

# 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 complete your study and achieve high levels of competency. We will assist you by being flexible and fair in order to help you 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 Student Services and Compliance Officer or the Director at the International Teacher Training Academy Australia on [info@ittacademy.net.au](mailto:info@ittacademy.net.au)



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## Code of Practice

### Educational Standards

The International Teacher Training Academy (Australia) (ITTA) 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. ITTA has policies and management practices to maintain high professional standards in the marketing and delivery of our services which safeguard the interests and welfare of clients.

ITTA 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. ITTA 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](#)

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#### [Complaint Policy](#)

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### Sanction

ITTA (ITTA) recognises that registration as a Registered Training Organisation may be withdrawn if it does not honour the obligations of the Code of Practice.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

ITTA is committed to providing a quality service with a focus on continuous improvement. ITTA values feedback from students, tutors, and industry representatives. ITTA provides learning material and uses diagnostic assessment instruments specific to student needs.

## ***Marketing and Advertising***

ITTA markets their 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. ITTA's marketing strategies will not contravene legislation.

## ***Guarantee***

ITTA will honour all guarantees outlined in our Code of Practice.

## ***Admissions and Enrolment***

### ***Student Selection***

ITTA is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation. The selection of students for admission into courses is responsible, ethical and consistent with all training package requirements at all times.

Student selection and admissions of suitable applicants are co-ordinated by the Student Services and Compliance officer and approved by the Director.

The Director will recommend the number of places available in each semester/year offering. Offers for study will be made 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 applicants will be required to undertake a Language, Literacy and Numeracy (LLN) assessment which is embedded in the course Eligibility Skills 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 be successful 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 if applicable.

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 ITTA's Student Services and Compliance Officer by phone to discuss their enquiry and answer any questions regarding the chosen course of study. The applicant will be emailed the relevant mandatory pre-enrolment information for the course of study which includes details of the cost and the payment plan together with detailed information regarding delivery and assessment.

If the applicant decides to proceed, they will be emailed the link to the course Eligibility Skills Assessment form where they will be required to complete a Language, Literacy and Numeracy (LLN) assessment as part of the screening and selection process.

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 – an official invitation to enrol will be sent when the applicant meets all of the selection criteria.

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 ITTA's online enrolment portal with instructions to complete and submit the course enrolment form. All questions on the enrolment form should be answered as these provide the necessary details required for student registration. A link to the government's USI site will be included in this email so the applicant can create their Unique Student Identifier number or USI, if they do not already have one. All students must have a USI which is verified in the Student Management System before the enrolment can be finalised.

In the case of Recognition of Prior Learning, all certified copies of original documents of all qualifications gained that are referred during the enrolment process must be provided. If a qualification has been attempted but not completed, statements of attainment or academic transcripts must be provided. All qualifications presented to ITTA will be authenticated by asking the issuing RTO for verification.

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 applicant to discuss.

When the completed enrolment form is submitted the applicant will be sent an official tax invoice with details of the initial payment and the payment plan for the balance remaining. The maximum amount payable for the initial payment for any course is \$1,500.

The student will be sent an email to confirm that their enrolment has been finalised with a link to the student portal and the Student Handbook on ITTA's website once payment of the invoice has been processed. All students will receive an official tax receipt with the enrolment confirmation email.

Once the enrolment has been finalised students will be sent an email to introduce them to their trainer and assessor who will contact them to discuss and explain all relevant information associated with their study.

Students who need to access the Academy's Moodle learning platform will be sent their personal login details to the Moodle site. This is where they will access their course Learning Material and Assessment Tasks.



## ***Induction and Orientation***

Each student is allocated a trainer and assessor who will work with the student and provide mentoring and support for the duration of the course. The trainer/assessor allocated to the student will contact the student when the enrolment is finalised to discuss and explain all relevant information associated with their study including their timetable. All students are provided with a link to this handbook so that they have access to relevant information

## ***Deferment of a place***

The Director 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. The maximum duration of a deferment is six months from the time of offer
- b. 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.
- c. 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.
- d. 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

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## ***Course Information, Content & Vocational Outcomes***

### ***Course Information***

ITTA informs students of all fees and charges prior to enrolment. Students are provided with information about course content, outcomes and assessment procedures before training commences.

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.

ITTA'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 ITTA's expertise or control, ITTA will make every attempt to refer the student to the relevant agency or expert.

### ***Vocational Outcomes***

When students have completed their studies with ITTA all student records are retained in the Academy's Student Management System.

## ***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.

- ***TAE40122 Certificate IV in Training and Assessment***  
<https://ittacademy.net.au/online-courses/tae40122-certificate-iv-in-training-and-assessment/>
- ***TAE50122 Diploma of Vocational Education and Training***  
<https://ittacademy.net.au/online-courses/tae50122-diploma-of-vocational-education-and-training/>
- ***BSB50420 Diploma of Leadership and Management***  
<https://ittacademy.net.au/online-courses/bsb50420-diploma-of-leadership-and-management/>

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 ITTA aims to ensure that all registered students will be treated fairly and equitably. 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 does not complete the course or withdraws for reasons other than the ones stated above then the normal refund policy of "no refund after commencement of course" applies.

## ***Language, Literacy & Numeracy Support***

The Language, literacy and numeracy (LLN) skills of potential candidates are assessed prior to the commencement of the course. This takes place during the initial phone interview and is followed by the candidate completing the mandatory LLN assessment which is part of the pre-enrolment process.

Trainers ensure that any LLN needs of the learner are identified prior to the commencement of the course and necessary feedback is provided. Any LLN needs that are identified are discussed with the candidate and a support plan put into place. For candidates requiring low-level support, ITTA will arrange for extra tutorial assistance through the services of ITTA's in-house LLN specialists who are able to assist with mentoring, collaborative planning and teaching and/or individual support.

## ***Student Support***

### ***Student Services, Welfare and Guidance***

ITTA 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.

ITTA is at all times concerned with the welfare of our candidates. Staff will counsel candidates 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 candidates, and to actively render appropriate assistance.

For any matter outside of ITTA's expertise or control, the ITTA will make every attempt to refer the candidate to the relevant agency or expert.

### ***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.

## *Flexible Learning*

ITTA provides students with learning flexibility by taking their personal situations into consideration in order to maximise learning outcomes and optimise access to learning activities by offering the following study options:

- Face-to-face workshops
- Distance Study
- Mixed mode – a blend of face-to-face workshops and distance study

Distance learning students receive individual mentoring and support from their trainer and assessor. In addition to this there are supporting videos to cover the learning content accompanied by extensive learner guides and videos which explain the requirements of each assessment task developed by lead trainers and assessors.

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*

ITTA is committed to providing a quality learning environment to meet the specific needs of students drawn from diverse educational, social, ethnic and economic backgrounds. Assessment is an integral part of the teaching and learning process that contributes significantly to students' learning outcomes. Assessment may take place in a variety of contexts – face-to-face workshops, distance learning, webinars and work placements. ITTA provides potential students with a clear overview of the assessment process for each unit of competency as part of the pre-enrolment course information.

ITTA applies the principles of validity, reliability, fairness and flexibility in all assessments. The assessment policy and procedure for each course is detailed in the course Learner Guide and Assessment Workbook. The Assessment Task Workbook (ATW) contains a range of assessment tasks. All the assessment tasks must be completed to a satisfactory standard. A mapping summary is provided at the end of the ATW which shows how each assessment task meets the requirements of the unit of competency.

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.
- **Other methods outlined in the course information.**

The assessor will support and guide students through the process of assessment and provide detailed and comprehensive feedback. Students are notified of assessment results at the end of each unit and can access their results online via the ITTA Student Portal (See Access to ITTA Student Portal)

### **Assessment Conditions**

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:

1. Ensuring that they have the necessary assumed knowledge, skills and experiences for enrolment in the course/unit
2. Ensuring that they understand what is expected of them for each course and unit of competency by carefully reading the assessment guidelines.
3. Completing and submitting assigned tasks by the due date and in the required manner
4. Keeping a copy of submitted assignments, where appropriate
5. Responding promptly to emails and messages from the trainer and assessor
6. Obtaining assistance, including but not limited to academic and general support, as soon as it becomes clear that assistance is necessary.

Medical certificates must be provided in the case of illness to substantiate reasons for failure to submit an assessment on the due date.

Students should note that evidence for assessment will be retained by ITTA for audit purposes.

## ***Ownership and Plagiarism***

Prior to commencing the assessment students will be required to sign the Assessment Checklist which includes a declaration that states:

- No part of the assessment will be copied from any other person's work except where due acknowledgement is made in the assessment.
- No part of the assessment will be written by any other person, except where such collaboration has been authorised by the Trainer/Assessor concerned and this is acknowledged in the assessment.
- The evidence submitted is your own work or the result of your own research.

**Note:** if you quote any source in your evidence, you must provide a reference to the source in order to ensure that you do not breach Copyright legislation.

## ***Assessment Results and Re-submissions***

If your assessment/evidence portfolio meets the requirements of the unit of competency you will be assessed as Competent (C).

If your assessment/evidence portfolio does not meet the requirements of the unit of competency you will be assessed as Not Competent (NC).

If you are assessed NC, it is important to discuss your re-submission with your assessor as you may be given an opportunity to revise and re-submit.

**Note: There will be a maximum of two resubmissions allowed.**

## ***Reasonable Adjustment***

If you have any special needs that may prevent you from successfully completing your assessment tasks, please discuss with your Trainer and Assessor. Every effort will be taken to provide support where required.

## **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 trainer/assessor. If the student is not comfortable addressing the issue with the trainer/assessor 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, ITTA 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**

ITTA seeks to prevent complaints and appeals by ensuring students are satisfied with their training and assessment. Staff members are required to be fair, courteous and helpful in all dealings with students.

Any appeal about an 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.

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

Any candidate who has participated in the formal internal appeals or complaints process and who is not satisfied with the outcome of their appeal/complaint may request review by contacting the Director of the Academy.

***All records of appeals are kept on file.***

## ***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 the following will be given notice of withdrawal in writing. Fees will not be refunded.

- 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

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 and comply with the generally accepted standards of moral behaviour and decency
- Strive to achieve a high level of proficiency through their 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, trainers and assessors, staff 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 conditions apply to all persons, staff and students during face-to-face workshops:

- An individual's property is to be respected and not interfered with without prior consent. Look after your own possessions, ITTA 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***

ITTA 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. ITTA increases opportunities for people to participate in the vocational education and training system, and in associated decisions which affect their lives.

ITTA 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 support is provided for flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged people at all times.

ITTA 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***

ITTA 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***

ITTA accepts and provides credit to learners for units of competency where these are evidenced by:

- AQF Certification documentation issued by another RTO or
- Authenticated VET transcripts
- 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.
- All qualifications issued by other training organisations that are provided as documentary proof for Recognition of Prior Learning will be authenticated by ITTA prior to enrolment by emailing the issuing RTO representative.

### ***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. -ITTA 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 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**

ITTA is committed to a high standard of training and assessment which is provided by highly qualified and dedicated 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
- 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*

ITTA 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.

Distance learning students have access to supporting videos to cover the learning content accompanied by extensive learner guides and videos which explain the requirements of each assessment task which have been developed by lead trainers and assessors.

## *Procedure for Issuing Certificates*

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

The Student Services and Compliance Officer checks that competency has been properly assessed, all required tasks have been completed and necessary paperwork signed. Certificates are then signed by the Director and verified in the Student Management System.

All student records are maintained in the Academy's student management system, including copies of Statements of Attainment and/or Certificates that have been issued.

***Please note: Certificates will not be issued until all outstanding fees have been paid***

## *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](mailto:info@ittacademy.net.au)

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

## Legislation

ITTA 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
- Privacy Amendment (Enhancing Privacy Protection) Act 2012 which amends the Privacy Act 1988.

All current legislation can be accessed on the Internet at [www.legislation.gov.au](http://www.legislation.gov.au)

or at the Australian Legal Information Institute web site: [www.austlii.edu.au](http://www.austlii.edu.au).

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

## Privacy Policy

Under the *Data Provision Requirements 2012*, ITTA is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by ITTA for statistical, regulatory and research purposes. ITTA may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

### ***Use and disclosure of personal information***

Sensitive personal information will only be collected as required from students and is treated as confidential within ITTA and used only for the purpose for which it was collected or for related purposes which include:

- providing the training services
- informing students about additional or upcoming courses available
- gathering feedback from students regarding training for ITTA's market analysis and course development

ITTA 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 Student Services and Compliance Officer of the Director.

### ***Information about students from third parties***

ITTA 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, ITTA will inform the student when such information is collected.

### ***Receiving marketing information***

ITTA may provide students with information about new courses available to them from time to time with the student's consent.

The student's consent to receiving marketing information will be implied unless they notify ITTA that they do not wish to receive this information. Students may do this by advising the Director that they do not wish to receive marketing information.

### ***Security of personal information***

In line with new technology, ITTA continually improves the security of personal information collected. ITTA takes all reasonable steps to protect the personal information of persons by:

- securing all files with personal information
- only providing access to personal information to authorised staff
- destroying information after the required retention period
- ensuring computer security at all times by the use of firewalls and up to date virus software
- using 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 ITTA to amend the information.

## ***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 student's 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
- Unique Student Identifier 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 by requesting other forms of identification.



The Director is to notify the student when access is available. There may be a waiting period of up to seven (7) days before access is granted.

The Director and the student must both again sign the form upon access as a record of the access and identity verification. 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.

### ***Staff Confidentiality***

ITTA complies with the Privacy Amendment (Enhancing Privacy Protection) Act 2012 which amends the Privacy Act 1988. 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.

### ***Further information***

Please contact the Academy on 02 6658 3999 if you have any further questions.

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

***Quality makes a difference***