



International Teacher Training Academy (Australia)

RTO Code: 40176

Student Handbook

This handbook contains the Code of Practice and Privacy Policy.

We hope that your learning will be enjoyable and productive. Please let us know if you experience any difficulties during your course, so that we can take action to assist you. Our aim is for you to achieve high levels of competency and we will assist you flexibly and fairly to achieve your goals.

Please read this Student Handbook and the Course Information for your course carefully.

If you have any questions after reading this Student Handbook and the Course Information, please contact the Operations Manager at the International Teacher Training Academy Australia on info@ittacademy.net.au



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Code of Practice

Educational Standards

The International Teacher Training Academy (Australia) aims to develop World Class Teachers and Managers by providing the highest quality training and professional development. ITTA will maintain high standards in the provision of vocational education and training and other client services by staff that are dedicated and believe they can make a difference because of their expertise, experience, passion and care. The International Teacher Training Academy (Australia) has policies and management practices to maintain high professional standards in the marketing and delivery of our services and which safeguard the interests and welfare of clients.

The International Teacher Training Academy (Australia) maintains a learning environment that supports the success of students. We have the capacity to deliver the nominated course(s), and use appropriate methods and materials. The International Teacher Training Academy (Australia) ensures that the following are the minimum elements of our Code of Practice (*Click for details*):

[Sanction](#)

[Legislative Requirements](#)

[Quality Management Focus](#)

[Language, Literacy and Numeracy Support](#)

[Marketing and Advertising](#)

[Access and Equity](#)

[Training and Assessment Standards](#)

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Sanction

The International Teacher Training Academy (Australia) recognises that registration as a Registered Training Organisation may be withdrawn if it does not honour the obligations of the Code of Practice.

Quality Management Focus

The International Teacher Training Academy (Australia) is committed to providing a quality service with a focus on a continuous improvement. The International Teacher Training Academy (Australia) values feedback from students, tutors, and industry representatives. Where possible, the International Teacher Training Academy (Australia) designs diagnostic assessment instruments specific to student needs.

Marketing and Advertising

The International Teacher Training Academy (Australia) will market our training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to clients will have no false or misleading comparisons with other providers or courses. The International Teacher Training Academy's marketing strategies will not contravene legislation.

Guarantee

The International Teacher Training Academy (Australia) will honour all guarantees outlined in our Code of Practice.

Admissions/Enrolment

Client Selection and Recruitment

Selection and recruitment will be responsible, ethical and consistent with any training package requirements at all times. The International Teacher Training Academy (Australia) is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation.

Student selection and admissions will be managed by the Operations Manager who will liaise with the Director and the selection committee regarding the selection of qualified applicants.

The Director will recommend the number of places available in each semester/year. Offers for study will be made only within the parameters of the Director's approval.

Proficiency in English is required for entry to all courses.

Specific requirements for applicants whose first language is not English and who have not previously undertaken at least one full-time year of secondary or tertiary study must present evidence of IELTS level minimum 5.5. All IELTS results will be verified using the IELTS verification website.

As part of the selection process all participants will be required to undertake a Language, Literacy and Numeracy (LLN) assessment to ensure that any specific needs can be identified and training and support strategies put into place as required.

To gain entry to a course an applicant must

- a. Be deemed successful by the selection committee in meeting the requirements of the selection process (outlined below) and satisfy any general entry requirements of the Academy together with other criteria such as achievement in specified pre-requisite subjects, interview, submission of portfolio and/or any required supplementary information.
- b. Be offered in writing, and accept the place offered in the chosen course of study within the prescribed time.

In addition to the general admission requirements stipulated above, certain courses may specify additional requirements which applicants are required to meet in order to demonstrate their capacity for success in the course.

Student Selection Process

The applicant makes an enquiry regarding a course of study by phone, email or through the International Teacher Training Academy (ITTA) website.

The applicant is contacted by an appropriately qualified staff member from The International Teacher Training Academy (ITTA) by phone to discuss their choice of course for study.

As part of ITTA's student selection and screening process, the applicant will be required to complete a Language, Literacy and Numeracy (LLN) assessment.




These documents together with the initial phone interview will enable ITTA staff to determine

- the applicant's suitability for their chosen course of study
- identify any language, literacy and numeracy needs
- assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies.

All applicants will be advised in writing regarding their suitability and eligibility for entry in a course of study with the Academy. A verbal indication regarding suitability and eligibility for entry in a course of study should not be considered as a formal or binding offer.

An applicant may be offered a place in a course with advanced standing. In granting admission under this category credit may be granted through the Academy's recognition of prior learning process.

The Academy may refuse admission to a qualified applicant if:

-  The limit on available places is exceeded; or
-  There are no appropriate or sufficient personnel or resources to enable the course to be offered
-  There are other restrictions or limitations applying to the course

Enrolment Procedure

Once the applicant's suitability has been determined by ITTA the applicant will be notified in writing and offered a place in their chosen course of study. The applicant will be sent the link to the Student Management System with instructions to complete and submit the ITTA student enrolment form.

A completed enrolment form is to advise all details necessary to register a student. All questions should be answered.

All enrolment forms must be accompanied by certified copies of original documents of all qualifications gained that are referred to in the enrolment form with proof of completion. If a qualification has been attempted but not completed, statements of attainment or academic transcripts must be provided.

A student's enrolment may be cancelled if statements made by the student in their enrolment form are shown to be false.

Note: Should there be any doubts regarding the applicant's claimed academic credentials, the Academy will contact the issuing institution for verification.

When the completed enrolment form is submitted by the student ITTA staff will finalise the enrolment which includes payment by the student and issuing log-in details for the student portal.

Once the fees are received the enrolment form and payment are processed and receipted. Arrangements for the payment of the balance of fees will be discussed and confirmed before commencement of the course.

Note: Maximum deposit of \$1,000 only can be received prior to commencement of the course.

When the completed enrolment form and fee payment has been processed the student is allocated a permanent identification number. This student identification number is required for any certificates to be issued on completion of the course.

The receipt for fees and a copy of the confirmed enrolment form are sent to the student. A copy of the Student Handbook, Course Learning Guide and Assessments are attached and the student is advised to read the policies prior to commencement. The student is also advised about graduate certification procedures, assessment procedures, complaint and appeal procedures, facilities and equipment and student support services.

Note: A copy of the Student Handbook is also in the Academy's Moodle Library for each course offered by distance delivery.

Deferment of a place







The Director or Operations Manager may approve an application by a student to defer the offer of a place in a course of study, subject to the following provisos:

- a. Requests for deferment must be lodged at the time of offer
- b. The maximum duration of a deferment is twelve months from the time of offer
- c. It is the responsibility of the applicant to inform the Academy of any change to postal address and contact details so that all required information and study material can be delivered successfully at the end of the deferment period.
- d. The deferment can only be granted for the course in which the student has received the offer for a place.
- e. An applicant whose application to defer admission has been approved will be guaranteed a place in the course for which the original offer was made, provided that the course is still current and available.
- f. If the applicant wishes to be considered for a place in a different course, re-application in accordance with the standard admission application process will be required.

An applicant may appeal against a decision made regarding admission under this policy as in the Student Grievances Handling Policy and Procedure.

Induction/Orientation














The teacher allocated to the student will contact the student within 24 hours of the enrolment process being finalised to discuss and explain all relevant information associated with their study to ensure they:

-  understand the information contained in the Student Handbook and Course Booklet;
-  understand the Rules and Regulations;
-  are familiar with facilities and resources;
-  have identified the key training, administration and support people;
-  have necessary course materials; and know their timetables;
-  know where to access more information.

Course Information, Content & Vocational Outcomes

Course Information

Students will receive the following information prior to enrolment:

-  student selection, enrolment and induction/orientation procedures;
-  course information, including content and vocational outcomes;
-  competencies to be achieved
-  certification to be issued on completion or partial completion of the course;
-  assessment procedures;
-  arrangements for the recognition of prior learning;
-  facilities and equipment;
-  fees and charges, including refund policy
-  provision for language, literacy and numeracy assessment;
-  student mentoring and support services including any external support for students
-  complaints and appeals procedures;
-  disciplinary procedures;
-  any other information specific to their course.

Course information, content, assessment requirements, and vocational outcomes are supplied in the Learner Guide and Assessment Workbook for each course. Additional information required can be discussed with the teacher/assessor or ITTA staff.

Vocational Outcomes

When students have completed their studies with the International Teacher Training Academy (Australia), a **student records** register will be maintained for future reference.

Fees and Charges and Refund Policy

Fees & Charges



Details of fees are supplied in the course information for each course on the ITTA website and in ITTA course brochures which will **be** provided to students on enquiry

If a student is deemed to be "Not Competent" at the conclusion of a course then the student will be offered additional gap training for the units still to be completed. The cost of fees for additional gap training for units still to be completed will be determined on a pro-rata basis according to the number of units in the course .

Refund Policy

The policy of the International Teacher Training Academy (Australia) is at all times to be fair and equitable to registered students. Applications for refunds can be made to the Director.

Course fees shall be refunded to the student if:

-  ITTA cancels or discontinues a course. In the event of a course being cancelled by ITTA , the student will be issued with a full refund of fees paid to ITTA.
-  The student withdraws from a course due to serious illness within the first three weeks of commencement of the course. A medical certificate will need to be submitted with the application for refund of course fees.

Students who fail to commence a course will forfeit any course fees paid.

Students who withdraw from a course for reasons other than illness and without a medical certificate will be liable for the remainder of any outstanding course fees.

If a student is disadvantaged and cannot commence or complete his/her course as a result of a situation that is instigated by ITTA then a full refund for the non-delivered portion of the course will be made and a Statement of Attainment issued for units completed.

If the student does not complete the course or withdraws of his or her own volition then the normal refund policy of "no refund after commencement of course" applies.

Language, Literacy & Numeracy Support

Students will be assessed to ascertain if their Language, Literacy and Numeracy skills are sufficient to successfully undertake the chosen course of study. This will take place during the student selection process and will consist of: the initial phone interview and completion of the LLN assessment (link emailed to each student).

Trainers will ensure that they identify any language, literacy and numeracy requirements of the learner prior to the commencement of the course and provide the necessary feedback. For students requiring low-level support ITTA will arrange for extra tutorial assistance. Where extensive support is needed, specialist LLN support will be sought and arranged on behalf of the student.

Students of the International Teacher Training Academy will be able to use the services of in-house LLN specialists who take part in such things as mentoring, team teaching, joint planning and/or individual support. The International Teacher Training Academy also has strong partnerships with some TAFE Institutes and ACE Colleges where additional LLN support can be sought.

Student Support

Student Services, Welfare and Guidance

The International Teacher Training Academy (Australia) uses quality management practices to ensure effective student services. Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All student results and documentation are recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff.

Access to ITTA Student Portal

On completion of enrolment students will be issued with personal log-in details which will provide access to the ITTA student portal.

The ITTA Student Portal provides students with immediate access to their results online to check on their progress during the course.

The International Teacher Training Academy (Australia) informs students of all fees and charges prior to enrolment. Students are advised of course content, outcomes, and assessment procedures before training commences.

The International Teacher Training Academy (Australia)'s quality focus includes access and equity, recognition of prior learning, fair and equitable refund policy, complaint and appeal policy and procedure. For any matter outside of the International Teacher Training Academy (Australia)'s expertise or control, the International Teacher Training Academy (Australia) will make every attempt to refer the student to the relevant agency or expert.

Procedure for Student Support/Counselling

The International Teacher Training Academy (Australia) is at all times concerned with the welfare of our students. Staff will counsel students as appropriate and/or refer them to qualified counsellors. The staff are required to respond to and attempt to alleviate any signs of distress or discomfort by students, and to actively render appropriate assistance.

Flexible Learning & Assessment

Training and Assessment Standards

The International Teacher Training Academy (Australia)'s staff have appropriate qualifications and experience to deliver the training and assessment offered. Assessment will meet National Assessment Principles including recognition of prior learning and credit transfer. The International Teacher Training Academy (Australia) complies with the international Code of Conduct for Assessors developed by The National Council for Measurement in Education.

Sufficient training materials and physical resources are utilised to achieve the learning outcomes of the training product. Appeals procedures are in place for students who are not satisfied with assessment or training. All assessment processes are valid, reliable, flexible and fair.

Students are advised of assessment requirements before the commencement of the course.

Flexible Learning

The International Teacher Training Academy (Australia) provides students with learning flexibility by taking their personal situations into consideration so as (a) to maximise learning outcomes, and (b) to optimise access to learning activities. Any flexible arrangements must at all times adhere to the course assessment standards and requirements.

Students should initially discuss possible flexible arrangements with their trainer. If the desired change is feasible, authorisation should then be obtained from the Director.

Assessment






The International Teacher Training Academy (Australia) is committed to providing a quality distance learning environment to meet the specific needs of students drawn from diverse educational, social, ethnic and economic backgrounds


Assessment is an exercise of professional judgment by staff and others, and takes place in a variety of contexts, distance learning, work placements and other settings

Assessment is an integral part of the teaching and learning process that contributes significantly to our students' learning outcomes. What and how we assess gives clear messages to students about what the Academy considers to be important.

The assessment policy and procedure for each course are detailed in the course Learning Guide and Assessment Workbook. The International Teacher Training Academy (Australia) applies the principles of validity, reliability, fairness and flexibility in all assessments.

The objective of assessment is for the student to show that they have achieved the unit's competencies. Students may be assessed by one or more of the following methods:

-  **Observation** – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed checklist.
-  **Oral questioning** – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
-  **Case study** – an opportunity to display problem solving and decision making skills is provided in a simulated context.
-  **Multiple choice** – a question or incomplete statement followed by several options [usually 4 – 5] from which the trainee selects the appropriate answer/s.
-  **Written short answer** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.

 **Project** – an exercise or investigation based on a real life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report.

 **Or any other method outlined in the course information**

Students will be advised of the assessment methodology before training or assessment commences.

Students are responsible for their own learning and for reaching appropriate standards in their studies in the allocated timeframe. Students should ensure that reasonable measures are taken to satisfy assessment requirements. These include:

- a. Ensuring that they have the necessary assumed knowledge, skills and experiences for enrolment in the course/unit
- b. Ensuring that they understand what is expected of them for each course/unit of enrolment (by reading carefully the unit assessment guidelines and assessment tool which is provided at the very beginning of the student’s learning)
- c. Ensuring they understand the requirements, including timeframes for assessment tasks
- d. Completing and submitting assigned tasks by the due date and in the required manner
- e. Keeping a copy of submitted assignments, where appropriate
- f. Obtaining assistance, including but not limited to academic and general support, as soon as it becomes clear that assistance is necessary.

Students are required to submit all assessments and submit to the Teacher by the due date.

In the case of illness all medical certificates substantiating reasons for failure to submit an assessment on the due date must be presented to the Teacher.

Students are notified of assessment results by their Teacher at the end of each unit and can access their results online via the ITTA Student Portal (See Access to ITTA Student Portal)








Complaints & Appeals

Complaints

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person inclusive of participants, staff and contractors

The following are examples of issues for which participants may lodge a complaining:

-  Enrolment
-  Training delivery
-  Training and/or assessment, including recognition of prior learning
-  Any other activities associated with the delivery of training and assessment services
-  Issues such as discrimination, sexual harassment etc

In the event of a complaint students are encouraged to:

1. Speak immediately with their Teacher. If the student is not comfortable addressing the issue with the Teacher they are encouraged to contact the Operations Manager of ITTA.
2. If the issue is not resolved the student is encouraged to either arrange to speak with or contact in writing the Director of ITTA.
3. If the matter remains unresolved an independent third party will be requested to assist with resolution of the complaint. Third parties may include relevant training representatives, legal representatives eg anti-discrimination board or other relevant personnel.

If the complaint is still unresolved, the International Teacher Training Academy (Australia) will advise students of external organisations to which they can appeal.






Outcomes of complaints will be provided to the student in writing. In the event that a complaint has been lodged an incident/complaint form must be completed and forwarded to the Operations Manager immediately, even if the issue has been resolved to the satisfaction of all parties.



Appeals

The International Teacher Training Academy (Australia) seeks to prevent appeals by ensuring students are satisfied with their training. Personnel are expected to be fair, courteous and helpful in all dealings with students.

Any complaint about any assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. An appeal is deemed to be formal when made in writing to the Director of the International Teacher Training Academy (ITTA). The process to be followed is the same as for a complaint (see above). The circumstances and results of any appeal will be analysed by an Appeals committee which would comprise of at least three of the following people:

-  An assessor with expertise in the area concerned
-  The Director of the Academy
-  An external industry representative
-  A representative from a relevant external authority
-  A legislative representative

Appeals must be made within 7 days of receipt of assessment result.

All records of appeals are kept on file.

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Disciplinary Procedures

Discipline Policy

ITTA expects students enrolled in all courses to behave in a professional and dignified manner with regard to fellow students and Teachers.

Students found to be guilty of:



-  Cheating in assessments (plagiarism)
-  Intimidating other students
-  Being disrespectful to staff and other students
-  Being rude, or discourteous to a Teacher, or any other member of the staff
-  Engaged in misconduct deemed unsuitable or unprofessional

will be given notice of withdrawal in writing. Fees will not be refunded

Students must maintain appropriate behaviour at all times and follow the International Teacher Training Academy's Code of Conduct



Code of Conduct

All students are expected to:

-  Conduct themselves professionally at all times, so as to comply with the generally accepted standards of moral behaviour and decency
-  Strive to achieve a high level of proficiency through commitment to studies

All disciplinary matters will be handled by the Director.

Rules & Regulations

-  Offensive language, rudeness or harassment of any kind is not acceptable and is not to occur in any form of communication between students, teachers or other persons
-  Upon change of name, address (including postal or email) or telephone number, the student is required to notify the International Teacher Training Academy with the relevant information. The change must be advised in writing stating the previous address, the new address. No responsibility will be accepted by ITTA for failure to follow this procedure.

The following apply to all persons, staff and students if at any time face-to-face workshops are held

- An individual's property is to be respected and not interfered with without prior consent. Look after your own possessions, the International Teacher Training Academy (Australia) accepts no responsibility for personal property lost or stolen at training sessions.
- Nobody has the right to interfere with another's ability to learn through disruption or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted inside training facilities.
- Drinking alcohol is not permitted inside training facilities.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behaviour should be appropriate and not cause offence to anyone.
- Mobile phones are to be turned off.

ITTA realises its responsibilities to students and staff, to ensure a safe and healthy academic and working environment. ITTA operates according to appropriate Work Health and Safety standards and procedures All Work Health and Safety requirements are to be strictly adhered to at all times

Access and Equity

Access and Equity Principles

The International Teacher Training Academy (Australia) will meet the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equality of opportunity without discrimination. The International Teacher Training Academy (Australia) increases opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

The International Teacher Training Academy (Australia) encourages students with diverse backgrounds and a genuine interest in expanding their knowledge and skill to apply for admission into all courses.

Courses are designed and wherever possible, support is provided for flexibility of deliver in order to maximise the opportunity for access and participation by disadvantaged people.

The International Teacher Training Academy (Australia) prohibits discrimination towards any group or individuals in any form, including:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

Staff Responsibilities for Access and Equity

The International Teacher Training Academy (Australia) applies access and equity principles to all courses and provides timely information and suitable support to assist students to identify and achieve their desired outcomes.

Access and equity issues are considered during development of training and assessment resources, and in training delivery and assessment.

Recognition of Prior Learning (RPL)

Recognition of Other Qualifications / Credit Transfer

The International Teacher Training Academy (Australia) recognises Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training International Teacher Training Academy (Australia).

Recognition of qualifications issued by other registered training organisations is usually for purposes of entry into a qualification where another qualification or certain Statements of Attainment are a prerequisite to entry, or for part completion of a qualification based on Statements of Attainment for the units already held by the student.

Recognition of qualifications issued by other registered training organisations does have a limited lifespan. If the qualification/Statement of Attainment is currently listed on www.training.gov.au and is still a component of a qualification that the student wishes to undertake, recognition of qualifications issued by other registered training organisations must be given. If the qualification/Statement of Attainment held by the student has been superseded and is no longer on www.training.gov.au, this policy does not apply. In such situations, recognition of prior learning would be the appropriate way to proceed.

Students may be entitled to a credit transfer in the following circumstances:

- Completed units of competency from a relevant National Training Package.
- Approved units of competency from a National Training Product.
- Successful RPL application.

Recognised Prior Learning (RPL) & Recognised Current Competence

Recognition of Prior Learning is the way that the knowledge and skills that you have attained through your work and life experience are recognised, so that you can be issued a nationally recognised qualification.









It is a process of gathering evidence. Your assessor checks the evidence at each stage in the process and once they have sufficient evidence they can assess you as competent.

You are responsible for gathering and submitting the evidence that your assessor will need. It is your assessor's responsibility to advise, guide and support you throughout the process of gathering evidence. Do not hesitate to ask your assessor questions at any stage.

Applicants who have completed appropriate training or who through prior learning and experience have gained the required skills/competencies stipulated for the units of the course may be granted recognition upon substantiation of that claim.

The International Teacher Training Academy (Australia) advises all applicants of RPL opportunities and procedures on enrolment. Students requesting RPL must obtain and lodge an application form for “Recognition of Prior Learning”.

Evidence for credit of prior learning may include but is not limited to:

-  evidence of current competence;
-  performance, demonstration, or skills test;
-  workplace or other pertinent observation;
-  oral presentation;
-  portfolio, logbook, task book, projects or assignments;
-  written presentation;
-  interview/competency conversation;
-  simulations.

There are a number of stages in an RPL claim.

1. Information stage;
2. Initial support & counselling stage;
3. Application stage;
4. Assessment stage;
5. Post-assessment guidance stage;
6. Certification stage.
7. A candidate may appeal an unsuccessful claim. (See **Complaints.**)

RPL is managed by a qualified assessor. RPL is available for all Units of Competency. The learning outcomes of each unit provide the RPL benchmarks. Candidates may receive full recognition or advanced standing for the competencies required for a course of unit.

All candidates receive an RPL guide which clearly explains all evidence required for assessment. candidates are allocated a qualified assessor to provide support and mentoring throughout the RPL process

If further evidence is required then this is negotiated with the candidate. The process may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. It may include a further interview, written assignment, workplace assessment or collection of other material. Assessment must be conducted by a qualified assessor.

The RPL applicant is advised promptly of the RPL outcome. If the application is not successful, the reasons are given and unsuccessful applicants are advised of the appeal mechanisms. Gap training options will be discussed with the candidate if required. “Competent” is recorded on the student’s record if recognition is granted.

Human Resources

The International Teacher Training Academy (Australia) is committed to a high standard of training through high quality trainers and assessors with:

- a thorough and extensive knowledge of their subjects gained through formal study and practical on-the-job learning;
- extensive experience in industry in their field; and
- appropriate qualifications in training and assessment.

Trainers and assessors keep current with industry developments through participation in industry training programs and ongoing professional development to enhance their training and assessment skills.

Support for Distance Learning Students

The International Teacher Training Academy (Australia) is committed to providing a quality distance learning environment to meet the specific learning needs of students. ITTA students will have access to mentoring and support services designed to guide, encourage and help to ensure successful learning outcomes.

Distance-Learning students will be contacted by their allocated teacher regularly by email and phone to maintain the teaching and learning relationship, gauge the student’s understanding of course content and answer any questions that may arise, provide constructive feedback and to monitor student progress with assessments to optimise completion and submission by the due date. The frequency of contact will be arranged to suit the student’s availability, however, ITTA recommends teacher student contact on a fortnightly basis as a minimal requirement.

Mentoring

Students will have access to a mentor for support on issues that are not directly related to course requirements and assessments. Students wishing to speak to a mentor should contact the Operations Manager who will request that an ITTA mentor contact the student directly.

Procedure for Issuing Certificates

The student will be issued with a certificate on completion. If the student completes only one or more units but not a complete qualification, a Statement of Attainment will be issued.

Before certification is issued the Director verifies competency has been properly assessed, all tasks completed, and all fees paid. Once all is in order, the Director issues the relevant certificate.

All student records are maintained in the Academy's student management system, including issue of Statements of Attainment and/or Certificates.

Replacement of Certification Documentation

A replacement Testamur/Statement of Attainment/Record of Results can be issued if the original has been lost, stolen, destroyed, damaged or not received.

To obtain a replacement you will need to complete a **Request for Replacement of Certification** form which includes a **Statutory Declaration**. This form can be obtained by emailing info@ittacademy.net.au

The cost for replacement of a certification document is \$25.00

Legislation

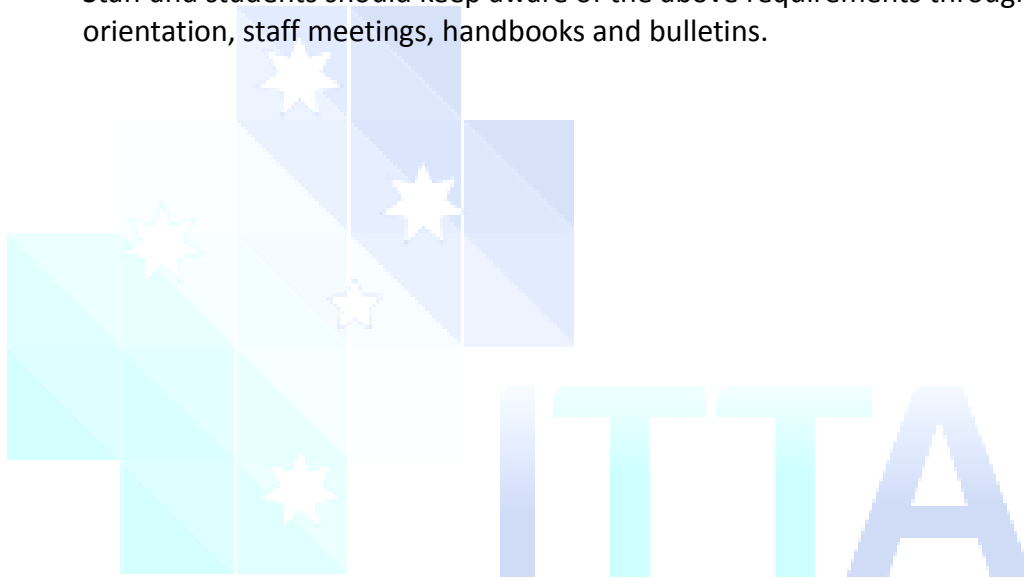
The International Teacher Training Academy (Australia) identifies and complies with relevant State or Territory laws including Commonwealth or State legislation:

- Work Health and Safety Act 2011
- Age Discrimination Act 2004
- Australian Human Rights Act 1986
- Commonwealth Safe Work Act 2009
- Fair Work Act 2009
- National Vocational Education and Training Regulator Act 2011
- Workplace Injury Management and Workers' Compensation Act 1998
- Anti-Discrimination Act 1991
- Disability Discrimination Act 1992
- Equal Employment Opportunity 1987

The various acts are kept on site at the ITTA office and are available on request from the Operations Manager.

All current legislation can be accessed on the Internet at www.legislation.nsw.gov.au or at the Australian Legal Information Institute web site: www.austlii.edu.au.

Staff and students should keep aware of the above requirements through such means as orientation, staff meetings, handbooks and bulletins.



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Privacy Policy

The International Teacher Training Academy (Australia) complies with the Privacy Act 2001. Information collected on clients is only used for the purpose of delivery of our services.

The information will not be released to a third party without the written consent of the client. Clients can request a copy of the information held about them by a written request to the Director.

Use and disclosure of personal information

Sensitive personal information will only be collected as required from students, is treated as confidential within the International Teacher Training Academy (Australia) and is used for the purpose for which it was collected or for a related purpose. This includes:

- providing the training services
- informing students about additional or upcoming courses available
- gathering feedback from students regarding training for the International Teacher Training Academy (Australia)'s market analysis and course development.

The International Teacher Training Academy (Australia) does not disclose sensitive personal information to other third parties without permission or instruction from the student unless required by Law to do so. If you wish to authorise a third party to access your records please contact the Director.

Information about students from third parties

The International Teacher Training Academy (Australia) may need to source or verify information about students from a third party. Wherever possible this will be done with the student's authorisation, or if not possible, the International Teacher Training Academy (Australia) will inform the student when such information is collected.

Receiving marketing information

With students' consent, the International Teacher Training Academy (Australia) may provide them with information from time to time about new courses available to them.

Students' consent to this will be implied unless they notify the International Teacher Training Academy (Australia) that they do not wish to receive this information. You may do this by advising the Director that you do not wish to receive marketing information.



Security of personal information

In line with new technology, the International Teacher Training Academy (Australia) continually improves the security of personal information collected. The International Teacher Training Academy (Australia) takes all reasonable steps to protect the personal information of persons by:

- securing all files with personal information
- only providing staff with access to personal information
- destroying information after the required retention period
- ensuring computer security at all times by the use of firewalls and up to date virus software
- password access to the computer system
- not releasing information to third parties without prior written authorisation.

Rights to access information

Under the Privacy Act, students have the right to access personal information held about them. If the information is incorrect, they have the right to require the International Teacher Training Academy (Australia) to amend the information.

To access this information students are required to contact the Director and complete a request for access form. The Director must verify the student's identity through either presentation of appropriate identification or answering a series of specific targeted questions. The request for access form must be signed by both the student and the Director as an official record of the access and identity verification. There may be a waiting period of up to 7 days before access is granted.

Further information

To obtain further information about the Privacy Policy or access to personal information, please contact the Director.

Staff Confidentiality

The International Teacher Training Academy (Australia) complies with the Privacy Act 2001. Information collected on clients is only used for the purpose of delivery of our services. Staff must be aware of this act and its requirements and must at all times ensure student information remains confidential.

Student Information Requests

The Director is responsible for the processing of all requests for student information from students.

These requests require the completion of a request for access form and the verification of the students identity through either sighting of appropriate photo ID or the correct answering of a checklist of questions derived from the student's personal details.

These questions are:

- Full Name
- Student Number
- Date of Birth
- Address (home and semester)
- Phone Number (home and semester)

The Director and the student must both sign the request form as an official record of identification. The Director may also, if deemed necessary, further ensure the student's identification through a signature comparison with their enrolment form.

The Director is to notify the student when access is available. The Director and the student must both again sign the form upon access as a record of such access. This form is then to be placed in the student's file for future reference.

Third Party Information Requests

No staff member is to release any information about students to any third party unless prior written authorisation is obtained from the student or disclosure is required by law.

Authorised Third Parties:

Students may nominate third parties they wish to access their records. This process is conducted by the Director who ensures a third party access form is completed and the security details for the third party obtained. These details will be entered into the student's file.

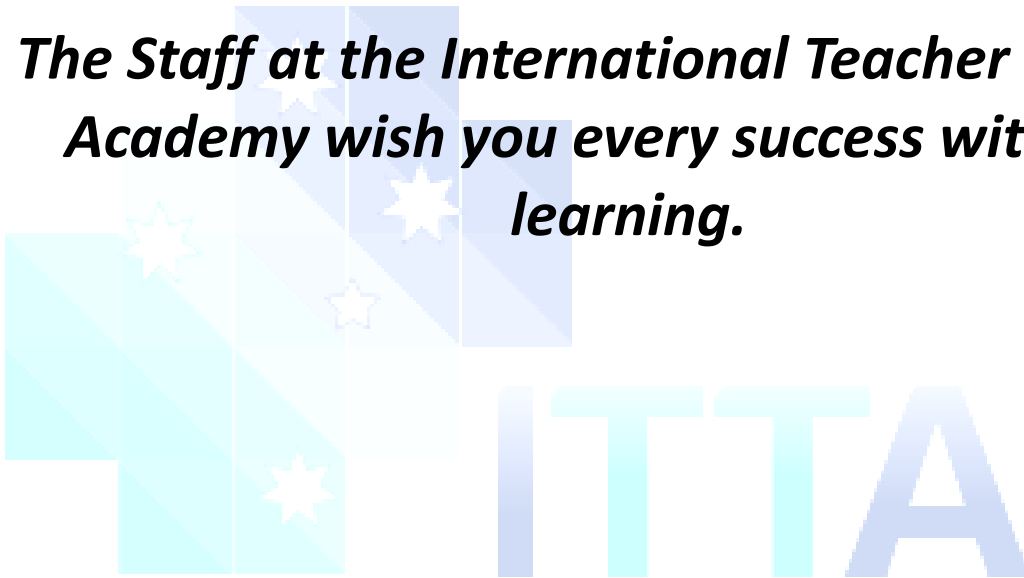
Any staff member who receives a request for information from a person claiming to be authorised must verify this authorisation and any related conditions through either a password or question list check prior to releasing any information.

Other Third Parties

Staff must not release any information to any other third party requesting student information. The Director will obtain details of the request and detail these to the student to determine whether they wish to authorise access through a written consent form.



The Staff at the International Teacher Training Academy wish you every success with your learning.



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