



Independent Institute
www.iifp.edu.au RTO 40123

A flexible & innovative approach to AGRI-FOOD industry training & development

IIFP Learner Information

RTO Administrative Instructions

Learner Handbook

This handbook constitutes part of iifp Pre-enrolment, information and Vet in Industry Training Service Agreement (iifpVITA)

A “Learner”, “Student” or “Trainee” refers to any person participating in education or training delivered and is confirmed through the completion and signing of our enrolment form after review of this client/learner handbook and acknowledgement of the associated pre enrolment induction checklist which constitutes our training service agreement.

“Client” is the person or an organisation who enter into an arrangement with IIFP for the delivery of education and training services and who pay for that service for the benefit of a “participant, student, learner, apprentice or trainee” to undertake a qualification or course of study. If not the “learner” this is acknowledged by completion of the Vet in Industry Training Service Agreement (iifpVITA pt1) or a specified agreement together with this Client/Learner handbook, completed Training plan and a related fee schedule.

In both cases additional references are suggested for more information contained on our IIFP website: www.iifp.sa.edu.au or by contacting iifpADMIN on 08 8258 4042

Independent Institute of Food Processing—RTO40123

IIFP Head office 116 Maidstone Road, Post Office Box 1624, KERSBROOK, SA, 5231,
& Rural skills Annex email customerservice@iifp.edu.au Web www.iifp.edu.au

IIFP Agrifood Skill Centre 91a John Street, Salisbury, SA , 5108 Ph. 08 8258 4042

Contents

| | |
|--|-------------------------------------|
| Independent Institute of Food Processing (IIFP)..... | 3 |
| Help and where to find it..... | 3 |
| Educational and Support Services..... | 4 |
| Learner Support Services..... | 4 |
| Reasonable adjustment..... | 5 |
| Access and Equity Considerations..... | 5 |
| Training Fees..... | 6 |
| Payment options..... | 6 |
| Refund Policy..... | 8 |
| Enrolment..... | 9 |
| Unique Student Identifier..... | 9 |
| Recognition of your Existing Skills & Knowledge..... | 10 |
| Policies you need to know about..... | 12 |
| Training & Assessment / Flexible Delivery..... | 12 |
| Assessment Strategy..... | 13 |
| Principles of Assessment..... | 14 |
| Rules of Evidence..... | 14 |
| Complaints and Appeals..... | 15 |
| Learner record keeping..... | 15 |
| Parchment Re-issue..... | 15 |
| Code of Practice..... | 16 |
| Terms and Conditions..... | Error! Bookmark not defined. |

Welcome to

Independent Institute of Food Processing (IIFP)

At IIFP, everything we do is designed to make sure that your time with us is flexible, rewarding and productive. This means programs and courses to equip you with the knowledge, skills and attitude to help you embark on and undertake a successful career.

This Information Handbook is to ensure that you have information about all aspects of the services available to you at IIFP to enable you to profit from them.

Please take the time to read the information carefully - you may need to call on one or more of our services now or in the future, whether for learning support, personal counselling, financial advice or education and career advice.

We will ensure that customer service is our first priority.

Independent Institute is committed to providing you with the best quality education products and services that meet and exceed the needs of industry, learners and government.

We strive to apply continuous improvement to all aspects of our operations and utilise, value and reward the knowledge, skills and efforts of our Staff and Associates.

I invite you to let us know if you experience any problems with our service. Alternatively, if you're pleased we'd also like you to let us know. Even better, spread the word and tell your friends and family. We'd like your success to also be ours.

Independent Institute of Food Processing's (IIFP)

Quality Policy Statement

The Institute is committed to providing targeted, effective quality education, teaching and consultative services.

IIFP can provide customised training to specifically meet the varying needs and objectives of business, industry and employers. We ensure a personal, confidential customised approach to training that is tailored to benefit business by focusing specifically on the skills and knowledge needed for that workplace and the aspirations of its employees. It also means that employees can study at a time and place that is convenient, with minimal or no effect on business-as-usual.

IIFP has extensive and proven experience in customised training. The services available include:

- Negotiating and developing programs to assist communities or enterprises to meet local recruitment needs with the involvement of schools and Job Service Providers.
- Tailoring or modifying an existing course.
- adapting materials to incorporate an organisation's culture or WHS & quality requirements.
- designing and developing enterprise-based training infrastructure and programs.
- group or classroom training.
- individual one-on-one training and / or learning (LLN) support programs.
- short courses.

Help and where to find it

Information Services

Most of the information you will need is contained in this Info-handbook. For more detailed information about a specific aspect of your study, contact our customer service and administration staff. Positions and areas of responsibility on this page will guide you in the right direction.

Customer Service Staff

- General information about courses
- Enrolment enquiries
- Application forms and program timetables
- Fees and refunds
- Payment of fees into subjects and courses
- Statement of results for subjects or courses
- Lodging of a Withdrawal from Study Form
- Application to Receive an Award Form
- Computerised course information
- Complaints/grievances
- Referrals to other appropriate agencies
- Information and support for discrimination & harassment issues, concerns and complaints
- Support for learners with disabilities, eg provision of material support to ensure equitable access.



Course Coordinator / Trainer & Assessor Consultant

- Details about program areas
- Career and course counselling
- Timetables
- Personal counselling
- Learning support
- Policies and procedures
- Study pathways
- Training sessions on relevant issues
- Recognition of prior learning (RPL) and credit transfer
- Information, advice and support about equal opportunity related legislation, policy and practice

Educational and Support Services

The Independent Institute Pty Ltd (IIFP), strives to maximise opportunities for access, participation and outcomes for all learners. IIFP ensures the provision of access and equity services to learners as an integral part of all services and will undertake to identify and, where possible, remove barriers that prevent learners from accessing and participating in our services.

In accordance with the Standards for RTOs 2015, the IIFP will provide support as follows:

- identify requirements learners would need to complete the qualification i.e. literacy, numeracy, English language and/ or physical capabilities
- develop strategies to ensure support is available where gaps are identified.

This may include, providing:

- language, literacy & numeracy (LLN) support
- additional tutorials
- assistive technology
- other mechanisms, such as assistance in using technology for online delivery components.

Learner Support Services

Learning Support provides extra support with studies, Language, Literacy and Numeracy (LLN). Assistance is available to all learners, and you are encouraged to access this help as early as possible, right from your initial enrolment or course induction. Learning Support advice includes:

- Planning/organising study
- Preparing for tests
- Understanding your learning styles
- Oral presentations
- Improving your learning
- Computing skills
- Note taking
- Assisting independent learning
- Reading, critical reading
- Research skills
- Reference/bibliography
- Test/exam skills
- Resume writing/interview skills
- Editing
- Specific course material
- Equal Opportunity Matters
- Maths/statistics/accounting
- Study skills analysis
- English/spelling
- Assessment support
- New words/course terms
- General Language Literacy & Numeracy programs (LLN)

The following support will be available to learners:

Some learners will need considerable additional support from LLN specialists (eg. 1-1 tutorials) with the knowledge and experience to address and overcome severe barriers to learning, others may require only modelling of good practice in foundation skills relevant to their vocational context and opportunities to practise and build confidence. IIFP are aware that most likely learners will be somewhere in between these two extremes.

As a starting point, all IIFP students will undertake:

- a) a pre-course interview to discuss whether this is the appropriate course for their needs
- b) a FSK/ LLN assessment that will assess functional skills in learning, reading, writing, oral communication and numeracy. Depending on the type of enrolment participants may undertake:
 - a. For participants enrolled in a program which is subsidised by the Government of South Australia Work Ready Initiative - an Upfront Assessment of Needs – online ACER Assessment tool (Vocational Adult and Workplace Education tool) which will further identify learner needs in order to maximise learner outcomes. The assessment tool has been developed against the two key Australian standards for foundation and 'employability skills' – the Australian Core Skills Framework (ACSF) and the Core Skills for Work developmental framework (CSfW)

- b. For participants who are **not** enrolled in a program which is subsidised by the Government of South Australia Work Ready Initiative – an online ACER based Assessment Tool will be used to identify if the participant is suitable for the program, requires additional support or needs to undertake foundations skills training
- c) WorkReady (Or Similar) students who have been identified as requiring additional learner support will be referred to A LSS Provider who, in conjunction with IIFP staff will provide individualised support through a case management model.

IIFP will then design the most appropriate delivery approach (or combination of approaches) for the learner. This may include but is not limited to:

- Additional sessions with a trainer / assessor for support
- Foundation skills training in conjunction with their current qualification – ie as bridging units
- Undertaking a Foundation skills certificate prior to undertaking their desired qualification
- Application for additional support such as DAWWS funding

Any IIFP student's access to the assessment process will not be affected by restrictions placed on the location or context of assessment. IIFP will make the necessary reasonable adjustments to meet the learning and assessment needs of individuals. An open mind, common sense and tailoring training and assessment to individual circumstances will ensure individuals achieve the educational learning outcomes expected.

Assessment processes and techniques are modified for distance-based (self-paced) learners, to be culturally appropriate and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and/ or the work being performed. Where applicable, physical resources will include equipment modified for people with specific needs as well as assistance to support their participation in the assessment process.

Reasonable adjustment

Reasonable adjustment in vocational education and training is the term applied to modifying the learning and assessment tools to assist a learner with a temporary or permanent disability. The role of reasonable adjustment includes, to:

- increase the participation of all learners (especially those with a disability)
- reduce the impact of disability on achieving a vocational qualification leading to employment.

Adjustments are based on individual need so it is important to consult with the workplace supervisor and the participant with a disability to identify what adjustments are required for them to complete the essential activities of the job. Reasonable adjustment applied to participation in learning and assessment activities can include:

- customising resources and activities within the training package specifications
- modifying the presentation medium
- learner support
- allowing extra time
- use of assistive / adaptive technologies
- making information accessible both prior to enrolment and during the course
- monitoring the adjustments to ensure learner needs continue to be met.

Under certain conditions, students with a disability who are required to undertake assessment may apply for a 'Reasonable Adjustments' due to disability or as a result of special circumstances. Reasonable adjustment is available for students with a condition or special need existing at the time of their initial enrolment. It is provided for a student with a specific learning need, which, if not met, might impact on their ability to study or to complete assessment. The Reasonable Adjustment Application form is available on SharePoint and must be completed and approved prior to reasonable adjustment being undertaken.

Access and Equity Considerations

Access and equity relates to the approaches used to make sure training and assessment practices consider and respond to the individual needs of learners, so that potential learning barriers are minimised. Individual needs taken into consideration that could present barriers to access, participation and achievement of learning outcomes include:

- age
- gender
- cultural or ethnic background
- disability
- sexuality
- language, literacy or numeracy skills
- employment status
- geographical location.

The design and content of IIFP's training supports equitable access and progression for all learners.

Access and equity issues are addressed by::



- modifying assessment processes and techniques for learners who are located at a distance from a campus location
- checking that materials are culturally appropriate for learners and amending, as necessary
- making sure that activities and assessments are suitable for the language, literacy and numeracy skill levels of learners (while meeting the requirements of the unit of competency).

Training Fees

Fees for Apprenticeship courses may consist of a charge calculated based on a nominated hour. It may be reduced or waived in special circumstances. Fee for Service courses such as: Non subsidised courses, Industry seminars / workshops and specialised community courses will be charged at advertised rates. There may be additional costs for specific items relating to your course, e.g. training materials and personal equipment etc.

Fees vary according to funding subsidies, program length, level and structure, Please contact customer service for further information. Concessions may be available to holders of certain government concession cards, and in many circumstances fees may be paid by instalment.

IIFP accept payment of no more than \$1000 from each individual learner prior to the commencement of the course. Following course commencement, the RTO may require payment of additional fees in advance from the learner but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the learner does not exceed \$1,500,

You will be required to acknowledge these notes on your enrolment form by signing & agreeing to the following:

- Commencement deposit fees for an ineligible Learner, Trainee and or Apprentice will be invoiced prior to the commencement of training.
- This deposit fee must be paid in full, and where applicable, is deducted from the full course fee. Payment of remaining course or up to date instalment fees will allow the training to begin or continue. Incidental expenses (materials) are levied for items that the learner may utilise for work experience and for freelance work. The materials are sourced by IIFP, or the learner is referred to recommended suppliers to purchase approved items themselves at a competitive price. These items are based on industry needs to conduct work in that industry as "Tools of Trade" or materials for personal use.
- Commencement of training indicates your acceptance of the terms and conditions after which you may not claim the Non-refundable commencement deposit component of the course as set out previously and within the learner / Client Handbook, iifp0304
- Instalment payments must occur by the dates listed above or on an approved amended list of dates issued by IIFP.
- If no prior arrangements for late payment has been made for *extension of terms within 7 days of the due date*, then IIFP reserves the right to discontinue training until payments are up to date and/or levy a charge of 1.5%, plus a further 1.5% for each additional 30 days between such due date and payment.
- For SUBSIDISED courses a Commencement Deposit is levied at Enrolment per *qualification or course*, regardless of how long the Traineeship/Apprenticeship lasts. The non-refundable deposit component is listed on page 3 of the enrolment form.

Payment options

Payment in cash is discouraged.

Electronic Funds Transfer

Account details available on request.

Cheque

Made payable to Independent Institute - IIFP

Direct debit

Independent Institute accepts payment allowing you to transfer you payment direct from your bank account to ours.

Australia Post

Independent Institute accepts payment via Australia Post Cheques available from any outlet throughout Australia.

An invoice with your fees will be generated overnight and emailed to you (see your welcome letter for details).

An Australia Post outlet will accept the following forms of payment:

- Cash
- Credit Card
- Cheque
- EFTPOS



Third Party payments

Payment can be made by a third party (employer or other organisation).

Contact Customer service by phoning IIFP Admin on:

08 8258 4042 or by email customerservice@iifp.sa.edu.au if you have any queries.

Fees by instalment

Independent Institute offers the flexibility of paying your *fees by instalment*, where you are undertaking an eligible course.

This option may be approved if you are undertaking a course where the fees are more than \$550.

Am I eligible for Fees by instalment?

If you answer “**yes**” to **all** of the following questions then you are eligible to apply for Fees by Instalments.

1. I am enrolled in an Nationally Recognised Award Course from level 1 to Advanced Diploma*
2. I am **NOT** an International Student
3. My course fees are **greater than \$550**
4. I have no outstanding fees with Independent Institute
5. My current financial situation does not permit me to pay my fees in full

Applications

To apply for Fees by Instalments, you will need to:

- Contact Customer service by phoning IIFP Admin on 08 8258 4042 or by email customerservice@iifp.sa.edu.au
- complete the Application Form supplied
- complete a Direct Debit Authority form

These documents request the details of your financial situation. You must provide evidence to support the information you provide.

Approvals

If you are approved to pay your Fees-by-Instalment, an education agreement with a schedule of payments, or on your enrolment form, which shows the balance and amounts to be paid by an agreed due date, will be generated.

Payment

All instalments are to be made via Direct Debit from your nominated bank account.

Assistance

You will need to think carefully about how you are going to manage your course costs and organise this before you enrol. There are a number of organisations and services that offer financial assistance to learners.

- Abstudy
- Austudy
- Youth Allowance

Concessions

Learners are eligible for concession if, when enrolling into an eligible course, they hold a current:

- Health Care Card (HCC)
- Pensioner Concession Card
- Veterans' Affairs Pensioner Concession Card
- Prisoners in South Australian correctional institutions also receive a concession.

A concession card must be presented at time of enrolment. If you are not in possession of a valid concession card at the time of enrolment, you will be obliged to pay the full fee rate.

If you are unsure of your eligibility, you can contact Centrelink before your enrolment on 131 021.

Many low-income earners are eligible to apply for a Low Income Earner Health Care Card, subject to an assets and means test. Learners who think they may be eligible are advised to apply as soon as possible so that a HCC or temporary HCC can be used for a concession.

No concessions apply to *fee-free courses.

Unemployment Status

A Centrelink Reference Number (CRN) will be required as evidence of unemployment. 'Unemployed' is defined as a person who is looking for work and accessing any of the following benefits:

- Youth Allowance
- Newstart
- Age Pension
- Disability Support Pension
- Parenting Payment (single or partnered)



Fee-free courses & Subsidised Training

"Fee-free" and "Training Subsidies" apply to course tuition fees only.

In some courses there will be incidental fees for specific tools, materials, events or uniforms. This can apply to a course at any level.

Some of the qualifications on IIFP Scope of Registration are available on IIFP's WorkReady Accredited Training Service Agreement (ATSA) Schedule with the Minister for Higher Education and Skills – Government of South Australia Department of State Development.

Learners may wish to apply for subsidy for this qualification. Visit www.skills.sa.gov.au for eligibility and subsidy criteria.

Please note: eligibility and subsidy criteria may state a limited entitlement for subsidy whereby a participant may only be eligible for one (1) subsidised training place. Should a learner be approved to utilise their subsidised training place allocation for this program, this may remove or limit their access to further subsidy in the future. Visit www.skills.sa.gov.au for eligibility and subsidy criteria.

Incidental fees

Independent Institute will charge fees for incidental expenses in addition to those required to complete the course. Incidental fees may be charged when:

- a good or service is purchased that is not essential to complete the course of study, e.g. graduation ceremonies in cases where learners are not required to attend the ceremony in order to obtain their award
- a good or service is purchased that is essential to complete the course of study such as third party text books or general products, food products etc.
 - a charge for an essential good or service either purchased from IIFP or elsewhere for equipment or items that become the physical property of the learner and that are not fully expended during the course of study, or
 - food, transport, accommodation, Personal accident insurance costs associated with the provision of field trips or optional Vocational Placement arrangements that are listed as optional and do not form part of the required course of study and there are alternatives where this can be achieved.
- other fees as defined by IIFP from time to time.

Replacement of Text and Training workbooks

Learners who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement

Where a learner has purchased a text or training workbooks and subsequently cancels his or her enrolment, IIFP will not refund monies as it is now deemed as your property.

Refund Policy

Institute Initiated Refunds

Where a refund results from circumstances caused by IIFP (e.g. cancelled class) a 100% refund of the IIFP Fee paid shall apply. No administrative fee for the provision of this refund will apply.

Learner Initiated Refunds

- All courses other than Fee for Service
- Note: An administrative fee of \$20.00 per refund will apply for the provision of a learner initiated fee refund.

A full refund less the administrative fee will apply where a learner withdraws 48 hours, during weekday business hours, prior to commencement of delivery. No refund will apply for the Commencement deposit fee enrolment portion after this time as we seek to replace the place offered to you to another person. Once the course has commenced, induction and issuing of materials has occurred initial instalments or course payments will have been consumed.

The following will apply:

- A 50% refund (less administration fee and Commencement deposit fee) will be given if you withdraw for reasons of personal circumstances beyond your control, after the course has started, but before you have completed 20% of the course.
- A special "personal circumstance" will be determined and a partial refund may apply for course fees paid in advance for those units not yet commenced.
- The date of withdrawal shall be the date that the Institute receives the refund application.

"Personal circumstances" beyond the learner's control include:

- Sickness (verified by a medical certificate);
- Change of employment hours or location (verified by employer);
- Other valid reasons at the discretion of the delegate.



Learner Initiated Refunds –Fee for Service

There will be no entitlement to refund of fees for Fee for Service Courses except at the discretion of the CEO.

The above policy will be strictly adhered to.

IIFP Determinations

- Delivery is deemed to have commenced from the first hour of the date of the first official class for the nominated subject as shown in the subject timetable.

Enrolment

Independent Institute undertakes to make training available to all persons who:

- Participate in Trainee Induction or IIFP on-line Learning area registration
- Sign Trainee Training Plan or Training Agreement
- Complete the Independent Institute Participant enrolment form (available on request or on-line);
- Agree to abide by and provide a signed acknowledgement of Independent Institutes enrolment form and induction checklist.
- Make suitable payment of fees before the commencement of training.

Unique Student Identifier

All students doing nationally recognised training need to have a Unique Student Identifier (USI). This includes students doing Vocational Education Training (VET) when they are still at school (VET for secondary students).

What is a USI?

The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- will give you access to your training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

If you do not already have a Unique Student Identifier (USI) and you want Independent Institute – IIFP to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, Independent Institute – IIFP will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- your date of birth, as it appears, if shown, in the chosen document of identity;
- your city or town of birth;
- your country of birth;
- your gender; and
- your contact details.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have documents such as a Medicare card, birth certificate, driver licence, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask Independent Institute – IIFP to make an application for a student identifier on your behalf, Independent Institute – IIFP will have to declare that Independent Institute – IIFP has complied with certain terms and conditions to be able to access the



online student identifier portal and submit this application, including a declaration that Independent Institute – IIFP has given you the following privacy notice:

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI;
 - resolving problems with a USI; and
 - creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies;
 - VET Regulators to enable them to perform their VET regulatory functions;
 - VET Admission Bodies for the purposes of administering VET and VET programs;
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
 - researchers for education and training related research purposes;
 - any other person or agency that may be authorised or required by law to access the information;
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the [Registrar's Privacy Policy](#) or by contacting the Registrar on email usi@industry.gov.au or telephone the Skilling Australia Information line on 13 38 73, international enquiries +61 3 5454 5280. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- a failure by Us to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

For information about how Independent Institute – IIFP collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to Independent Institute – IIFP's privacy policy which can be found at www.iifp.sa.edu.au

Recognition of your Existing Skills & Knowledge

In accordance with the requirements of the Australian Qualifications Framework, Independent Institute - IIFP provides the opportunity for learners to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is the process of Recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment. It is often referred to as Recognition of Prior Learning (RPL)

While RPL and credit transfer are related, and the boundaries between them are blurred, they are distinguished as alternative pathways to a Nationally Recognised Qualification. They are distinguished by the way they relate to learning achieved through formal education and training (credit transfer) and learning achieved outside the formal education and training system:



RPL - is an assessment process that assesses the *individual's* non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification.

Credit Transfer - is the recognition of the equivalence of one *course* of study to another *course* of study. A **formal agreement** between Registered Training Organisations needs to occur and a documented mapping of the equivalence between the courses should exist. Please apply to Customer Services; they will arrange a Training Consultant to assist with your achievements.

Recognition – is the recognition by one RTO of the Statement of Attainment for VET competencies achieved by a learner at another RTO.

For more information on Recognition of Prior Learning, refer to the “Q&A about RPL” section in your training log book, or request a copy from IIFP Customer Service.

Recognition Guidelines

The following guidelines are to be followed when an application for recognition is received:

- A learner may choose an “RPL only pathway” for some skills or all of a qualification (*Conditions apply*)
- Any learner is entitled to apply for recognition in a course or qualification in which they are currently enrolled or
- Learners may not apply for recognition for units of competence or a qualification which are not included in Independent Institutes scope of registration.
- Whilst learners may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- Learners who are currently enrolled in a Funded training program are eligible to apply for recognition in that program at a negotiated fee (Where applicable at no additional charge)
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence

Forms of Evidence that Apply

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate’s ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. Independent Institute reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

Policies you need to know about

Code of Practice for Service delivery

IIFP's Code of Practice provides the basis for good practice for the marketing, operation, financing and administration of education and training services provided by IIFP.

IIFP's Code of Practice is available in full at www.iifp.edu.au

Equal Opportunity

IIFP is committed to the principles of equal opportunity and ensuring that current and potential learners are not treated unfairly because they belong to a particular group of people. Discrimination on the basis of age, sex, sexuality, race, marital status, disability or pregnancy is unlawful under equal opportunity and anti-discrimination legislation. The Institute has a responsibility to ensure the learning environment is non-discriminatory and free from harassment. You have responsibility to behave in a courteous, sensitive and non-discriminatory manner when dealing with others.

IIFP's Access, Equity and Disability Policy is available in full at www.iifp.edu.au

Work Health and Safety

IIFP is committed to contributing to a safe working environment and protecting the health and safety of its staff, learners and clients from injury or illness arising from the workplace. Because of the diverse nature of the educational programs offered by IIFP, a number of policies and procedures have been developed to address hazards, hazardous work and contingency arrangements identified by legislation. All staff are aware of these policies, and they are discussed with learners during orientation. IIFP Risk and Safety Management Policy is available in full at www.iifp.edu.au

Privacy Statement

Independent Institute -IIFP collects, uses and discloses personal information, takes reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure. Information collected may be used by the government and its agencies and those strategic partners where *Independent Institute - IIFP* is satisfied with the privacy protocols of that partner IIFP provides access to your personal information in accordance with its Access Policy. If you require access to your personal information please contact our Customer Service Officer on 08 8258 4042

Training & Assessment / Flexible Delivery

Australian Apprenticeships

IIFP provides the workplace training component of Australian Apprenticeships and on-the-job assessment. IIFP develops professional and customised courses in discussion with business and industry in a range of areas. Entry to an Australian Apprenticeship is available to any person who has found an employer who is willing to employ and train under a Contract of Training.

Short courses, Seminars and Workshops

Courses vary in length from one day to several weeks. Generally there are no specific entry requirements. Formal qualification may be awarded at the end of a Fee for service course; however, a Statement of Completion will be issued. These may be used as evidence towards a formal qualification using the Recognition of Current Competency system.

Flexible Delivery

Flexible delivery is a term used to describe the current approach to providing range of options for increasing access to education. It allows learners to have a say in what, when, and where they learn.

Flexible delivery increases choices to enable learners to study without attending a campus or agreed training location. These options include distance education, self-paced packages, workplace training, and on-line delivery.

Distance education

This allows learners who are geographically isolated to study from their home or local community facility. Off-campus study is fully supported with materials, resources, online learning and contact by a Training Consultant. In some cases, assessment may require attendance at an agreed location.

Self-paced learning

All our learning materials are specially designed to enable learners to work at their own pace. Learning is often supplemented with CD's, DVD's or online activities, which contain examples, activities, quizzes and assessments. These may be provided to



flexible learners, allowing an opportunity for the learner to proceed at their individual pace.

Workplace training

This provides learners with the opportunity to learn in their workplace, using customised training materials. It may involve a workplace mentor or adviser to support the learning. Assessment is also conducted on site.

On-line delivery

This enables learners to access learning materials via the computer. This may occur through the Internet, which provides staff and learner interaction through the use of email and chat rooms.

Your Training Consultant may suggest a combination of these approaches supplemented by workshop activities, practical session, tutorials and structured learning experiences as they are further developed. Check with your Training Consultant to see what flexible options are available for you. These approaches are designed to maximise your learning and increase your choices

Assessment Strategy

Independent Institute is committed to an assessment system that ensures that assessment (including Recognition of Prior Learning, complies with the assessment requirements/ conditions of the training package; unit of competency being assessed and is conducted in accordance with the Principles of Assessment and the Rules of Evidence.

Assessment is conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Forms of evidence

Evidence can take many forms and be gathered from a number of sources. Evidence can be categorised as direct, indirect or supplementary evidence:

- **Direct evidence** can be observed or witnessed by the assessor. This could include observation of workplace performance, oral questioning, demonstration, challenge test.
- **Indirect evidence** refers to a candidate's work that can be reviewed or examined by the assessor. This could include finished products, written assignments or tests, or a portfolio of previous work performed.
- **Supplementary evidence** is presented to assessors to support a candidate's claim of competence. This could include reports from supervisors, colleagues and/or clients, testimonials from employers, work diaries, evidence of training.

Evidence gathering techniques

The assessor is to conduct both theoretical and/ or practical assessment sessions with the learner. Theoretical assessment component – written, oral questions, projects – paper based, phone questioning including Cloud Assess platform. Practical skills and knowledge to be assessed in simulated environments i.e. simulations/ role plays must provide opportunities for integrated assessment of competence that include:

- performing the task (task skills)
- managing a number of tasks (task management skills)
- dealing with workplace irregularities such as unexpected problems, breakdowns and changes in routine (contingency management skills)
- fulfilling the responsibilities and expectations of the job and workplace, including working with others (job/role environment skills) • transferring competencies to new contexts.

Where evidence is gathered over a number of assessments for a unit of competency, successful completion of the unit will only be judged after successfully completing each individual assessment. All details relating to specific assessment techniques are documented in detail in the session plan for each unit of competency in the qualification.

Assessing in role play/ simulated environments

Role play and simulations are forms of experiential learning Simulations will provide opportunities for integrated assessment of competence that include:

- performing the task (task skills)
- managing a number of tasks (task management skills)
- dealing with workplace irregularities such as unexpected problems, breakdowns and changes in routine (contingency management skills)
- fulfilling the responsibilities and expectations of the job and workplace, including working with others (job/role environment skills)
- transferring competencies to new contexts.

Assessment activities designed will be realistic and reasonable in terms of scale. Assessment conducted under role play/ simulated conditions will reflect those typically found in the workplace. The development and use of simulated environments is supported by consultation with industry.

When using role play/ simulated workplace environments, IIFP will fully replicate the resources, environment and any time and

productivity pressures that exist in the actual workplace. IIFP will ensure the development and use of simulated environments is informed by consultation with industry stakeholders to ensure relevance to real workplaces.

Late or incomplete assessment

If a student misses an assessment activity and/or task without a reasonable explanation, or if at any time it appears that a student is at risk of not completing the assessment and/or trainer must:

- advise the student and the employer via email of the tasks or actions to be undertaken in time for the problem to be corrected
- provide advice about the possible consequences of a not yet competent finding
- formally advise the employer if the problem has not been corrected.

Re-assessment

In the event of a 'not yet competent' assessment outcome, the learner will have an opportunity to re-do the assessments for that unit of competency at no cost. Learners who are assessed as not yet competent are to be provided with detailed feedback to assist them to identify the gaps in their knowledge and skills. Should the result of the re-sit be an outcome of 'not yet competent', one further re-sit is allowed.

If after the second re-sit, the learner still does not meet the necessary assessment criteria for competency, the learner has the opportunity to negotiate with IIFP) and seek additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.. Some options may incur additional costs.

Assessor competence

All assessment is undertaken by assessors who meet the requirements under the Standards for Registered Training Organisations (RTOs) 2015 – Standard 1, Clause 1.13 - 1.16: Employ Skilled Trainers and Assessors.

Principles of Assessment

Fairness - the individual learner's needs are considered in the assessment process.

Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

Flexibility - assessment is flexible to the individual learner by:

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

Validity - any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.

Validity requires:

- assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- assessment of knowledge and skills is integrated with their practical application;
- assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.

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

Rules of Evidence

The evidence used to make a decision about competence by the Trainer/ Assessor must be valid, sufficient, authentic and current.

Validity

The assessor is assured that:

- the learner has the skills, knowledge and attributes as described in the unit of competency being assessed and associated assessment requirements
- there is a direct relationship between the assessment tasks or activities learners undertake, the evidence presented and the assessment requirements.

Sufficiency

The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

The quantity of evidence may vary between learners. Some may take longer or need to complete a greater number of tasks to demonstrate competence. Others may, despite repeated opportunities, not be able to achieve competence.

Authenticity



The assessor can verify and identify that the:

- person enrolled, being trained and assessed is the same person that will be issued with the qualification or statement of attainment
- evidence presented for assessment is the learner's own work at all times and provides evidence of that person's skills and knowledge.

NB. Regardless of the delivery method, the Trainer/ Assessor must demonstrate how they verified the identity of the learner and to check work submissions for plagiarism and identical content in other submissions. For more information please refer to IIFP's Assessment Policy and Procedure.

Currency

Currency is important in determining if a learner is competent. Currency is a particular risk with recognition of prior learning, as you may be presented with a range of evidence gathered over a number of years.

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Cheating and plagiarism

Plagiarism is the presentation of somebody else's work as your own. This includes copying of somebody else's work without giving credit to the author or submitting someone else's work as your own.

Cheating and plagiarism is not acceptable. A learner's enrolment can be suspended if IIFP has reason to believe that the act of plagiarism has been committed. For more information, refer to IIFP's Learner Discipline Policy and Procedure.

Complaints and Appeals

In the event that a participant is not satisfied with an assessment decision, or any other part of the training and/or assessment process, IIFP has a Customer Complaints and Appeals Policy. Participants may view the policy at any time by requesting a copy from IIFP Customer Service (contact number 08 8258 4042) or on the website www.iifp.sa.edu.au.

1. Discuss the matter with the trainer/assessor
2. If participants do not wish to speak to the trainer/assessor, they may speak with the Training Coordinator at IIFP (contact number 08 8258 4042)
3. If the matter is unresolved, the participant may lodge the matter verbally or in writing with IIFP CEO

If the matter is unresolved, and the participant is still not satisfied, then the participant has the option to take the issue to:

Complaints about training organisations

Clients could also refer to external bodies, such as their own states or territory registering body and to the **National Training Hotline, telephone: 13 38 73.**

Training Advocate

The Training Advocate can assist people who are having problems with the vocational education and training system or who would like information or advice about the system.

Phone: **1800 006 488** Email: trainingadvocate@saugov.sa.gov.au

Training and Apprenticeship Services

For information about Trainee and Employer rights and responsibilities under a Contract of Training. Ph: **1800 673 097**

Learner record keeping

IIFP maintains complete and accurate records of the attendance and progress of learners, as well as financial records that reflect all payments and charges and the balance due, and will provide copies of these records to learners on request.

Learner Access to records

Learners shall have access to records to:

- Check relevant information in the event of dispute resolution/Grievance/Appeal
- Update relevant documentation i.e., change of address, marital status etc.
- Check units of competency achieved

To access your information you will need to provide a written request and identification to the customer service officer at IIFP on 08 8258 4042. Access will be provided under supervision of a IIFP staff member and only copies of the information contained in your file be will be provided.

Keeping of Evidence of Assessment

In accordance with the *General Direction - Retention requirements for completed student assessment items*

<https://www.asqa.gov.au/news-publications/publications/general-direction-retention-requirements-completed-student-assessment>



IIFP will retain evidence of assessment for 6 months from the date of competency being determined. After this point learners have the option of having the assessment evidence returned to you or destroyed by IIFP.

Parchment Re-issue

*To apply for re-issuance of parchments please contact the Customer service officer and request the form titled: **Application for Re-Issue of Qualification – document no. iifp0325v2***

Replacement parchment, for lost or damaged Qualifications, must be paid prior to re-issued a cost of \$60.00.PER QUALIFICATION.

Each parchment replacement will bear the same name, date and academic program details as on the original, and will be of the same paper stock, size and format, with the same print style and layout, and bearing the same logo and signature of the CEO, as is issued to graduates at the time the application for replacement is received.

In addition to the features outlined above, the replacement parchment will contain the following sentence, appearing in small font at the bottom centre:

“Replacement certificate issued on <date>” where “<date>” is the date of replacement.

This Information Handbook has been produced for learners at IIFP

Although IIFP has been careful to ensure accuracy at the time of printing, we accept no liability or responsibility regarding the information. Learners are advised to contact their Training Consultant or Customer Service Officer

CODE OF BEHAVIOUR FOR STUDENTS

PURPOSE: The purpose of the Code of Behaviour for Students is to clearly define student and staff rights and responsibilities which relate to appropriate behaviour. The intent is to foster a learning environment in which all students and staff can participate safely and effectively.

SCOPE: For the purposes of this Code “trainee, student or Learner Candidate” refers to any person participating in education or training delivered by IIFP. A “client” is a person or organisation who may enter into a IIFPVITA contract with IIFP for the delivery of education and training services.

RESPONSIBILITIES: CEO, Trainers/Assessors, Administration officers

REFERENCES: National Vet Regulations SRT0 2015

ACTION/METHOD:

While enrolled in a course of study all students, staff, contractors and visitors are expected to behave in a considerate and respectful manner when dealing with others. Unacceptable behaviour can hinder the academic progress or work performance of others.

Rights and Responsibilities

You, and the staff at IIFP, have a right to work and study in an environment free from harassment, discrimination or threatening behaviour.

This right is accompanied by everyone's responsibility to:

- Respect the rights of others
- Respect difference and diversity
- Respect people's rights to privacy and confidentiality.

The right to have your say is balanced with the responsibility to listen to others.

You can expect staff to:

- Treat you in a fair and non-discriminatory way
- Be professional in performing their duties.

You have a responsibility to:

- Observe any course rules or behaviour guidelines set by your Training Consultants or program
- Behave in a manner that does not interfere with the learning of others
- Conduct yourself in a responsible manner
- Submit your own work for assessment - cheating and plagiarism are unacceptable.

Violence, intimidation, harassment and unsafe behaviour will not be tolerated during training programs.

Unacceptable behaviour includes:

- Disobeying any reasonable direction by an Institute staff member
- Discrimination and harassment
- Bullying and intimidation
- Making racist or sexist comments
- Assaulting or attempting to assault anyone
- Behaving in a disruptive manner such as swearing, yelling or using offensive language
- Illegal use of drugs or alcohol
- Vandalising or causing wilful damage to Institute property
- Endangering the safety of yourself or others
- Sexual harassment

The policy clearly states that sexual harassment includes, but is not limited to the following behaviour:

- Wolf whistles, cat calls, leering, offensive staring and questioning
- Persistent social invitations or obscene or unsolicited communication by co-workers or students (this includes email, mobile phones etc)
- Suggestive comments pertaining to sexuality, physical appearance
- Requests for sexual favours, including by implication

Consequences of unacceptable behaviour

Where behaviour is disruptive or unacceptable, disciplinary action may be taken.



A Training Consultant may ask a student to leave the training session or refuse access to the program if disruptive or dangerous.

A student may be excluded from a program by the Training Consultant. Incidents include:

- Unsafe behaviour – being disruptive.
- Damaging property
- Criminal behaviour (determined by police involvement)

CODE OF PRACTICE

- PURPOSE:** This simplified Code of Practice provides the public information outlining a basis for good practice in the marketing, operation, financing and administration of education and training services by Independent Institute as an RTO registered nationally with The Australian Skills Quality Authority (ASQA)
- SCOPE:** For the purposes of this Code “trainee, student or Learner Candidate” refers to any person participating in education or training delivered by IIFP. A “client” is a person or organisation who may enter into a IIFPVITA contract with IIFP for the delivery of education and training services.
- RESPONSIBILITIES:** CEO, Trainers/Assessors, Administration officers
- REFERENCES:** National Vet Regulations SRTO 2015
- RECORDS AND FORMS:**

ACTION/METHOD:

Independent Institute (of Food Processing)-IIFP is a Registered Training Organisation (RTO) under the provision of the National Vet Regulations SRTO 2015. It is a wholly owned enterprise of the legal partnership of Independent Institute - IIFP Pty Ltd. ABN 78 159 053 773

As an accredited provider of education and training, the **Independent Institute (IIFP)** is required to publish a Code of Practice to meet the National Vet Regulations SRTO 2015, and make it **available to each client prior to enrolment**. This is provided either at www.IIFP.sa.edu.au, an expert from this document or within the Learner handbook.

This Code summarises a detailed level of information in IIFP’s RTO Learner handbook and internal policies and procedures. Statements that are made about each of these items include, but are not necessarily limited to the following:

- For the purposes of this Code “trainee” or “student” or “learner” refers to any person participating in education or training delivered, and is confirmed after review of our client/student handbook and our training service agreement and acceptance documented by the completion and signing of our enrolment form and acknowledgement of the associated pre enrolment induction checklist constituting. Where the Learner, or another non-business party (ie Guardian) pays for the educational service this process constitutes the requirements as the ‘Client’
-
- For the purposes of this Code a “client” is a person or organisation who enters into a contract with IIFP for the delivery of education and training services and who pays for that service.
-
- If the Educational service is paid by an Enterprise, to the benefit of a “trainee or student” to undertake a qualification or course of study, then the Enterprise becomes the “Client”. This is acknowledged by completion of a “VET in Enterprise Training Agreement (VETA pt1)” and subsequent VETA Schedule (VETA pt2) and is to be read in conjunction with the current version of the client/student handbook. In both above cases additional references offer more information on our IIFP website: www.IIFP.sa.edu.au

CONSUMER RIGHTS

IIFP ensures clients’ rights as a consumer are protected and they receive the services detailed in their agreement with IIFP, and include;

- Our marketing and advertising to prospective clients is ethical and accurate.
- You will be informed before you enrol of all the costs and charges you will incur throughout your course.
- We have fair refund policies that are documented and provided to each client prior to enrolment. In the event that our RTO is not able to fulfil its obligations to you we have measures in place to ensure that you either receive the service from another RTO or a refund
- We ensure that your academic, financial and other records maintained by us are complete and accurate. These records are managed to maintain confidentiality and will not be divulged to third parties unless authorised by you or under law. You may view your own records to confirm their accuracy and completeness.

PROVISION OF TRAINING AND ASSESSMENT SERVICES

IIFP has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of trainees and/or clients. The service IIFP:

- provides maintenance of a learning environment that is conducive to the success of trainees.
- has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of trainees.
- monitors and assesses the performance and progress of its trainees.
- ensures that teaching Team members are not only suitably qualified but are also sensitive to the cultural and learning needs of trainees, and it provides training for our Team members as required.



- ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited courses.
- is committed to access and equity principles and processes in the delivery of its services.
- Our organisation is committed to continuously improving the services it offers and will seek feedback from you about the services you have received from us.
- Our organisation is a Registered Training Organisation with the Australian Skills Quality Authority. We ensure that at all times our operations comply with the legislation and the under the National Vet regulations SRT0 2015 standards to be met by each Registered Training Organisation.

ACCESS AND EQUITY

IIFP adheres to principles of access and equity and meets its legal obligations and maximises outcomes for each client;

- We are committed to principles of access and equity and will not unlawfully discriminate against clients. The obligations we place on our Team members and Learner Candidates are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free of discrimination or harassment.
- Our policies and procedures ensure that you are treated fairly and receive all reasonable assistance to successfully complete your course once accepted for enrolment.
- We will deal fairly and constructively with your concerns and complaints about our services.

CONTINUOUS IMPROVEMENT

Independent Institute is committed to providing you with the best quality education products and services that meet and exceed the needs of industry, Learners and government.

We strive to apply continuous improvement to all aspects of our operations and utilise, value and reward the knowledge, skills and efforts of our Team members and Associates.

This process applies to all Independent Institute training products and service delivery

LEGISLATIVE REQUIREMENTS

Independent Institute as an RTO will meet all applicable legislative requirements of State and Federal Governments. In particular, Workplace Health and Safety, Privacy, Equal Opportunity, Workplace Relations and Vocational Placement Standards will be met at all times.

Independent Institute has policies and procedures in place which enable us to maintain the interests and welfare of Learners and/or clients. The purpose of this process is to ensure that IIFP Team members have access to the latest legislation and regulations that effect the operations of the RTO.

The Team members, in turn ensure that updated legislation and regulations are incorporated into the training and assessment where appropriate.

WORKPLACE HEALTH AND SAFETY

Independent Institute is obliged under legislation:

- To ensure the health and safety of each of their workers and Learners/clients;
- To ensure the health and safety of other people who are not workers or Learners; e.g. visitors and guest presenters;
- To ensure people can come to work or a training venue with a minimum of risk of injury or illness;
- Ensure that any equipment used by Team members or learners is safe when properly used. Learners/clients are obliged:
- To obey instructions regarding their health and safety and the health and safety of others;
- They must not deliberately interfere with or misuse anything that has been provided for workplace health and safety;
- They must not deliberately endanger the workplace health and safety of others, or deliberately injure themselves.

ISSUANCE OF QUALIFICATIONS

IIFP issues qualifications and Statements of Attainment to trainees who meet the required outcomes of a qualification or unit of competency, in accordance with AQF Implementation Handbook and the VET Quality Framework.

RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOs

IIFP recognises the AQF qualifications and Statements of Attainment issued by other RTOs.

Mutual recognition obligations are reflected in IIFP policies and procedures and information to Team members and clients.

MARKETING OF TRAINING AND ASSESSMENT SERVICES



IIFP markets and advertises its products and services in an ethical manner.

IIFP gains written permission from a trainee or client before using information about that individual or organisation in any marketing materials.

IIFP accurately represents recognised training products and services to prospective trainees and clients.

IIFP ensures trainees and clients are provided with full details of conditions in any contract arrangements with our organisation.

No false or misleading comparisons are drawn with any other training organisation or qualification.

FINANCIAL STANDARDS

IIFP has measures to ensure that trainees and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of IIFP.

IIFP has a refund policy that is fair and equitable and this policy is made available to all trainees and clients prior to enrolment. IIFP ensures that the enrolment service agreement statement and financial relationship between the trainee/client and IIFP is fully and properly documented, and that copies of the documentation are made available to the trainee/client.

Documentation includes: the rights and responsibilities of trainees, costs of training and assessment services and issuance of Qualifications, payment arrangements, refund conditions and any other matters that place obligations on trainees or clients.

PROVISION OF INFORMATION

IIFP supplies accurate, relevant and up-to-date information to prospective trainees and clients covering policies and procedures not limited to this Code.

IIFP supplies this information to trainees and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

In summary, Independent Institute - IIFP will provide to its Learners/clients prior to enrolment information about each of the following:

- Client selection, enrolment and induction/orientation procedures;
- Course information, including content and vocational outcomes;
- Fees and charges, including refund policy and exemptions (where applicable);
- Provision for language literacy and numeracy assessment;
- Client support, including any external support the RTO has arranged for clients;
- Flexible learning and assessment procedures;
- Welfare and guidance services;
- Appeals, complaints and Complaint procedures;
- Disciplinary procedures;
- Team members responsibilities for access and equity;
- Recognition of Prior Learning (RPL) arrangements.

RECRUITMENT

IIFP conducts recruitment of trainees at all times in an ethical and responsible manner.

Offers of course placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.

IIFP will meet the individual needs of learners by assessing their current skills and knowledge prior to the commencement of training.

- We recognise that a Learner Candidate may hold skills and knowledge that are relevant to your course outcomes. We will assist you to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning.
- If they have completed relevant units of competency with another Registered Training Organisation we will automatically credit these towards completion of your qualification
- We offer learning and assessment services that as far as practicable, meet individual learning needs. We can tailor training program to meet student needs and will offer you a range of learning and assessment resources.

STUDENT FEE POLICY

IIFP provides information about course fees, payment options, concessions, *State funding subsidies* (where applicable), parchment replacement costs to learners.

SUPPORT SERVICES



IIFP provides adequate protection for the health, safety and welfare of trainees and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic and personal counselling.

COMPLAINTS AND APPEALS

IIFP ensures that trainees and clients have access to a fair and equitable process for dealing with grievances and provides an avenue for trainees to appeal against decisions which affect the trainees' progress. Every effort is made by IIFP to resolve trainees'/clients' grievances.

For this purpose, IIFP has a Complaints and Appeals policy where a member of Team members is identified to trainees and clients as the reference person for such matters. In addition, the grievance mechanism as a whole is made known to trainees at the time of enrolment.

Where a grievance cannot be resolved internally, IIFP advises trainees and clients of the appropriate body where they can seek further assistance.

RECORD KEEPING

IIFP keeps complete and accurate records of the attendance and progress of trainees, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to trainees on request.

Independent Institute will maintain current records of the verified qualifications and experience of all Team members working on behalf of the RTO as trainers and assessors.

Learner records will be maintained by the RTO for a period of 30 years as per the Standards for RTO's 2015.

QUALITY CONTROL

IIFP seeks feedback from our trainees and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.

CUSTOMER FEEDBACK GUARANTEE

Excellence in training is IIFP's customer service approach in the delivery and management vocational education, training and consultation services. As part of this approach we are committed to listening and responding to what clients have to say. We will:

- listen with respect to each person who provides feedback
- endeavour to understand the perspective of each person who provides feedback
- treat all feedback with confidentiality
- take appropriate action on feedback received

The client can provide us with this feedback via your Training Consultant, customer service officer, surveys, Learner forms and feedback slips.

IIFP strives to be transparent and ethical, we are committed to providing a service of the highest possible standard. We do not know how we are performing unless we ask. Therefore, we hope you will provide us with honest feedback that will help us initiate change to the benefit of our present and future clients.

INDUSTRY CONSULTATION

Independent Institute continuously liaises with industry through relevant skills Councils, industry and professional associations, local employers so that qualifications it issues remain consistently relevant, flexible and meet the needs of industry.

To achieve this Management, Team members and Associates/trainers will:

- consult Workplace personnel in the development of workplace training and assessment processes
- ensure Workplace personnel are informed of their training and assessment roles and responsibilities, where relevant to the training and assessment program through providing input to Training Plans
- Monitor the learners' progress. Information from workplace personnel is used to continuously improve training and assessment
- Input is collected from industry contacts to confirm that the proposed and actual training provides the relevant outcomes to meet the employment and skill demand of industry.
- Workplace personnel can provide feedback on how effectively training, assessment and client services meet workplace

CHILD PROTECTION

Independent Institute is committed to protecting the security, safety and wellbeing of employees, learners, and others, as well as safeguarding its reputation. This includes being a child safe organization.

Accordingly IIFP requires that a relevant history assessment be undertaken on all employees, prospective employees, contractors or volunteers and where necessary the employee, prospective employee, contractor or volunteers who are employed to work with children or who provide a volunteer service to children. IIFP will obtain a relevant history assessment as a condition of employment or engagement.



IIFP will maintain a policy and procedure that will ensure the requirements of the Children's Protection Act 1993 and in particular the Child Safe Environments and Criminal History assessment for people working with children are met and ensure that only fit and proper people are employed in positions that have regular contact with children.

ONGOING COMMUNICATION AND FEEDBACK

Independent Institute commits to keep staff, clients and learners informed of any legislative and regulatory requirements that may affect services delivered. This may include training regulation updates, industry standards updates, safe work regulations etc.

APPROVAL, REVIEW & VALIDATION

This policy was last reviewed by the CEO and Team members in February 2018.

This policy has been approved by Independent Institute (IIFP). Source document

Stephan Knoll

Chief Executive Officer

TERMS AND CONDITIONS

to be read in conjunction with a Participant enrolment form or an Enterprise IIFPVITA pt1 agreement

1. GENERAL CONDITIONS

- 1.1. IIFP will provide training and assessment services to the learner or for an employer and their employee in individuals training course as in line with this Learner Handbook and information provided in printed material and also available on the IIFP web site www.IIFP.sa.edu.au. Training and consulting programs are complex services and IIFP assumes that the client is fully aware of the services and process involved when they accept this Agreement.
- 1.2. IIFP reserves all intellectual property rights in connection to the services and products provided under this Agreement, including rights to all work developed and used as part of the Agreement. The intellectual property rights may include but are not limited to copyright, trademarks – registered and unregistered, work practices, methods, designs, concepts and trade practices. Use of any IIFP intellectual property outside the scope of this Agreement, or after termination of the agreement, is strictly prohibited.
- 1.3. IIFP will ensure that the required training is scheduled during the contract term and will keep the client informed of non-attendance, non-completion or avoidance of skills development and/or theory work on the learner / trainees part.
- 1.4. The services can only be successful with full participation of the client / employer / site supervisors / employees. The client acknowledges this, and will make every effort reasonable and possible for IIFP to successfully deliver the services.
- 1.5. It is the employer's responsibility to ensure that learners attend all training sessions and are able to practice developing skills as required within their training plan. Where the employer has agreed to offsite face to face training in the VITA pt1 Agreement they must allow their attendance.
- 1.6. Where participants consistently do not attend scheduled visits / classes or are not developing skills at a rate required to complete the qualification, then IIFP is obliged to report this to the Apprenticeship Centre and/or relevant state body for monitoring. This may result in a suspension or termination of the traineeship. IIFP policy is to report to the relevant regulatory body if a learner's attendance falls below a standard so that it will be difficult for the qualification to be achieved within the required / agreed timeframe due the fault of the employer continually delaying the process.
- 1.7. IIFP will inform the client (if IIFP is required by the client) to schedule additional classes or one-on-one tuition to complete the training sessions, then the additional fee if listed in the schedule will be applied unless it is a Government Funded FEE FREE course or exceeds the maximum Government Funding maximum fee allowed, in both cases other departmental reporting measures will be undertaken to resolve the issue.
- 1.8. IIFP requests, that where possible, notice of a minimum 48 hrs be given by the client of postponement of a scheduled training session. IIFP will waive the standard notice period / cancellation fee in the event of unforeseen or extenuating circumstances. The above, notwithstanding, if IIFP is not given enough time to cancel the trainers services or the trainer is in transit to the training site, any trainer expenses incurred by IIFP will be passed on to the client at cost.

Every effort is made to confirm sessions prior to the next planned visit and it is therefore reasonable to inform your training & assessor consultant that the visit or attendance is unable to proceed.
- 1.9. RPL / RCC. If Assessment services are provided prior to a contract of training traineeship and the traineeship does not proceed, IIFP is to be reimbursed the costs of the assessment time. RPL/RCC is an integrated part of a Fee For Service delivery strategy for Existing Workers with courses priced accordingly. There will be no fee reduction for workers awarded RPL/RCC credits.
- 1.10. The client agrees to pay IIFP the consideration as noted in clause 2 below and as required by the Schedule of Charges listed either on an enrolment form, an Enterprise IIFPVITA Pt1 agreement (Formerly VETA) or an agreed revise schedule, and to receive these services from IIFP in an on-going manner.
- 1.11. The term of this agreement shall commence from the Date of the Enrolment form or IIFPVITA Pt1 is endorsed by IIFPAdmin or the CEO.
- 1.12. This Agreement may be altered and up-dated by IIFP from time to time, and these terms and conditions may be varied at IIFP's discretion with consultation with the client. IIFP will provide variations to the client with 14 days' notice in writing; unless government effected changes / requirements on IIFP make this unachievable. If IIFP does not receive a written cancellation of an Agreement, IIFP shall reasonably assume that the client has agreed to the variation.

2. FEES & REFUNDS

- 2.1. The client shall pay the deposits, course fees (unless exempt at level I or II under Government Funding) & incidental materials fees, as outlined in the Schedule of Charges & or Participant enrolment form. **Payment is required within 14 days of the date of any invoice issued by IIFP.** Fees will not exceed \$1,000.00 at enrolment and subsequent fees required in advance will not exceed \$1,500.00 for each instalment. IIFP may alter fees by providing written notification to the client within 14 days.
- 2.2. Special arrangements can be made for *extension of terms or instalments* to coincide with an enrolment or application.
- 2.3. An administrative fee of \$50.00 per refund will apply for the provision of a client/learner initiated refund.
- 2.4. Any invoice or an instalment due date, which is not paid within 7 days of its due date, and no prior arrangements for late payment has been made for extension of terms within 7 days of that due date, then IIFP reserves the right to discontinue training until payments are up to date and levy a charge of 1.5%, plus a further 1.5% for each additional 30 days between such due date and payment. (or as scheduled by the CEO)
- 2.5. The Policies on Refunds and Fee Exemptions apply to this agreement and are up-dated as required by government



policy. Please refer to the web-site for the latest version that applies to your courses.

- 2.6. Should the training of a learner be cancelled prior to final payment for training, the client will be invoiced for costs of training already attended by the learner at a pro-rata fee, based on the agreed fee-for-service costs.
- 2.7. Parchments will be issued free of charge during the contract or enrolled period. Replacement parchment, if required, will attract a \$60.00 fee.

3. LIMITATION OF LIABILITY

- 3.1. Subject to 4.1, to the maximum extent permitted by law, IIFP gives no warranties, and shall have no liability to the client in relation to:
 - 3.2. Use or implementation of IIFP's training systems and products and resulting staff performance or lack thereof;
 - 3.3. Unsuitability of the training for any specific purpose;
 - 3.4. Any other liability relating to the training or outcomes from the training;
 - 3.5. The implementation of any advice, referral, system or idea that IIFP may provide during, after or as part of providing the service.
- 3.6. Without limiting the foregoing provisions of this clause 4, neither IIFP, its Team members, nor Associate Consultants shall have any liability in relation to any indirect or consequential loss, relating to any of the services provided.

4. TERMINATION

- 4.1. The Client or IIFP shall be free to terminate this agreement with 90 days written notice.
- 4.2. If the Client terminates this Agreement, IIFP shall issue a Tax Invoice, and the client shall pay any and all monies outstanding and due within 7 days of the date the Tax Invoice.
- 4.3. IN NO EVENT shall IIFP's liabilities under this agreement exceed the sum of any amounts paid hereunder by the client to IIFP.

5. GENERAL RESPONSIBILITIES OF BOTH PARTIES

- 5.1. Refer to further text within this Learner / Client Information Handbook, the Participant enrolment form, IIFPVITA Pt1 agreement and / or any other signed contractual documents entered into by both parties.

6. GRIEVANCE, REFUND AND OTHER ADDITIONAL POLICIES & PROCEDURES

Refer to further text within this Learner / Client Information Handbook, the Participant enrolment form, IIFPVITA Pt1 agreement and / or any other signed contractual documents entered into by both parties, IIFP website www.IIFP.sa.edu.au or contact customerservice@IIFP.sa.edu.au or phone / fax ADMIN 08 8258 4042

APPROVAL, REVIEW & VALIDATION

This policy was last reviewed by the CEO and Team members in February 2018.

This policy has been approved by Independent Institute (IIFP).

Stephan Knoll

Chief Executive Officer