



**Intelligent  
Training  
Solutions**

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**Information Handbook**

**Version 2015.1**

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## Information Handbook

Throughout this document and associated forms, documents and templates, the term College refers the Registered Training Organisation Intelligent Training Solutions Pty Ltd and any trading name associated with this legal entity.

Position titles used refer to the titles used in the College Organisational Chart with duties described in the College Position Descriptions and further elaborated in the Procedures & Policies Manual

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## Document Version Control

This section is to update version control information in accordance with the Level 1 Document Version Control Procedure located in Intelligent Training Solutions' Procedures and Policy Manual.

Changes to this section are only to be made by personnel approved to do so by ITS Pty Ltd and in accordance with the Version Control procedure in the ITS Procedures and Policies Manual

## Instructions

- 1 All changes are made in the **Status** column by selecting the appropriate item and then entering data directly. Be careful not to delete document property fields. Select the text in each cell **not** the whole cell.
- 2 **Document title** is the file name of the document
- 3 **Version number** is a sequential number designating the version of the document.
- 4 **Document status** has 4 options. The current option is to be selected from the drop down list by the person checking, approving or publishing. The four options are:
  - Draft – selected whilst the document is being reviewed and modified
  - Awaiting approval – selected when all reviews and modifications have been completed
  - Approved for publishing – selected once the document has been approved
  - Published – selected when the document has been published and loaded onto Intelligent Training Solutions server / control folder.
- 5 **Checked by** records the name(s) of the people in the RTO who have checked the document contents. Enter each name directly, separate names with commas. When all people have completed their checks the **Document status** is changed to *"Awaiting approval"*
- 6 **Approved by** records the name of the person in the RTO who approves the document for publishing. The name is entered directly. Change the **Document status** to *"Approved for publishing"* once approval has been granted.
- 7 **Published by** records the name of the person in the RTO who publishes the document. The name is entered directly. Change the **Document status** to *"Published"* once the document is published.
- 8 **Published Date** is the date the document is published.

## Version control record

Item	Status	Approvals
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Dear Student,

Congratulations on enrolling with Intelligent Training Solutions. We hope you enjoy your experience with us.

We would like to welcome you to Intelligent Training Solutions and provide you with some information that will help you get the most out of your training. This information handbook will explain how we operate and what to expect during your training with us.

Please take the time to read this document.

## About Intelligent Training Solutions

Intelligent Training Solution (RTO 22570) was registered with the VRQA (Victorian Registration and Qualifications Authority) in June 2013 however before we become an RTO we operated under the registered name of Drive National Assessment and Quality Training or Drive National Training for short.

Established in 2001, Drive National Training delivered qualifications under some of Melbourne largest TAFEs and RTOs. In 2012, business owners Alex Mueller and Cameron Gutterson decided that it was time to expand the business and become accredited as a Registered Training Organisation (RTO).

Our courses are Nationally Recognised meaning that all the qualifications we issue are recognised by all industries, across all states and territories of Australia.

Intelligent Training Solutions prides itself on remaining up-to-date and compliant with the Standards for Registered Training Organisation (RTOs) 2015 and with the Australian Quality Training Framework (AQTF).

We continually improve our programs and courses based on the feedback from students, management, trainer, assessors and through our industry consultation.

## Intelligent Training Solutions Staff

Our trainers and assessors all hold the relevant Nationally Recognised Qualifications. All our courses are delivered by trainers and assessors who:

- Have the necessary training and assessment competencies as determined by the NSSC (National Skills Standards Council) and,
- Have the relevant vocational experience to deliver and assess our courses, and
- Have current industry skills and experiences relevant to the delivery and assessment of all our courses and,
- Continue to develop their skills and knowledge both in VET (Vocational Education and Training) and within Industry.

## Access and Equity Policy

Intelligent Training Solutions:

- Aims to ensure that access to training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race;
- Training services are delivered in a non-discriminatory, open and respectful manner;
- Staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of students with special needs;
- Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity within the limitations of the facilities currently available.
- Actively encourages the attendance of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged;
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assists clients in meeting personal training goals;
- Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system;

- Staff and students are required to comply with access and equity requirements at all times.

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 this policy, please contact the Administration Manager.

The Intelligent Training Solutions full access and equity policy is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times.

## Student Induction

Students will receive a short induction session in their first class at the ITS Pty Ltd. The induction session covers the information listed below. It is important that you attend the induction program otherwise you may miss out on information that affects your study.

The purpose of the induction session is to fully inform new students of most aspects of life at Intelligent Training Solutions and to provide an introduction to studying at ITS Pty Ltd.

## Prior to commencement of class

Please locate and read the following information in this handbook;

- Student support
- Assessment
- Recognition of prior learning / Mutual Recognition
- College contact people
- Complaints and appeals
- Plagiarism and cheating
- Student code of behaviour
- Attendance expectations
- Keeping address and contact details up-to-date
- College facilities and resources
- Student Mutual Recognition application form
- Student deferral, suspension or cancellation application form
- Student refund application form
- Student RPL application form
- Student complaints and appeals

## In your first class

At the commencement of your first session your trainer will detail and explain the following using the Student Induction Checklist;

- Learning and assessment program
- OHS
- Facilities and equipment
- Assessment requirements
- Questions

## College contact details

The CEO, Training Manager and Administration Manager can be contacted as indicated below;

Head Office	PO Box 322, Riddells Creek, Victoria 3431		
Course Delivery Location	On Site Delivery, Macedon Ranges Neighbourhood Houses, NMIT Preston, ITS also delivers its courses via Blended Delivery (Online and Face-to-Face)		
Phone: Head Office	03 9351 1068	Phone: Training Manager	03 9350 7420
Email	<a href="mailto:info@its.vic.edu.au">info@its.vic.edu.au</a>	Web	<a href="http://www.its.vic.edu.au">www.its.vic.edu.au</a>

Please send all documentation to our Head Office address.



## Fees and Refund Arrangements

### Payments of enrolment fees

Intelligent Training Solutions is able to take payment of enrolment fees in the following ways:

1. Cash or Cheque
2. Direct Electronic Transfer – Payment details are supplied on your TAX Invoice
3. PayPal – NO PAYPAL ACCOUNT REQUIRED. Please note that all PayPal transactions incur a 1.5% surcharge.
4. Credit Card – Visa and MasterCard Only. Please note that all Credit Card payments incur a 1.5% surcharge.

### Payment schedule

The fees applicable to each course and category are detailed on the Student Enrolment Form or on the ITS website. Any student that is placed on a payment schedule will receive a fee statement issued by ITS Pty Ltd upon enrolment. Feel free to contact Intelligent Training Solutions to obtain additional information regarding payment schedules or fee statements or visit our website [www.its.vic.edu.au](http://www.its.vic.edu.au).

### Student requested refunds

After a deposit, instalment payment or full payment of any course is made the refund arrangements are as follows:

- a) Refund requests must be in writing using the Student Refund Application Form which must be signed and dated by the student, and delivered to Intelligent Training Solutions Pty Ltd in person, email or via mail. Student Refund Application Forms can be obtained by emailing [info@its.vic.edu.au](mailto:info@its.vic.edu.au) or speaking with one of our staff.
- b) Once the refund request is received the refund arrangements that apply will be those that were agreed to and signed off on the Student Enrolment Form.

### Delayed commencement or non-commencement

In the event that Intelligent Training Solutions is unable to commence the course or deliver your course in full, you will be offered a refund of any tuition fees you have paid in advance of course delivery. The refund amount will be:

- The initial fee payment and any instalment payments received by Intelligent Training Solutions if the course does not commence;
- A pro rata amount based on the number of units completed by the student and assessed by Intelligent Training Solutions at the time the course is cancelled. The pro rata amount is equal to the total fee paid up to the time the course is cancelled minus the number of units completed and assessed times the unit rate.

The refund will be paid to you within 4 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by Intelligent Training Solutions at no extra cost to you.

You have the right to choose whether you would prefer a refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement in another course without payment of a refund.

### Missed payments

Students who do not make instalment payments by the due date will be excluded from attendance and have their enrolment suspended for the lesser of one week or until the missed instalment payment is made. Payments not made by the due date will incur a 10% penalty charge that will be added to the outstanding amount. If the missed instalment payment has not been made at the end of the one week suspension the student will have their enrolment cancelled together with the account being handed over to a debt collection agency for the recovery of

outstanding funds. Students will be liable for any additional charges and/or fees associated with the use of a debt collection agency.

## Fee changes

Prior to a student enrolling, fees may be altered without notice. Once a student has completed the enrolment process, the students' course fees will not be subject to change for the normal duration of the course.

If a length of the course is extended by the student then any fee increases will be required to be paid for the extended component of the course.

## Other Information and Conditions

Students must notify Intelligent Training Solutions of any changes in their address, telephone number, email address and fax number within seven (7) days of the change. This is required so that students can be contacted and receive important information which may affect their course or enrolment. This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Students are entitled, at no additional cost, to a formal Statement of Attainment on course withdrawal or cancellation, prior to completing the qualification, provided that the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment. Course credentials (Awards, statements of attainment, transcripts) will not be issued to students who are in breach of any part of this agreement.

Students are entitled to two (2) assessment attempts for each unit. If the student is unsuccessful after two (2) assessment attempts they will be required to repeat the unit and pay a repeat unit enrolment fee.

## Testamur Reissue

Testamurs, (Certificates and Statements of Attainment) will only be reissued after applicants:

- Supply a statutory declaration indicating the reasons for applying for a reissue; and
- confirm their identity using the 100 points system of identification service provided to businesses by Australia Post - <http://auspost.com.au/business/in-person-id-checks.html>
- The reissue is approved by the CEO or a person specifically nominated by the CEO to approve a reissued testamur.

A fee of \$20.00 will be charged for the reissue of a testamur which is inclusive of a Certificate and Statement of Attainment.

## Information for Students

### Course assessment

Upon enrolment, students gain access to all course materials (unless otherwise specified by the Training Manager)

A number of approaches to course assessment are used by ITS staff. Assessment approaches may include: observation of performance in the workplace, workshops; case studies; projects; assignments; presentations; role plays; written tests and exams.

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Students are entitled to a maximum of two (2) assessment attempts for each unit.

If after two assessment attempts a student's competence is "not yet competent" they will be required to repeat the unit and pay any fees associated with repeating the unit.

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

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

### How to submit your files for assessment

**Note:** [Always keep copies of all work submitted](#)

In order to submit your work for assessment you will need to either scan and email your files to us or send them in the mail. Our mailing address is **PO Box 322, Riddells Creek VIC 3431**. You may also upload your assessment to our Student Portal.

All of the activities for a unit of competence need to be submitted together in one submission. We are unable to assess incomplete submissions. We aim to provide students with feedback on their submission within TEN (10) business days.

All our courses are **competency based** courses, when you submit your assessment, your assessor will look at your answers and based on your responses, will mark you either "**Satisfactory (S)**" if your response to the question addresses the competency outcomes required or "**Not Satisfactory (NS)**" if you have not addressed the competency outcomes required.

Once you have completed all the assessment tasks and activities for a unit of competency you will be marked either "**Competent (C)**" or "**Not Yet Competent (NYC)**".

In the event you receive a NYC result, it does not mean that you have failed the unit, it only means that you will need to review your answer and re-submit the specific question, based on the feedback and guidance your assessor has provided you with. You will have the chance to resubmit once only.

**PLEASE NOTE:** No submissions will be accepted unless the following points have been addressed:

1. Each assessment task or activity has been signed by the student.
2. Each assessment task has the student's name and student ID number written or typed on it
3. Only assessments submitted in Word or PDF format will be accepted and cannot exceed **8MB** (this includes Power Point Presentations, Images and Videos). Assessments exceeding this file size requirement can only be submitted on DVD or CD and posted to your assessor or ITS.

## Course delivery

A number of approaches to course delivery are used by ITS staff. Course delivery approaches will include teacher led group delivery in class or a workplace; one-on-one training in class or a workplace, and structured workplace training opportunities mentored by your workplace supervisor. During training sessions students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role playing situations.

## National Recognition (Credit Transfer)

National Recognition applies to situations where students have completed units at another provider which are identical to those they are currently undertaking at ITS. Credit will be granted in accordance with the ITS National Recognition procedure. To apply for Credit Transfer students must complete the Credit Transfer application form and attach copies of verified documents to support the application.

**Credit transfers will be charged at \$30.00 per unit.**

## Pathways

Graduates of ITS may seek credits to the relevant degree programs in Australian Universities. Intelligent Training Solutions has no special arrangements with any Australian University and there is no guaranteed entry into University programs. As a general rule students with high marks will have the best chance of being accepted by a University.

## Qualifications to be Issued

Students completing all assessment requirements for a qualification will be awarded a Certificate corresponding to the completed course.

Students completing the assessment requirements for **part** of a qualification will be awarded a Statement of Attainment together with a Record of Results indicating which modules or units of competency they have completed.

Students are entitled, at no additional cost, to a formal Statement of Attainment and Record of Results on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student (or their employer) has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment and Record of Results

Student will be asked to complete a Student Evaluation Form upon the completion of their course. Students are welcome to complete a Student Evaluation Form at any stage during their time with Intelligent Training Solutions.

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes.

The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is that you can prove that you **currently** have the required competencies in the unit applied for.

An RPL application may only be made after enrolment and payment of fees and must be made using the Intelligent Training Solutions RPL Application Form and Skills Recognition Kit which will be available during induction and on request prior to enrolment. RPL in a unit will only be granted if students complete the RPL assessment requirements for that unit. **There is no reduction in tuition fees if RPL is applied for or granted.**

## Student Support, Welfare and Behaviour

### Complaints and Appeals Procedure

Intelligent Training Solutions has a complaints and appeals procedure to provide students with a fair and equitable process for resolving any complaints or appeals they may have. The complaints and appeals procedure includes a requirement that an independent mediator will be appointed if the student is dissatisfied with the process undertaken by ITS. If you have a complaint or appeal you should take the following steps:

- Download a copy of the complaints or appeals procedure from the ITS website [www.its.vic.edu.au](http://www.its.vic.edu.au)
- Contact the Intelligent Training Solutions Administration Manager to obtain a copy of the complaints or appeals application form
- Complete the application form and lodge it with the Administration Manager
- Follow up with the Administration Manager

### Intelligent Training Solutions Contact Details

Contact the College Administrator for assistance if you have any difficulties with your course, study requirements or assessment

Phone – Head Office	03 9351 1068
Phone – Training Manager	03 9350 7420
Email	<a href="mailto:info@its.vic.edu.au">info@its.vic.edu.au</a>

### Relevant legislation

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

Occupational Health & Safety	<a href="http://www.worksafe.vic.gov.au/">WorkSafe Victoria</a>
Equal opportunity	<a href="http://www.equal.vic.gov.au/">Victorian Equal Opportunity &amp; Human Rights Commission</a>
RTO registration	<a href="http://www.vrta.vic.gov.au/">Victorian Registration and Qualifications Authority</a>
Education and Training reform Act	<a href="http://www.education.vic.gov.au/">Department of Education and Early Childhood Development</a>
WorkSafe Victoria	<a href="http://www.worksafe.vic.gov.au/">http://www.worksafe.vic.gov.au/</a>
Fair work Australia	<a href="http://www.fwa.gov.au/">http://www.fwa.gov.au/</a>
Training.gov.au	<a href="http://training.gov.au/">http://training.gov.au/</a>
Australian Apprenticeship and Traineeship Information Services	<a href="http://www.aatinfo.com.au/Home">http://www.aatinfo.com.au/Home</a>
Victorian Legislation	<a href="http://www.legislation.vic.gov.au/">http://www.legislation.vic.gov.au/</a>
Commonwealth Legislation	<a href="http://www.comlaw.gov.au/">http://www.comlaw.gov.au/</a>
AQTF 2010 Essential Conditions and Standards	<a href="http://www.nssc.natase.gov.au/vet_standards/standards_for_rtos">http://www.nssc.natase.gov.au/vet_standards/standards_for_rtos</a>

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact the Administration Manager if you require further information.

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

## Plagiarism and Cheating

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a student's exclusion from a unit or a course. When students have any doubts about including the work of other authors in their assessments, they must consult with their trainer to discuss the matter. The following list outlines some of the activities for which a student can be suspected of plagiarism or cheating:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments markedly similar to or copied from another student.
- Presenting the work of another individual or group as their own work.
- Allowing another student to copy your work
- Handing up assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Legitimate cooperation between students on assignments is encouraged, since it can be a real aid to understanding. It is legitimate for students to discuss assignment questions at a general level, provided everybody involved makes some contribution. However, students must produce their own individual written solutions. Copying someone else's work is plagiarism, and is unacceptable.

## Copyright

Students must be careful when photocopying the work of others. The owner of the material may take legal action against students of the college if the owner's copyright has been infringed. Students are allowed to do a certain amount of photocopying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with, or employed by, an educational institution.

## Student code of Behaviour

The Student Code of Behaviour requires the following rights and expectations to be respected and adhered to at all times.

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the complaints and Appeals Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times
- The expectation that students will not engage in copyright breaches, cheating or plagiarism
- The expectation that students will submit work when required.
- The expectation that students will maintain consistent participation by attending all required classes and assessments.
- The expectation that students will attend all required classes and assessment as part of the requirement to progress through the course satisfactorily and complete the course in within the time frame notified on the student enrolment form.

For non-compliance with the Student Code of Behaviour the following procedure for discipline will be followed except in situations where the CEO determines that the behaviour is sufficient to warrant expulsion. Where a student has been expelled they will be unable to attend class however they will have a right of appeal under the Appeals Procedure.

- A member of the Registered Training Organisation staff will contact students in the first instance and arrange a counselling meeting to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 1)
- Where there is a second breach of the Student Code of Behaviour, students will be invited for a personal interview with the Training Manager to discuss the breaches further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 2)
- Should a third breach of the Student Code of Behaviour occur after the stage 2 meeting, the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)
- After the three steps in the discipline procedure have been followed, and breaches of the Code of Behaviour still continue, training services will be withdrawn and the student will be sent a student suspension or cancellation letter.
- Failure to attend scheduled meetings may result in the College deciding to suspend or cancel a student's enrolment
- At any stage of this procedure students are able to access the College complaints and appeals procedure to settle any disputes that may arise.

## Student Support

Intelligent Training Solutions prides itself on providing support to its students Monday to Friday, excluding public holidays. ITS has many different ways in which you can request support.

### 1. Phone Support

03 9351 1068 (Head Office) or 03 9350 7420 (Training Manager)

### 2. Email Support

- For general help: [info@its.vic.edu.au](mailto:info@its.vic.edu.au)
- For help with the TAE course: [taehelp@its.vic.edu.au](mailto:taehelp@its.vic.edu.au) or [info@its.vic.edu.au](mailto:info@its.vic.edu.au)
- For help with the Car Driving Instructors course: [cdihelp@its.vic.edu.au](mailto:cdihelp@its.vic.edu.au) or [info@its.vic.edu.au](mailto:info@its.vic.edu.au)
- For general questions: [info@its.vic.edu.au](mailto:info@its.vic.edu.au)

### 3. ITS Student Forums

By joining our Student Forums you keep up to date with course related information, industry news and important course related announcements. You also have the ability to post questions or find answers to questions you may have for a particular unit in your course, it's a great way to interact with your trainers, assessors and classmates.

### 4. Online Live Chat

Intelligent Training Solutions currently uses Skype or AnyMeeting to communicate live with students. Skype is a FREE product that can be downloaded and installed on any computer or laptop. This is also a great way to communicate with your trainers and assessors.

## Course Evaluations

ITS value students' opinions and we encourage student to provide feedback, both positive and negative. We use this feedback to assist us with our continuous improvement of our courses and methods. You will be asked to complete a student evaluation form at the end of your course.

In addition, students are welcome to complete a student evaluation at any stage during their time with us. The Student Evaluation forms are completed online and can be found in your Student Portal.

## Language, Literacy and Numeracy (LLN)

ITS staff will assess a student's LLN skills using a LLN indication tool and provide advice on different options and available for support if required. If you feel you may need assistance with you LLN please contact the ITS Training Manager for additional information. Additional information regarding specific LLN arrangement can be found in the Student Unit Outlines for the unit or course you intend to enrol into.

## The ITS Student Portal

The ITS Student Portal is the students gateway to our course materials and resources. To access the Student Portal Platform please visit: <http://www.its.vic.edu.au/moodle/>

### 1. Online Protocol

By logging into the ITS Student Portal, students accept that they are adhering to the requirements specified by Intelligent Training Solutions Pty Ltd. They include:

#### a. User Names and Passwords

Maintenance of confidentiality – no username or password can be discussed with another person or user, either in text format or verbally. This includes emails or any other electronic format.

#### b. Online Communication

We encourage students to become involved in the Student Forms and interact with trainers and other students. All communication is monitored for inappropriate behaviour.

#### Skype

Some of our subjects are delivered via Skype or an Online Learning Environment, please contact the Training Manager if you would like some more information regarding this.

## Course Materials

To access your course materials and assessments please visit the ITS Student Portal Platform (Moodle) via this link here:

<http://www.its.vic.edu.au/moodle/>

Login to your account (these details are emailed to you on enrolment into a course)

- Type in your username
- Type in your password (You will be prompted to change your password the first time you login)



## Other Information

### Change of Address and Contact Details

You are required to advise the College of your residential address and telephone number and of any subsequent changes to your residential address and telephone number whilst enrolled in a course. It is your responsibility and in your own interests to ensure that you always update your address details at the College to ensure you receive important information that the College may send to you from time to time.

### Student Initiated Deferral or Suspension of Enrolment

Students may initiate a request to defer commencement of studies or suspend their studies. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the College using the student deferral, suspension or cancellation application form or in writing by email, fax or post.

### Student Cancellation of Enrolment

Cancellation of enrolment will trigger the refund arrangements in the agreement between Intelligent Training Solutions and the client or organisation. Students who cancel their enrolment and think a refund is due must apply for a refund. Refund applications must be made in writing to the Administration Manager. The refund application form, available from Intelligent Training Solutions may be used as the written application. Written applications for refunds will also be accepted by mail or by email. Refunds will be made within 28 days of receipt of a written application

### ITS Initiated Suspension or Cancellation of Enrolment

The College may decide to suspend or cancel a student's enrolment on its own initiative as a response to breaching the student code of behaviour through misbehaviour, a poor academic record or poor attendance by the student. If the College is intending to initiate a suspension or cancellation of enrolment a warning letter will be sent to the student's currently notified address and the student will have 20 working days from the date of the warning letter to complain or appeal against the College suspension or cancellation.

### ITS Deferral of Commencement

The College may also decide to defer the commencement of a course. If the College defers the commencement of a course the provider default conditions in the agreement between the College and the client organisation will be triggered and the College will be obliged to repay all course money within 2 weeks of the date of deferral unless alternative arrangements can be made which are acceptable to students.

### Use of Personal Information

It is a requirement of the Australian Quality Training Framework that students can access personal information held by the College and may request corrections to information that is incorrect or out of date. Apply to the Administration Manager using the Student records request form if you wish to view your own records. Once the request has been approved the Administration Manager will arrange a time for you to view your own records. You must view your records at the College and you cannot take records away from the College.

## Access to Student Records/Results

Students wishing to access their own records must put the request in writing to the Administration Manager using the Student Records Request Form. For a copy of this form please email [info@its.vic.edu.au](mailto:info@its.vic.edu.au). This Administration Manager will then arrange for supervised access at a mutually suitable time or arrange for your student records to be email to you.

Students may also access their own records using the Wise.Net app. Registration for the ITS Wise.Net app will be emailed to you on enrolment.

## Internet Access

Wireless access is available at Intelligent Training Solutions to all students free of charge. Please refer to ITS's Student Internet Policy for detailed information. Our policy can be found on your Student Portal or by emailing [info@its.vic.edu.au](mailto:info@its.vic.edu.au)

## Computer | Laptop Use Policy

Intelligent Training Solutions has a number of Laptop Computers available free of charge for student use during scheduled class or study time at ITS. Please refer to ITS's Equipment Policy for detailed information. Our policy can be found on your Student Portal or by emailing [info@its.vic.edu.au](mailto:info@its.vic.edu.au)

## Laptop Rental Policy

Intelligent Training Solutions can offer students the ability to rent a Laptop computer for the duration of their enrolled course with ITS. Rental fees are \$20.00 per week for unlimited take home access. A \$400.00 excess fee is payable in the event the Laptop is lost or damaged. Please refer to ITS's Equipment Policy for detailed information. Our policy can be found on your Student Portal or by emailing [info@its.vic.edu.au](mailto:info@its.vic.edu.au)

## Testamurs

The authenticity of Certificates, Statements of Attainment and Record of Results can be verified free of charge by contacting Intelligent Training Solutions Pty Ltd on (03) 9351 1068 or emailing [info@its.vic.edu.au](mailto:info@its.vic.edu.au).

## Qualification details and entry requirements

For qualification details, entry requirements and course fees please visit our website [www.its.vic.edu.au](http://www.its.vic.edu.au).

If you are viewing this Information Handbook electronically you may click on the links below to view the course information.

Course		Web Link ( <a href="http://www.its.vic.edu.au">www.its.vic.edu.au</a> )
TLI41210	Certificate IV in Transport and Logistics (Road Transport – Car Driving Instruction)	<a href="http://www.its.vic.edu.au/tli41210-certificate-iv-in-transport-logistics-road-transport-car-driving-instruction/">http://www.its.vic.edu.au/tli41210-certificate-iv-in-transport-logistics-road-transport-car-driving-instruction/</a>
TLI41310	Certificate IV in Transport and Logistics (Road Transport – Heavy Vehicle Driving Instruction)	<a href="http://www.its.vic.edu.au/tli41310-certificate-iv-in-transport-and-logistics-road-transport-heavy-vehicle-driving-instruction/">http://www.its.vic.edu.au/tli41310-certificate-iv-in-transport-and-logistics-road-transport-heavy-vehicle-driving-instruction/</a>
TLIS00046	Road Safety Skill Set	<a href="http://www.its.vic.edu.au/course-enquiry/">http://www.its.vic.edu.au/course-enquiry/</a>
TLIF2010A	Apply Fatigue Management Strategies	<a href="http://www.its.vic.edu.au/course-enquiry/">http://www.its.vic.edu.au/course-enquiry/</a>
TLIC3036A	Apply Safe Car Driving Behaviours	<a href="http://www.its.vic.edu.au/tlic3036a-apply-safe-car-driving-behaviours/">http://www.its.vic.edu.au/tlic3036a-apply-safe-car-driving-behaviours/</a>
TAE40110	Certificate IV in Training and Assessment	<a href="http://www.its.vic.edu.au/tae40110-certificate-iv-in-training-and-assessment/">http://www.its.vic.edu.au/tae40110-certificate-iv-in-training-and-assessment/</a>
HLTAID001	Provide CPR	<a href="http://www.its.vic.edu.au/hltaid001-provide-cadriopulmonary-resuscitation/">http://www.its.vic.edu.au/hltaid001-provide-cadriopulmonary-resuscitation/</a>
HLTAID002	Provide Basic Emergency Life Support	<a href="http://www.its.vic.edu.au/hltaid002-provide-basic-emergency-life-support/">http://www.its.vic.edu.au/hltaid002-provide-basic-emergency-life-support/</a>
HLTAID003	Provide First Aid	<a href="http://www.its.vic.edu.au/hltaid003-provide-first-aid-courses/">http://www.its.vic.edu.au/hltaid003-provide-first-aid-courses/</a>
HLTAID004	Provide an Emergency First Aid Response in an Education and Care Setting	<a href="http://www.its.vic.edu.au/hltaid004-provide-emergency-first-aid-response-in-an-education-care-setting/">http://www.its.vic.edu.au/hltaid004-provide-emergency-first-aid-response-in-an-education-care-setting/</a>
RRIWHS202D	Enter and Work in Confined Spaces	Awaiting VRQA Approval

RIIWHS204D Work Safely at Heights

Awaiting VRQA Approval