- sex / sexual orientation
- personal association with someone who has, or is assumed to have, one of these personal characteristics.

Carrying Weapons

Carrying knives and other weapons or objects that may be used as weapons on ICV premises and training locations is prohibited and may constitute criminal activity.

Alcohol and Drugs

The consumption of or being under the influence of alcohol or illegal drugs is prohibited at ICV..

Respect for others

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other students and the trainer/assessor is expected.

International College of Victoria retains the right at all times to remove disruptive students from the training environment.

- You will be expected to treat staff and fellow students with respect and observe any student etiquette requirements which appear in this handbook or requested during the course by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- Treat facilities and equipment with due care and respect.



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- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

Breaks

Your trainer will advise of the timing for breaks. The following break times have been allocated, however these may vary:

- **15 minutes** - Morning and afternoon tea breaks
- **30 minutes** - Lunch breaks

Change of personal details

Students are required to ensure their personal details recorded with International College of Victoria are up-to-date at all times. Should your circumstances or details change, please update your record by informing the administration staff in writing using **Personal Details** form.

Duty of Care

Students have a duty of care to maintain a safe environment for both themselves and their fellow students.

- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.
- If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so International College of Victoria can provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed.

You have a duty to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person;
- Not wilfully or recklessly interfere or misuse anything provided by International College of Victoria in the interests of health, safety and welfare;
- Cooperate with health and safety directives given by staff of International College of Victoria;
- Ensure that you are not affected by the consumption of drugs or alcohol.

Evaluation and Feedback

International College of Victoria values all feedback from students as it assists us to continuously improve the products and services we offer. Students are encouraged to provide us with feedback, both positive and constructive.

International College of Victoria has developed some feedback forms for you to provide feedback. Students are advised of the possibility of receiving an NCVET survey and/or invitation to participate in a Department endorsed project and/or being contacted by the Department (or authorised persons) for audit purposes

Thank you in advance for your comments.

Mobile Phones

All phones must be turned off during training, as a courtesy to the Trainer/assessor and other students. In an emergency where you need to be contacted, please advise your trainer/assessor so that arrangements can be made.

Security

Do not leave handbags or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. International College of Victoria accepts no responsibility for any belongings which may be stolen or go missing.

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TRAINING AND ASSESSMENT

Wi-Fi and Internet Access

Students may access ICV's Wi-Fi connection for internet access

Quality training

ICV ensures that all training services provided are of the highest quality standard possible and are reflective of current industry trends and delivered by qualified trainers who have extensive industry experience.

ICV understands the importance of being industry ready, that's why we take a hands-on approach. Industry engagement is a vital element within our course. The consultation and feedback received ensures ICV maintains current and in touch with industry trends and demands so that our students may graduate with the necessary skills, knowledge and attributes.

Therefore, where possible, training practices will reflect and incorporate simulated work experiences and examples from students and trainers, as well as the workplace environment that students can expect for the industry which they are learning about

Course Delivery

Training and assessment methods used by International College of Victoria meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the student. The provision of training often includes a blended approach.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- practical demonstrations/activities
- audio/visual presentations
- group participation/ discussions/role plays
- trainer/facilitator instruction
- self-paced activities
- individual projects
- case studies
- excursions

It is expected however that students will undertake additional reading and research as part of their studies

Attendance

As a courtesy to other learnings and the trainer/assessor, all students must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other students and the trainer/assessor. Attendance in training is recorded each day.

Student attendance in class is paramount to course progress and the completion of learning and assessment outcomes. Students are expected to be in attendance for all training sessions.

It is expected that students attend class on time and remain for the full duration. Should it be necessary for you to leave a class early or arrive late– you should advise your trainer/assessor before beforehand.

If you are going to be absent from a scheduled class or activity, please advise your trainer/assessor or International College of Victoria administration personnel. Other arrangements can be made, including self-paced learning or alternative training dates



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If you are absent from class, need to leave early or arrive late, it is your responsibility to catch up on any work missed.

Assessment

Throughout the training program, you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence. Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards. Students are provided with tasks to complete throughout each unit of competency. The assessment process includes the gathering of evidence to demonstrate competency.

Various assessments methods are used, subject to the qualification and individual units of competency. These include, but not limited to:

- Written activities;
- Written/oral questioning;
- Presentations;
- Work Placement
- Projects
- Case studies;
- Role plays/ simulations;

Students are required to assessments on or by the due date. Assessments will be marked by trainers/assessors and feedback provided to the students.

Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment you must communicate with your assessor and apply for an extension.

Re-Assessment

Students, who are deemed Not Competent in any assessment, have the right to a reassessment. Student will need to repeat the unit where the outcome is Not Competent after two re-assessment attempts. Where an additional assessment is required after the second attempt, in order to achieve competency, ICV reserves the right to charge a student, an additional fee.

Course Progress

It is the students' responsibility to be familiar with their course requirements and prepare a study plan that will assist them (their needs). Students are required to maintain satisfactory course progress and attend scheduled classes each week. Students identified as not meeting satisfactory course progress will be required to participate in intervention strategies.

Students are also required to;

- Attend classes on each day they are scheduled
- Bring or have ready the required learning resources, stationery, and materials for each class
- Submit all activities/tasks and assessments by the due date

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- Prepare appropriately for all assessment tasks, workplace visits (if applicable) and training sessions
- Approach their course with due personal commitment and integrity.
- Actively participate in class tuition activities.
- Maintain regular contact with their Trainer/Assessor.
- Notify Trainers or support staff if any difficulties arise during their involvement in the course.
- Undertake and submit assessments without plagiarism, collusion or cheating.
- Not participate or act in any other dishonest conduct to gain academic or general advantage.
- Not encourage, persuade or incite any other person to engage in conduct or behaviour constituting non-academic misconduct.
- Respond to and participate in intervention strategies to maintain satisfactory attendance and course progress

Please refer to **Monitoring Attendance and Course Progress available on ICV website**

Work Placement (CHC Qualifications)

The term work placement is used to describe any type of placement or experience in the workplace that formally contributes to the assessment process. This includes the need to collect and use information from the work placement as part of the student's overall assessment. Firstly, the work placement is representing the result of a course of study, as it is where knowledge and skills are integrated, and secondly, the environment is real. It offers the opportunity to practise and demonstrate the skills and knowledge gained and developed throughout the course. The additional practice that students undertake in the workplace, enables them to work towards mastering the set of skills or competencies required by industry.

Prior to Work Placement

Your Trainer will provide you with the necessary documentation (logbook) and support leading up to your work placement. All workplace arrangements will be formalised using ICV's Work Placement Agreement prior to or on the day of commencing in the workplace. The Director/Supervisor is required to sign the Work Placement Agreement with the student. The trainer/ICV representative will sign the agreement upon receipt. In addition a suitability check will be conducted to ensure all relevant resources are in place to undertake the tasks stipulated in the logbook.

Allocation 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, this will 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

Dress & Hygiene Requirements

Students are to be well presented and appropriately dressed during all training. Dress requirements include:

- Neat, comfortable clothing in the classroom environment;
- Appropriate work attire, including personal protective clothing (PPE) for training in workplace or simulated environments;

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- If you are participating in the Workshop, it is essential that you are dressed in and/or bring with you all necessary PPE (safety shoes/hardhat/high visibility vest/safety glasses/toolbelt etc)
- Appropriate footwear must be worn at all times;
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant, etc.) is requested.

Academic Integrity and Plagiarism

Academic Integrity is about honest presentation of your academic work. It means acknowledging the work of others while developing your own insights, knowledge and ideas. Students are encouraged to source their responses from **ICV's learning materials**, unless the assessment asks you otherwise. You may use various sources of information including your class notes, and workbook, however sources such, internet and other documents, must be referenced. If you should you have any difficulties, please refer to your instructor. ICV considers that plagiarism, collusion and cheating constitute academic misconduct for which penalties may be applied

Definitions:

Plagiarism

Plagiarism is defined as taking someone else's words, ideas or materials and presenting them as your own. Learners at ICV must avoid plagiarism by providing clear acknowledgement of the sources of any information, ideas or other material used in response to the requirements of an assessment task, which is not their own.

Plagiarism occurs when you fail to acknowledge that the ideas or work of others are being used, which includes:

- paraphrasing and presenting work or ideas without a reference
- copying work either in whole or in part
- presenting designs, codes or images as your own work
- using phrases and passages verbatim without quotation marks or referencing the author or web page
- reproducing lecture notes without proper acknowledgement.

Collusion

Collusion is an understanding or agreement between two or more people to intentionally cooperate to gain an unfair advantage in assessment.

Collusion occurs when you work without the authorisation of the teaching staff to:

- work with one or more people to prepare and produce work
- allow others to copy your work or share your answer to an assessment task
- allow someone else to write or edit your work (without ICV approval)
- write or edit work for another student
- offer to complete work or seek payment for completing academic work for other students.

Cheating

Cheating in a written task conducted in an assessment condition is to seek to obtain an unfair advantage in that assessment task. Learners at ICV must not engage in any situation whereby the student knowingly attempts, or assists another student to gain an unfair advantage



Students are required to ensure that they are familiar with the conventions for authorship in the Australian educational framework and the appropriate use and acknowledgement of all forms of intellectual material. They must always submit only their own work for assessment (or the work of the group to which they have been assigned by the trainer/assessor, in the case of an assessment task which requires a group submission). They are required to take responsibility to ensure that their work cannot be accessed by other learners who might submit it inappropriately as their own.

You must follow referencing guidelines if you take another person's idea and put it into your own words.

Students are required to sign a declaration upon submission of their assessments that the work submitted is their own, references are used in the work and that they understand that a false declaration is a form of academic misconduct. International College of Victoria has policies in place and may implement disciplinary procedures. ICV accepts the use of docusign for enrolment documentation and assessments

Keep these points in mind - Summary, Paraphrase, Quote, Reference

Summary - A summary is a condensed version of the original text that highlights the main or key ideas in **YOUR** own words.

Paraphrase - So you have found information that is perfect for your research paper. Read it and put it into your own words.

Quote - When quoting a source, use the quote exactly the way it appears.

According to Smith (2013) information technology has rapidly.....

Reference - Correct referencing techniques require that you acknowledge the source of your information in two places: in the text of your writing or in a list at the end of your assignment

Reasonable adjustments

Reasonable adjustment refers to measures or actions taken to provide a student with a disability [or a language or literacy disadvantage] the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for a registered training organisation and must be allowable within rules defined by the Training Package or Course Curriculum.

Where necessary appropriate, adjustments will be made to methods of delivery and assessment (with approval of Compliance Manager) to suit the needs of the individual so that the student has a reasonable chance of success in their program.

Under the Disability Standards for Education 2005, education providers must make reasonable adjustments for people with disability to the maximum extent that those adjustments do not cause that provider unjustifiable hardship. While 'reasonable adjustment' and 'unjustifiable hardship' are different concepts and involve different considerations, they both seek to strike a balance between the interests of education providers and the interests of students with and without disability.

An adjustment is any measure or action that a student requires because of their disability, and which has the effect of assisting the student to access and participate in education and training on the same basis as students without a disability. An adjustment is reasonable if it achieves this purpose while taking into account factors such as the nature of the student's disability, the views



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of the student, the potential effect of the adjustment on the student and others who might be affected, and the costs and benefits of making the adjustment

Reasonable adjustment activities could involve:

- modifying or providing equipment
- changing course delivery
- changing assessment procedures
- modifying premises

The determination of 'reasonableness' requires judgement that must take into account the impact on the organisation and the need to maintain the integrity of the unit of competency

Qualification Issuance

ICV will only issue qualifications and Statements of Attainment to those students whom have been assessed as meeting the required outcomes of a qualification, unit of competency or module, as specified in the relevant Training Package or VET accredited Course. ICV will issue qualification and statements of attainment within 30 calendar days of the student being assessed as meeting the training package requirement, payment of outstanding fees and a verified USI.

Re-Issuance of AQF certification is subject to the applicable fees



SUPPORT SERVICES

Learner Support services

International College of Victoria understands that there may be times when personal issues may affect your ability to undertake your training. ICV has identified a number of support services for students who may require additional support and assistance to undertake, participate in, or complete their learning. This includes, mentoring, coaching and guidance on course content, as well as effective learning and study techniques. A support directory with useful links and contacts is available. ICV has allocated support staff to provide support services to students. Please contact the student support officer for assistance. Support services are reviewed and updated on a regular basis. Services provided by ICV are at no additional cost to the students. Please refer to student support and welfare policy for more details available on ICV website <http://www.icv.edu.au/policies-and-procedures-2/>

Position	Services	Phone	Email
RTO/Trainer Manager	Complaints and Appeals	99421836	sonia@icv.edu.au ali@icv.edu.au
Trainer	Computer/IT Avoiding Plagiarism Study Techniques	99421836	You will be provided with your Trainer contact details
Student Support officer	LLN Study Techniques Support Services Directory	99421836	atiq@icv.edu.au ali@icv.edu.au
Administration Officer	Student Admissions Student Requests (Letters/forms)	99421836	mehak@icv.edu.au

Centrelink

Centrelink may be able to assist you in payment for your training. Payments are in many instances in accordance to asset tests and may also be determined based on the number of hours undertaken. These may include:

- Youth allowance
- Austudy payment
- Newstart allowance
- ABSTUDY
- CentrePay

You should discuss your own personal circumstances and opportunities with your local Centrelink office.



Special Needs

During enrolment, students are asked if they have any disabilities or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment with the International College of Victoria.

Students with disabilities or impairments are encouraged to discuss this with their Trainer or student support officer. In collaboration with the student they will take into consideration teaching strategies necessary that would assist with flexible delivery options to optimise the ease and benefit of the student's learning.



Policies and Procedures

Access and Equity

International College of Victoria is committed to promoting, encouraging and valuing equity and diversity with respect to its students and to providing them with a positive learning environment to achieve success. International College of Victoria will ensure services offered are provided in a fair and equitable manner to all students, free from bias.

International College of Victoria abides by equal opportunity principles, providing access to the benefits of training and assessment to all students regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All students have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities.

For further information, please refer to [International College of Victoria Access & Equity Policy available at ICV website](#)

Deferment or Withdrawal (cancellation):

A student may initiate the deferment, or cancellation of their enrolment due to compassionate and compelling circumstances. ICV can also initiate cancellation of a student's enrolment in line with its policy. For further details, please refer to ICV's Course Withdrawal Policy available on ICV's Website. In certain circumstances, ICV may initiate a cancellation of student's enrolment. For further details, please refer to ICV's Course Withdrawal Policy available on ICV's Website.

If a student has not paid his or her applicable tuition fee the amount ICV may retain shall be a debt that is due and payable by the student together with any expenses, costs or disbursements incurred by ICV in recovering outstanding monies, including but not limited to debt collection agency fees and legal costs.

For further information, please refer to [Deferment or Withdrawal Policy and procedure for more details available at ICV website](#)

Credit Transfer and RPL

The AQF facilitates the progression of students through qualifications by giving credit for learning outcomes they already have achieved. Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

ICV can take into consideration an individual's existing skills and knowledge as acquired in a practical, non-formal or formal learning setting as a means of assessing whether that person can demonstrate the required competencies associated with the relevant Australian standards. Students can apply for credit transfer or RPL using the Credit Transfer or RPL Application Form available from the reception desk and ICV website. Evidence of AQF certification documentation as mentioned above, must accompany the application. <http://icv.edu.au/policies-and-procedures-2/>

Fees (FFS)

The student will pay ICV the fees specified in the Statement of Fees. ICV will not finalise enrolment in the course until the required initial fee payment is received.

Students must maintain payment schedule as per the Statement of Fees. The student must pay course fees on or before the due date. ICV may cancel the enrolment of students who do not make payment



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of course fees by the due date, in line with ICV's withdrawal policy and procedures. Please refer to Withdrawal Policy for details.

ICV can withhold the issuance of a qualification until the statement of fee are paid in full.

Students are required to sign the enrolment agreement prior to or concurrently with payment of their initial fee. Students are required to have a signed enrolment agreement in place prior to commencing classes.

ICV does not collect more than \$1500 in prepaid fees from local student.

ICV has the right to vary tuition fees and charges from time to time without notice. For more information on tuition fees refer to ICV website. www.icv.edu.au.

Additional fees and charges may be incurred during enrolment, for additional fees and charges please refer to the following table:

Particulars	Fee
Additional statement of attainment (one statement of attainment will be provided free of charge each term)	\$50.00
Replacement Diploma / Certificate	\$100.00
Re-enrolment of unit (after the allocated number of reassessments (2) have been exhausted) (FFS)	\$1,200.00
Replacement ID card	\$10.00
RPL assessment (per unit of competency) (FFS)	\$500.00

Students must refer to <https://www.icv.edu.au/fee-schedule/> for information on fees. Prior to the commencement of training, ICV will provide each Skills First Student with a Statement of Fees. Where fees are subsidised by a VET Funding Contract, enrolling in this course may affect your future training options and eligibility for further government subsidies

Complaints and Appeals

ICV will respond to complaints and appeals received by students with regard to their dealings with ICV, its trainers, assessors or other staff, it's education agents or a learner. ICV will take all complaints and appeals seriously ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.

The internal complaints and appeals processes are at no cost to the student.

All complaints and appeals will be acknowledged in writing within 5 working days of receipt.

The assessment of the complaint or appeal will commence within 10 working days of it being made and the outcome advised to the complainant in writing within 20 working days of receipt of the complaint, including reasons of the outcome. Where ICV considers more than 60 calendar days are required to process and finalise the complaint or appeal, ICV will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and regularly update the complainant or appellant on the progress of the matter

Where there is a requirement for a meeting to be arranged, the complainant/appellant may be accompanied and assisted by a support person.

Where the complainant is not satisfied with the outcome, they will be advised of their right to an internal appeal at no cost.



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Where the complainant is not satisfied with the internal appeal outcome, they will be advised of their right to an external appeal.

For further information, please refer to [Complaint and Appeal Policy and procedure available at ICV website](#)

Refund Policy (FFS)

Payment of all refunds, to students who are entitled to a refund, are in accordance with the refund policy. For further information, please refer to [Refund Policy and procedure available at ICV website](#)

Disciplinary Policy

This policy describes the events and actions that define academic and non-academic misconduct by students enrolled or intending to enrol at ICV. It also outlines the processes for investigating and managing allegations of student misconduct. Where there has been a breach (or suspected breach) of the law or the safety or well-being of others is at risk, ICV reserves the right to exclude a student pending an investigation and may report the incident to the appropriate authorities. . Please refer to the policy for more details available on ICV website <http://icv.edu.au/policies-and-procedures-2/>