Intelligent Training Solutions

RTO: 22570

Information Handbook

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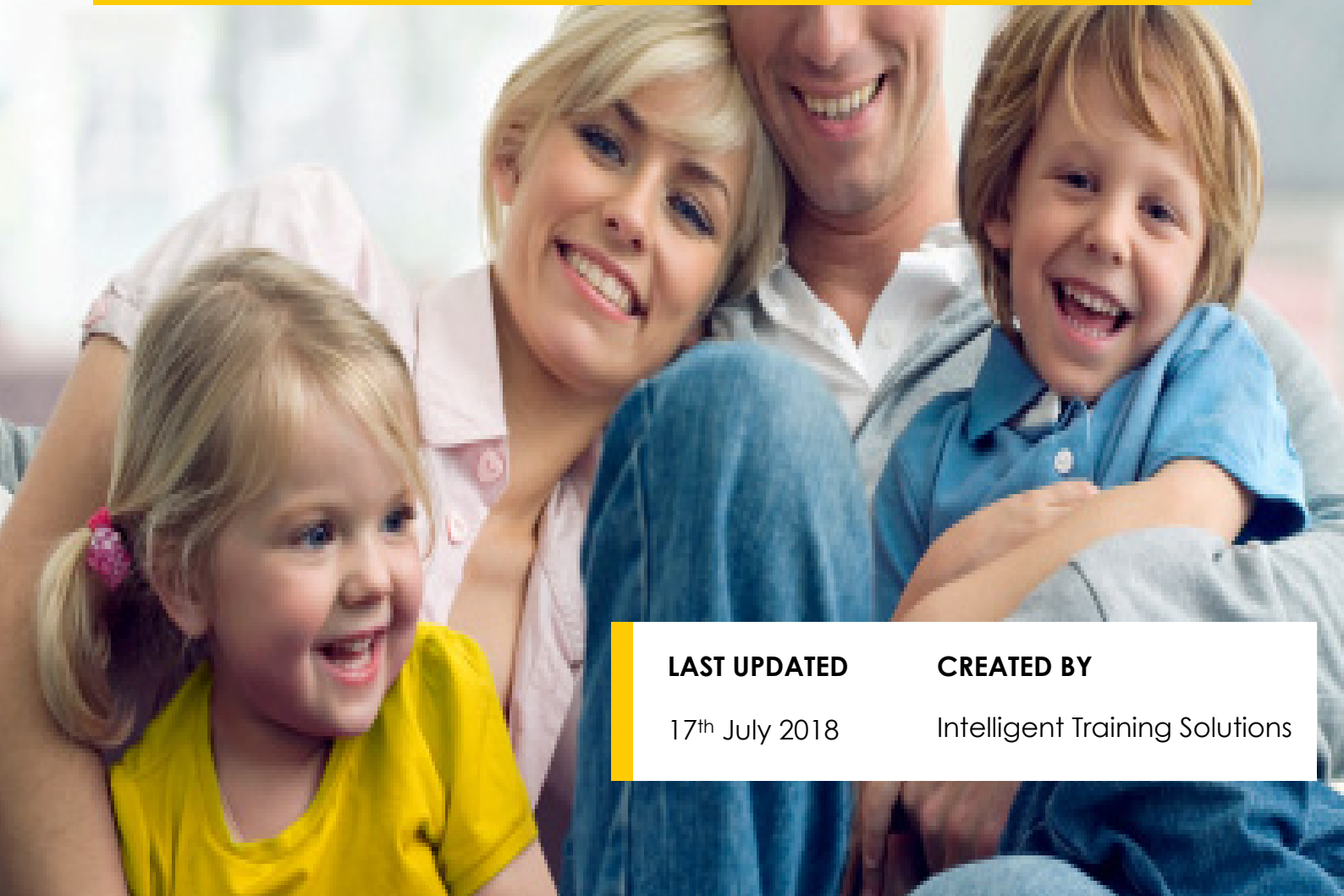
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17th July 2018	Intelligent Training Solutions

SUCCESS

THROUGH

PEOPLE.

OUR PHILOSOPHY

An education with Intelligent Training Solutions provides you with more than just a qualification. It provides you with a lifestyle and career path. Our focus is on quality education that provides you with real skills that are directly transfer into real jobs. We are committed to engaging students in active learning, and to fostering innovation in course design so that students graduate ahead of industry expectations.

INFORMATION HANDBOOK

Throughout this document and associated forms, documents and templates, the term College refers to the Registered Training Organisation called Intelligent Training Solutions Pty Ltd (RTO: 22570) and any trading name associated with this legal entity.

Position titles used refer to the titles used in Intelligent Training Solutions Organisational Chart with duties described in position descriptions and further elaborated in this procedures & policies manual.

OUR 2020 PLAN

With over 15 years of vocational education and training experience, Intelligent Training Solutions is working towards becoming one of Australia's trusted training providers within the industries we train and support. We provide practical, hands-on training and education across a range of industry areas. This is an exciting time for Intelligent Training Solutions. Despite the intense competition between public providers, the lack of support by government departments to small businesses and private training providers and emerging competition in the private sector, our growth remains strong.

Intelligent Training Solutions plans to:

- consolidate our position as a quality provider focusing on a global approach in attitude, skills and knowledge within our industry sectors in order to forefill current and future training requirements of Australian Business and individuals nationally.
- embrace a college-wide commitment to growth through excellence
- engage our students through quality, personalised education
- provide unparalleled student support to all its participants through innovative methods suited to individual student needs.
- be the partner of choice of the industries and communities we server.

Enhancing the student experience, delivering educational or workplace outcomes and producing work-ready graduates are at the forefront of ITS's learning and teaching activities.

OUR REGISTRATION

Intelligent Training Solutions is registered with the Australian Skills Quality Authority (ASQA) under TOID: 22570. To view the status of our registration, visit:
https://training.gov.au/Organisation/Details/22570

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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

VERSION CONTROL RECORD

Item	Status	Approvals
Document Title	Information Handbook	
Jurisdiction	Australian Skills Quality Authority	
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Checked by	Cameron Gutterson Training Manager	Signed............................... Date.............
Approved by	Alex Mueller Chief Executive Officer	Signed............................... Date.............
Published by	Alex Mueller Administration Manager	Signed............................... Date.............
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DEAR STUDENT

Congratulations on enrolling with Intelligent Training Solutions, RTO: 22570. We hope you enjoy your experience with us. This information handbook will provide you with information that will help you get the most out of your time with us. 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 Pty Ltd was registered with the VRQA (Victorian Registration and Qualifications Authority) in June 2013. In November 2016 Intelligent Training Solutions moved its registration from the VRQA to ASQA (Australia Skills Quality Authority)

Prior to becoming a registered training organisation, 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's 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 Organisations and with the Australian Quality Training Framework.

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 Standards for RTOs and,
- Have the relevant vocational experience to deliver and assessor 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.

Intelligent Training Solutions staff are passionate and enthusiastic to share their knowledge with others. Our teachers have either recently worked in or are currently working in industry, and continually and willingly put in extra effort to help students achieve their goals. Our students consistently report high levels of satisfaction with their learning experience at ITS Pty Ltd. In 2014 98% of students surveyed indicated that they would recommend Intelligent Training Solutions to others. When surveyed, we are proud to find that our graduates continue to find employment following the completion of their studies with ITS Pty Ltd.

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 via our policy and procedures manual located on our website on by contacting our administration department. 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 an induction session in their first class. 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 students of most aspects of life at Intelligent Training Solutions and to provide an introduction to study.

IN YOUR FIRST CLASS

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

- Your courses Learning and assessment approach
- OHS information relating to your training venue or course
- Facililties and equipment
- Assessment requirements
- Prompt for student questions

PRIOR TO COMMENCEMENT OF CLASS

Please locate and read the following information. This information can be found within this handbook or on our website. https://www.its.vic.edu.au/student-administration/

- Student support
- Assessment
- Recognition of prior learning / Mutual Recognition
- People to contact
- 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

PEOPLE TO CONTACT

Intelligent Training Solutions head office is in Riddells Creek, Victoria 3431 and is not open to the public or its students. Student that wish to meet with the administrative team, CEO or training manager can do so by appointment at the Riddells Creek Neighbourhood House, 59 Main Road, Riddells Creek. The following contact information is available:

Postal address	PO BOX 322, Riddells Creek, Victoria 3431
Phone: Administration office	03 5415 0204
Phone: New course enquiries	03 5415 0215
Phone: Student Support	03 5415 0214
Phone: General Line	1300 585 866 or 03 5415 0209
Email: General	info@its.vic.edu.au or info@its.edu.au
Email: Student Support	support@its.vic.edu.au
Email: Administration Office	admin@its.vic.edu.au
Website:	www.its.vic.edu.au or www.its.edu.au
Student Portal:	www.its.vic.edu.au/moodle

TRAINING VENUES

Intelligent Training Solutions utilises the following training venues, the public address for these venues can be googled:

VICTORIA
- Riddells Creek Neighbourhood House
- Kyneton Community Centre
- Romsey Neighbourhood House
- Lancefield Neighbourhood House
- Macedon Ranges Further Education Centre
- Attwood Community House
- Advanced Athletes Performance, Preston
- Melbourne Polytechnic, Preston

SOUTH AUSTRALIA
- Eastwood Community Centre

FEES – REFUNDS -

WITHDRAWALS &

CANCELLATIONS AND

AWARDS

PAYMENT OF ENROLMENT FEES

Intelligent Training Solutions will take payment of enrolment fees in the following ways:

- Direct Electronic Transfer – Payment details are supplied on your TAX Invoice

- Credit Card – Visa and MasterCard Only. Please note that all Credit Card payments incur a 2.1% surcharge.

COURSES UNDER $1,500

For all courses under $1,500, Intelligent Training Solutions requires payment in full prior to the commencement your course.

COURSES OVER $1,500*

For all courses over $1,500 Intelligent Training Solutions will provide you with two options to pay your enrolment fees.

The first option will be via a weekly, fornightly or monthly direct debit.

Our second option will be to divide your course enrolment fee into four installments payable over the entire duration of your course.

The fees applicable to each course are detailed on the Intelligent Training Solutions website.

* You will need to indicate your preferred payment method on your terms and conditions form that will accompany your course enrolment form.

For any additional information regarding direct debit schedules or fee statements please contact our office.

STUDENT REQUESTED REFUNDS

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

- Refund requests must be in writing using the Student Refund Application Form location on your student portal or via our administration office. Refund forms must be signed and dated by the student, and delivered to Intelligent Training Solutions Pty Ltd in person, via email or sent to our PO BOX. Student Refund Application Forms can be obtained by emailing info@its.vic.edu.au or speaking with one of our staff.

- 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 OF A SCHEDULED COURSE

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 four 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 OR LATE 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.

* Penalty charges will be to a maximum of $50 per invoice.

CHANGES IN ENROLMENT FEES

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.

WITHDRAWING OR CANCELLING FROM A COURSE

Cancellation or withdrawal of enrolment will trigger the refund arrangements in the agreement between Intelligent Training Solutions and the student. 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 is available to download from the ITS Website, the ITS Student Portal (https://www.its.vic.edu.au/student-administration/) or by contacting our administration office.

Written applications for refunds will also be accepted by mail or by email. A decision on a student refund application will be made within four weeks from the date of receipt of a written application

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.

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 Intelligent Training Solutions using the student deferral, suspension or cancellation application form or in writing by email or post.

The student deferral, or cancellation application form is available to download from the ITS Website, the ITS Student Portal (https://www.its.vic.edu.au/student-administration/) or by contacting our administration office.

I.T.S INITIATED SUSPENSION OR CANCELLATION OF ENROLMENT

Intelligent Training Solutions 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 Intelligent Training Solutions intends 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 their suspension or cancellation.

ITS INITIATED DEFERRAL OF COMMENCEMENT

Intelligent Training Solutions may also decide to defer the commencement of a course due to low student numbers, resource, trainer or venue availability.

If Intelligent Training Solutions defers the commencement of a course the DELAYED COMMENCEMENT OR NON-COMMENCEMENT OF A SCHEDULED COURSE procedure will be triggered. This procedure is located within this document.

AWARDS

Students who complete all assessment requirements for a qualification or course will be awarded a Certificate of Completion and a Statement of Results corresponding to the completed course.

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

Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, providing that 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.

Intelligent Training Solutions will issue an award to a student via secured PDF and via Australia Post when ordered.

Along with the PDF award, students will also be provided with a student evaluation link and invited to complete a Student Evaluation Form. Students are also welcome to feedback at any stage during their time with Intelligent Training Solutions.

REISSUING TESTAMUR'S

A student can apply to have their Certificate, Statements of Attainment or a Statement of Results re-issed and any point in time. A processing fee of $20 will be charged per request. A requested includes either a Statement of Attainment or a Certificate with a Statement of Results. As Intelligent Training Solutions does not keep student photos in file, awards will only be reissued after the applicant has:

- Supplied 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 Training Manager specifically nominated by the CEO to approve a reissued testamur.

To have a testamur reissued, you will need to complete the Application for Certificate Form. This form is available to download from the ITS Website, the ITS Student Portal (https://www.its.vic.edu.au/student-administration/) or by contacting our administration office.

VERIFYING TESTAMURS

The authenticity of Certificates, Statements of Attainment and Record of Results can be verified free of charge by scanning the available QR Code using any free QR Code reader. Employees and students can also contact the Intelligent Training Solutions administration office and speak with the administration manager.

INFORMATION FOR

STUDENTS

COURSE ENTRY REQUIREMENTS

For a full account of your courses entry requirements, course enrolment fees or anything else you may need to successfully complete a course with us, please visit our website www.its.vic.edu.au.

Intelligent Training Solutions prides itself on its transparency and therefore provides detailed information on all its courses in our website. Cached versions of our website are also available through Google for a historical look through our information. To view cached versions of our website you will need to follow instructions provide to you by Google Search.

LANGUAGE, LITERACY AND NUMERACY (LLN)

Intelligent Training Solutions staff will assess a student's LLN skills using an online LLN indication tool administered by The Learning Resource Group. Upon completion of an LLN assessment you will be provide advice on different options and strageies available to support you through your course.

If you feel you may need assistance with you LLN please speak with your student support officer or contact our training manager for additional information.

STUDENT PORTAL

Our Student Portal is your gateway to our course materials, assessments, resources and videos. To access the Student Portal visit: http://www.its.vic.edu.au/moodle/

Once enrolled you will be provided with information on how to register for the student portal. We have also step-by-step video instruction to guide you through the process.

To view these videos, visit https://www.its.vic.edu.au/welcomepack/

COURSE ASSESSMENTS

Upon confirmation of your enrolment, you will be given access to all course materials and assessments via our Student Portal.

Every unit of competence has an assessment and Intelligent Training Solutions use a number of approaches when developing their course assessments. Assessment approaches may include: observation of performance in the workplace, workshops, case studies, written or observational based projects, written assignments, student role plays, written tests.

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

Should you fail to attend your scheduled assessment, it will be counted as one assessment attempt for each occurrence unless:

- the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or

- the student can provide independent evidence of exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member to explain the non-attendance at the assessment.

SUBMITTING YOUR ASSESSMENTS

ALWAYS KEEP COPIES OF ALL WORK SUBMITTED

There are two methods available to a student to submit their work. The first, and our recommended method, is through the ITS Student Portal. Information on how to submit your assessments through the Student Portal is found within your Portal under the 'Student Support' menu tab.

The second method available to students to is send all work via registered post to our PO Box.

Once we have received your assessment submissions, we aim to provide you with feedback within ten business days or two weeks.

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 Completed (SC)"* 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 (COM)"* 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 answers and re-submit the specific question, based on the feedback and guidance your assessor has provided you with. You will have the change to resubmit once only.

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

- Each assessment task or activity has been signed by the student.

- Each assessment task has the students name and student number written or typed on it

- Only assessments submitted in PDF or printed format will be accepted. PDF documents cannot exceed 8MB (this includes Power Point Presentations, Images and Videos).

  If you have an assessment that will exceed this file size requirement, contact your student support officer for an alternative upload method.

COURSE DELIVERY

Intelligent Training Solutions use several approaches when it comes to course delivery. 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 / MUTURAL RECOGNITION OF UNITS

National Recognition applies to situations where students have completed units at another provider which are identical* to those they are currently undertaking at Intelligent Training Solutions.

Credit will be granted in accordance with our national recognition procedure. To apply for Mutural Recognition students must complete the mutural recognition application form and attach copies of verified documents to support the application.

This form is available to download from the ITS Website, the ITS Student Portal (https://www.its.vic.edu.au/student-administration/) or by contacting our administration office.

THERE IS NO CHARGE FOR CREDIT TRANSFERS.

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 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.

If you believe you are eligible for RPL, please speak with your enrolment officer prior to your enrolment or your student support officer anytime after your enrolment. An approved ITS staff member will sit with you to determine your suitablility for RPL and discuss any evidence requirement you will need to address for an RPL application. This interview process is conducted free of charge and helps you explore your claim for RPL.

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 FEES IF RPL IS APPLIED FOR OR GRANTED.

CHANGE OF PERSONAL DETAILS

In accordance with our Privacy Policy, Intelligent Training Solutions can confirm personal and subject/course details only to the student, appropriate staff members and authorised external agencies such as Centrelink.

Another person may act on your behalf, but only if you provide them with written permission to do so. If you require proof of your enrolment for Youth Allowance/AUSSTUDY or for any other reason, you may request a status letter.

If you are enquiring in person about your address, enrolment, or subject details, you must present your student ID card for identification. If you are enquiring over the telephone, an ID check will be conducted.

UPDATING PERSONAL DETAILS

Students must notify Intelligent Training Solutions of any changes in their address, telephone number and email address as soon as possible. Having an old address on the system will result in you not receiving essential information which may affect your course or enrolment.

It is your responsibility and in your own interests to ensure that you always update your personal details to ensure you receive important information that we may send to you from time to time.

This policy, and the availability of complaints and appeals processes, does not remove the right of the student to act under Australia's consumer protection laws.

To update your personal details, you will need to download and complete the Amendment to Personal Details Form. This form is available to download from the ITS Website at: (https://www.its.vic.edu.au/student-administration/).

PATHWAYS

Graduates of Intelligent Training Solutions may seek credits to the relevant degree programs in Australian Universities or other TAFE Colleges. Intelligent Training Solutions has no special arrangements with any Australian University or TAFE 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 another training provider such as a University or TAFE.

USE OF PERSONAL INFORMATION

It is a requirement of the Australian Quality Training Framework (AQTF) that students can access personal information held by Intelligent Training Solutions and may request corrections to information that is incorrect or out of date.

Students must 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 or provide you with access to your records via Intelligent Training Solutions student management program 'Wise.Net' via the leaner app.

You must view your records at Intelligent Training Solutions administration office in Riddells Creek, Victoria and you cannot take records away from the RTO.

The Student Records Request Form is available to download from the ITS Website, the ITS Student Portal (https://www.its.vic.edu.au/student-administration/) or by contacting our administration office.

WIRELESS INTERNET ACCESS

Wireless internet access is available at all Intelligent Training Solutions training venues and is free of charge to all students. It is recommended that student's download a copy of our Student Internet Policy prior to use. This policy is available to download from the ITS Website, the ITS Student Portal (https://www.its.vic.edu.au/student-administration/) or by contacting our administration office.

COMPUTER 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 Intelligent Training Solutions. It is recommended that student's download a copy of our ITS Equipment Policy prior to use.

This policy is available to download from the ITS Website, the ITS Student Portal (https://www.its.vic.edu.au/student-administration/) or by contacting our administration office.

LAPTOP RENTALS

Intelligent Training Solutions can offer students the ability to rent a Laptop computer for the duration of their course with ITS. Rental fees are charged at $10 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. This policy is available to download from the ITS Website, the ITS Student Portal (https://www.its.vic.edu.au/student-administration/) or by contacting our administration office.

WHAT HAPPENS IF MY QUALIFICATION IS NO LONGER OFFERED SUPERSEED COURSES

At times, industry skills councils or curriculum managers update courses and qualifications. When a course or qualification is updated there is a transition period introduce to allow existing students to complete their course or transition into the newer version of their course.

In the event your course becomes superseded while you are in your agreed period of study, your course coordinator will write to you to explain the situation.

Your support liaison officer will then consult with you to identify the best approach. The following options will be available:

1. Your trainers and support liaison officer will work with you to ensure you complete your course before the final transition date (Before your course becomes superseded). Or;
2. If available, we will transfer your enrolment in to a newer version of your course. Note additional fees may apply
3. If Intelligent Training Solutions does not have the newer course or qualification on its scope of registration, then we will assist you in finding another training provider who can continue your enrolment.

Regardless of your preferred option, Intelligent Training Solutions will provide you with a Statement of Attainment for each unit you have successfully completed. Additional fees will apply if you have exceeded your original agreed period of study.

Example of exceeding your original agreed period of study: If your original course was 16 weeks and you have requested an extension or gone beyond that period, that would be considered exceeding your original agreed period of study.

WHAT HAPPENS IF INTELLIGENT TRAINING SOLUTIONS SHUTS DOWN AND CLOSES ITS DOORS

You will be happy to know that Intelligent Training Solutions is in it for the long haul! We have been operating since 1998 and although our name has changed since those early days, our commitment, our management team and our service have not, however, un-expected things do happen in the RTO world and if the un-thinkable occurs we want you to know we have a plan.

In the event Intelligent Training Solutions no longer operates as a Registered Training Organisation or closes its doors, the following procedure will be implemented:

1. Each student will be notified in writing of what has occurred for this procedure to be inacted. Instructions will also be provided to the student of how to stay up to date with the latest news regarding their enrolment.
2. Each enrolled student will receive a Statement of Attainment for each unit of competence they have successfully completed.
3. The ITS website will be updated with a new landing page. This landing page will provide students with the contact details of alternative RTOs that will support and transition their current enrolment held by Intelligent Training Solutions, allowing enrolled students to continue with their studies with minimal interruption.
4. The current owners of Intelligent Training Solutions will work with the external training providers to support a smooth transition and hand over Intelligent Training Solutions delivery plans, materials, assessments, and other relevant documentation required by a Registered Training Organisation.

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 include 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. This procedure is available to download from the ITS Website, the ITS Student Portal (https://www.its.vic.edu.au/student-administration/) or by contacting our administration office.
- Contact the Intelligent Training Solutions Administration Manager to obtain a copy of the complaints or appeals application form. This form is available to download from the ITS Website, the ITS Student Portal (https://www.its.vic.edu.au/student-administration/) or by contacting our administration office.
- Complete the application form and lodge it with the Administration Manager
- Follow up with the Administration Manager

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 students' 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 if the owner's copyright has been infringed. Students are allowed to do a certain amount of photocopying for research or study purposes.

STUDENT CODE OF BEHAVIOUR

The student code of behaviour requires the following rights and expectation 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 Intelligent Training Solutions staff will contact students in the first instance and arrange a counselling meeting to discuss the issue or behaviour and 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 and 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.

If you require any assistance, please feel free to contact your student support officer, details can be found in your welcome email. You may request any of the following support methods available to you:

- Phone Support: Available 6 days a week*
- Email Support: Available 6 days a week*
- Online Support (Video Conference or Webinars)*
- Face to Face Support*

* Support Times: 9.30am to 8.00pm Monday to Friday, 9.00am to 12.30pm Saturday's.

You can also contact our administration office Monday to Friday 8.30am to 5.00pm or Saturday's 9.00am to 12.30pm.

RELEVANT LEGISLATION

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

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

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the websites indicated, or contact the ITS 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.

INTELLIGENT TRAINING SOLUTIONS

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