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 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, the Operations Manager or the Director at the International Teacher Training Academy Australia on *info@ittacademy.net.au*

Table of Contents

Code of Practice

Our Commitment

The International Teacher Training Academy (Australia) (ITTA) is dedicated to providing high-quality training and professional development. Our goal is to support you to become a confident and capable teacher or manager through excellent learning experiences.

We are committed to maintaining a learning environment that supports student success. This means:

- We have the capacity, resources, and systems to deliver all nominated courses effectively.
- We use appropriate delivery methods, materials, and assessment practices that suit the qualification and learner cohort.
- Our staff are experienced, qualified, and supportive, and are focused on helping you achieve positive learning outcomes.
- We deliver all services ethically, professionally, and with care, protecting your rights, interests, and wellbeing.

At ITTA, you are supported every step of the way, and we are committed to helping you reach your learning goals.

Obligations and Compliance

The International Teacher Training Academy (Australia) (ITTA) recognises that its status as a Registered Training Organisation (RTO) is contingent upon meeting all obligations under the RTO Standards 2025, including adherence to its Code of Practice. Failure to comply with these standards and obligations may result in regulatory action, including the potential withdrawal of RTO registration by the relevant regulatory authority.

ITTA is committed to maintaining compliance with all legislative, regulatory, and ethical obligations, ensuring the delivery of high-quality, fair, and transparent training and assessment services to all students.

Quality Management Focus

ITTA is committed to providing high-quality training and assessment services with a focus on continuous improvement.

We actively value feedback from:

- Students, to understand your learning experience and support needs
- Trainers and tutors, to ensure delivery is effective and current
- Industry representatives, to maintain relevance and alignment with workplace requirements

Learning materials and assessment tools are tailored to student needs, ensuring support is available to achieve success. Courses and assessments are regularly reviewed to improve the quality and effectiveness of delivery in line with the RTO Standards 2025

Developing World Class Teachers and Leaders

Marketing and Advertising

The International Teacher Training Academy (Australia) (ITTA) markets its training products with integrity, accuracy, and professionalism.

All information provided to prospective students and clients:
- Is clear, accurate, and easy to understand
- Does not contain false, misleading, or ambiguous statements
- Avoids unfair comparisons with other providers or courses
- Complies with all relevant legislation, regulations, and the RTO Standards 2025

ITTA ensures that marketing materials and communications reflect the true nature of courses, fees, entry requirements, and outcomes, enabling students to make informed and confident decisions about their training.

Admissions and Enrolment

Student Selection

The International Teacher Training Academy (Australia) (ITTA) is committed to fair, ethical, and non-discriminatory admissions. Student selection complies with all equal opportunity and anti-discrimination legislation and ensures applicants are suitable for the course and meet training package requirements.

Admissions are coordinated by the Student Services and Compliance Officer and approved by the Director, who determines the number of available places for each semester or year. Offers of study are made within these approved limits.

All applicants complete a Language, Literacy, and Numeracy (LLN) assessment as well as a Digital Literacy assessment as part of the course Eligibility Skills Assessment. This identifies any specific support needs and ensures appropriate learning strategies are in place.

Entry to a course requires successful completion of the selection process, meeting general admission requirements, and satisfying any course-specific criteria such as pre-requisite subjects, interviews, portfolios, or other supporting information. Certain courses may have additional requirements to demonstrate the applicant's capacity for success.

Course Enquiries and Admission

Applicants can make an enquiry about a course of study through phone (02 6658 3999), email (*info@ittacademy.net.au*) or the ITTA website *https://ittacademy.net.au/*. After an enquiry is received, a Student Services Officer will contact the applicant by phone to discuss the course and answer any questions. Applicants will also be provided with the mandatory pre-enrolment information, including details of course fees, available payment plans, and information about course delivery and assessment.

If an applicant decides to proceed, they will be sent a link to the Course Eligibility Skills Assessment form, which includes the Language, Literacy, and Numeracy (LLN) assessment and Digital Skills assessment as part of the screening and selection process. Information from these documents, together with the initial discussion, enables ITTA staff to assess the applicant's suitability for the course, identify any support needs, and determine the likelihood of achieving the stated course outcomes based on their skills and qualifications.

Applicants will be advised in writing regarding their suitability and eligibility for entry into a course. An official invitation to enrol will only be issued once all selection criteria have been met. Any verbal indication of suitability or eligibility should not be considered a formal or binding offer.

In some cases, applicants may be offered a place with advanced standing, and credit may be granted through ITTA's Recognition of Prior Learning (RPL) process.

ITTA reserves the right to refuse admission to a qualified applicant if:

➢ Course places are full

➢ There are insufficient personnel or resources to deliver the course

➢ Other restrictions or limitations apply

Enrolment Procedure

Offer of Placement

Once ITTA determines an applicant is suitable for their chosen course, they will be notified in writing and offered a place. An official invitation to enrol is issued only after all eligibility and selection criteria are met. Verbal indications of suitability or eligibility do not constitute a formal offer.

Enrolment

Applicants will receive a link to ITTA's online enrolment portal and instructions to complete the enrolment form. All questions must be answered, as the information is required for student registration. A Unique Student Identifier (USI) must be provided; a link to the government USI site *https://www.usi.gov.au/* will be included for students who do not yet have one. Enrolment will only be finalised once the USI is verified in ITTA's Student Management System.

Commitment Form and Learning Plan

Upon completion of enrolment, all students are required to sign a Commitment Form and a detailed Learning Plan prior to commencing their training. These documents confirm the student's understanding of course requirements, assessment expectations, time commitments, and responsibilities throughout the duration of the course.

The Learning Plan outlines the agreed training and assessment arrangements, including delivery mode, assessment timeframes, and any approved support or flexible learning arrangements. The Learning Plan may be reviewed and updated in consultation with the trainer and Student Services where required to ensure it continues to meet the student's learning needs.

Students are expected to actively participate in the agreed learning and assessment activities and to communicate with their trainer if circumstances arise that may impact their ability to meet the requirements outlined in the Learning Plan.

Payment and Confirmation

After submitting the enrolment form, students will receive an official tax invoice detailing the initial payment (up to $1,500) and the payment plan for any remaining balance. Once payment is processed, students receive a confirmation email, an official receipt, access to the student portal, and a copy of the Student Handbook.

Recognition of Prior Learning (RPL)

Students applying for advanced standing must provide certified copies of all relevant qualifications or academic transcripts. Qualifications are verified with the issuing RTO. Enrolment may be cancelled if any information is found to be false. Students will be contacted if there are doubts regarding their submitted credentials.

Induction and Orientation

Once enrolment is finalised, students will receive an email introducing them to their trainer and assessor. The trainer/assessor will contact the student to discuss all relevant information about their study, including course requirements, support available, and their learning plan.

Students who need access to ITTA's Moodle learning platform will be provided with personal login details. Moodle is where students can access their learning materials and assessment tasks.

Each student is allocated a dedicated trainer and assessor who will provide mentoring and support throughout the course. Students are also provided with a link to the Student Handbook, ensuring they have access to all relevant information regarding their study and the Academy's policies.

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.

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
- language, literacy and numeracy assessment and digital skills 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.

Quality Standards

Students receive detailed information about course content, assessment requirements, and vocational outcomes in the Learner Guide and Assessment Workbook for each course. Any additional questions or clarifications can be discussed directly with the trainer/assessor or ITTA staff.

ITTA is committed to quality, access, and equity, including:

- Recognition of Prior Learning (RPL)

- Fair and equitable refund policies

- Complaints and appeals procedures

For matters outside ITTA's expertise or control, the Academy will make every effort to refer students 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

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/

Additional Training for Units Not Completed

If a student is deemed Not Competent at the conclusion of a course, they will be offered additional gap training for the units they have not yet completed. The fees for this additional training will be calculated on a pro-rata basis, based on the number of units remaining in the course.

Refund Policy

ITTA is committed to ensuring that all students are treated fairly and equitably. Applications for refunds can be made to the Director.

Course fees will be refunded in the following circumstances:
- If ITTA cancels or discontinues a course, students will receive a full refund of fees paid.
- If a student withdraws due to serious illness within the first three weeks of the course, a refund may be granted upon submission of a medical certificate.

In all other cases:
- Students who fail to commence a course will forfeit any fees paid.
- Students who withdraw for reasons other than illness and without a medical certificate will be liable for any outstanding course fees.

For students who do not complete the course or withdraw for other reasons, the normal policy of no refund after course commencement applies.

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Student Handbook   Version 7   July 2025   7

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Language, Literacy & Numeracy (LLN) Support

The language, literacy, and numeracy (LLN) skills of all prospective students are assessed before course commencement. This begins with the initial phone interview and is followed by the mandatory LLN assessment as part of the pre-enrolment process.

Trainers ensure that any LLN needs are identified before the course starts and provide feedback to the student. If LLN support is required, a support plan will be developed in consultation with the student.

For students needing low-level support, ITTA offers additional assistance through in-house LLN specialists, who provide mentoring, collaborative planning, teaching support, and/or individual assistance to help students succeed.

Digital Literacy

All students are required to complete a Digital Literacy Skills Assessment as part of the pre-enrolment process. This assessment confirms the student's ability to use essential digital tools, access online learning platforms, and complete and submit assessments effectively.

Assessment outcomes are reviewed prior to course commencement. Where support needs are identified, ITTA will provide guidance or appropriate support to assist students to successfully engage in their training.

Student Support

Student Services, Welfare and Guidance

ITTA is committed to providing high-quality training and support. We ensure assessments, results, and qualifications are issued accurately and in a timely manner, in accordance with national guidelines. All student records are kept confidential, securely stored, and are only accessible to authorised staff.

All students are provided with a wellbeing information handout outlining available support services and resources. ITTA cares about student wellbeing. If a student is experiencing distress or requires support, staff will provide assistance and, if needed, refer the student to a qualified counsellor or relevant external agency.

Trainers and assessors also offer one-on-one learning support sessions as required. Booking links for these sessions are available through your trainer and assessor. These sessions are designed to assist learners with any questions they may have or study-related concerns. They are also available to support students who wish to discuss their learning progress, review their Learning Plan, or seek additional guidance to ensure successful course completion.

Flexible Learning

ITTA recognises the diverse personal circumstances of students and is committed to providing flexible learning arrangements to support successful course completion. The following study options are available:

- Face-to-face workshops
- Distance study
- Mixed mode (a combination of face-to-face workshops and distance study)

Students undertaking distance study will receive individual mentoring and support from their trainer and assessor. Learning materials are further supported by instructional videos and comprehensive learner guides, developed by lead trainers and assessors, which explain the learning content and assessment requirements.

Students seeking flexible learning arrangements should initially discuss their request with their trainer. Where the requested arrangement is feasible, authorisation must be obtained from the Director.

Assessment Overview

ITTA is committed to providing a high-quality learning environment that meets the needs of students from diverse educational, social, ethnic, and economic backgrounds.

Assessment is an integral component of the teaching and learning process and contributes significantly to student learning outcomes. Assessments may be conducted in a range of contexts, including face-to-face workshops, distance learning, webinars, and workplace placements. Clear information regarding assessment requirements for each unit of competency is provided to prospective students as part of the pre-enrolment course information.

ITTA applies the principles of validity, reliability, fairness, and flexibility to all assessment activities. Assessment policies and procedures for each course are outlined in the relevant Learner Guide and Assessment Workbook.

The Assessment Task Workbook (ATW) contains a range of assessment tasks that must be completed to a satisfactory standard. A mapping summary is included to demonstrate how each task aligns with the requirements of the relevant unit of competency.

Assessment Objective and Methods

The objective of assessment is to confirm that student has demonstrated the required competencies for each unit. Assessment may include one or more of the following methods:

- Observation – completion of specified tasks or procedures, typically undertaken under supervision and assessed using a detailed checklist.
- Oral questioning – structured questions used to assess understanding of principles, knowledge, and reasoning.
- Case study – simulated scenarios designed to assess problem-solving and decision-making skills.

- Multiple choice – questions or incomplete statements followed by several options from which the student selects the correct response(s).
- Written short answer – written responses ranging from single words to short paragraphs.
- Project – practical exercises or investigations based on real-life situations, generally completed with minimal supervision and requiring submission of a project report.
- Other methods as outlined in the relevant course information.

Assessment Support and Results

Assessors will support and guide students throughout the assessment process and provide detailed and constructive feedback. Students are notified of assessment outcomes upon completion of each unit and can access their results online via the ITTA Student Portal (refer to *Access to ITTA Student Portal*).

Assessment Conditions

As adult learners, 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:
- Ensuring that they have the necessary assumed knowledge, skills and experiences for enrolment in the course/unit
- Ensuring that they understand what is expected of them for each course and unit of competency by carefully reading the assessment guidelines.
- Completing and submitting assigned tasks by the due date and in the required manner
- Keeping a copy of submitted assignments, where appropriate
- Responding promptly to emails and messages from the trainer and assessor
- 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.

Plagiarism and Use of AI

Academic Integrity and Assessment Declaration

Before you begin any assessment, you will be required to sign the Assessment Checklist, which includes the following declaration:
- No part of the assessment will be copied from any other person's work except where due acknowledgement is made.
- No part of the assessment will be written by any other person, except where such collaboration has been authorised by the Trainer/Assessor and is acknowledged in the assessment.
- The evidence submitted is your own work or the result of your own research.

Use of Artificial Intelligence (AI)

ITTA recognises that AI tools can support learning, however, students must use AI responsibly and ethically.

AI-generated content must be properly referenced and acknowledged in your assessment submission. **Students must not submit AI-generated work as their own, or use AI to complete assessment tasks unless explicit permission has been provided by the Trainer/Assessor.**

AI Training Requirement

All students are required to complete the AI Awareness Activity prior to commencing their course. This module explains the expectations for using AI in learning and assessment. This is located on ITTA's Moodle site and is mandatory to be completed prior to commencement of assessment

AI Policy

ITTA has an AI Policy, which is provided to all students at the commencement of enrolment.

Copyright and Referencing

If you quote or use any source in your assessment, you must provide a reference to avoid breaching 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.

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Student Handbook   Version 7   July 2025   11
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Student Withdrawal Process

ITTA is committed to supporting students to successfully complete their course. Where students are not submitting assessment tasks regularly, ITTA follows a structured withdrawal process to encourage engagement and provide additional support.

Withdrawal Due to Non-Submission

If no assessment is submitted within a three-week period and the student does not respond to the notification process, the student may be withdrawn from the course. Withdrawal will only occur after all reasonable efforts to contact and support the student have been made.

Prior to finalising a withdrawal, trainers and assessors will make reasonable efforts to contact the student directly, including by phone where possible, to discuss any barriers, offer support, and explore options to assist the student to continue their studies.

Voluntary Withdrawal, Re-enrolment and Deferral

Students may choose to withdraw voluntarily at any time by notifying ITTA in writing. Where appropriate, students who withdraw may be provided with information on options for re-enrolment or deferral. Re-enrolment or deferral will be considered based on individual circumstances and must be approved by ITTA's Director.

Complaints

A complaint is an expression of dissatisfaction with any aspect of ITTA's operations or services. This may include concerns about the quality of training, business practices, or inappropriate behaviour such as discrimination or harassment involving participants, staff, or contractors.

Examples of issues for which a complaint may be lodged include:

- Enrolment
- Training delivery
- Training and/or assessment, including recognition of prior learning
- Any other activities associated with the delivery of training and assessment services
- Discrimination, sexual harassment, or other inappropriate conduct

Complaint Procedure

In the event of a complaint, students are encouraged to:

- Speak with their trainer/assessor as soon as possible. If the student is not comfortable doing so, they should contact the Operations Manager.
- If the matter is not resolved, the student may arrange to speak with or contact the Director in writing.

- If the complaint remains unresolved, an independent third party may be engaged to assist with resolution. Third parties may include relevant training representatives, legal representatives (e.g., Anti-Discrimination Board), or other appropriate personnel.

If the complaint remains unresolved, ITTA will advise the student of external organisations to which they can escalate their concerns.

Outcomes of all complaints will be provided to the student in writing. An incident/complaint form must be completed and forwarded to the Operations Manager immediately upon lodgement of a complaint, even if the matter is subsequently resolved to the satisfaction of all parties.

Appeals

ITTA aims to prevent complaints and appeals by ensuring students are satisfied with their training and assessment experience. Staff are required to act fairly, courteously, and professionally in all dealings with students.

Any appeal relating to an assessment will be treated seriously, investigated thoroughly, and assessed on its merits. An appeal is considered formal when it is submitted in writing to the Director of the International Teacher Training Academy (ITTA).

Appeals Process

The process for lodging an appeal is the same as for a complaint (refer to the Complaints section above). Appeals will be reviewed and analysed by an Appeals Committee, and outcomes will be determined based on the circumstances and merit of the appeal.

Appeals must be submitted within 7 days of receiving the assessment result.

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

All records of appeals are maintained on file in accordance with ITTA's record-keeping requirements.

Disciplinary Procedures

Discipline Policy

ITTA expects all students to behave in a professional and respectful manner towards fellow students, trainers, and staff at all times. Students are required to adhere to the ITTA Code of Conduct. Students found to have engaged in misconduct may be withdrawn from their course. Notice of withdrawal will be provided in writing and no fees will be refunded in such circumstances. Examples of misconduct that may result in withdrawal include, but are not limited to:
- Cheating in assessments, including plagiarism
- Intimidating or threatening other students
- Disrespectful behaviour towards staff or other students
- Rude or discourteous conduct towards trainers or any ITTA staff member
- Any other behaviour deemed unprofessional or unsuitable

Students must maintain appropriate behaviour at all times and comply with the ITTA Code of Conduct.

Code of Conduct

All students are expected to:

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

The ITTA Code of Conduct is available at the following link:
https://ittacademy.net.au/about/itta-student-information/

Behaviours, Vilification and Anti-Semitism
All students are required to abide by ITTA's Code of Conduct at all times while engaged in training, assessment, work placement (where applicable), and any activity where they may reasonably be perceived as representing ITTA. Students must conduct themselves in a respectful, ethical, and professional manner and must not engage in discrimination, harassment, vilification, anti-Semitism, religious intolerance, or any behaviour that targets or undermines the dignity of another person based on their culture, ethnicity, religion, gender, sexuality, disability, or other protected characteristic. Students are expected to contribute to a safe, inclusive, and supportive learning environment and comply with all ITTA policies and reporting requirements.

All disciplinary matters will be managed by the Director of ITTA in accordance with ITTA's policies and procedures.

Rules and Regulations

Students must notify ITTA in writing of any change of name, address (including postal or email), or telephone number. The notification must include the previous details and the updated information. ITTA accepts no responsibility for issues arising from a failure to comply with this requirement.

General Conduct

Offensive language, rudeness, harassment, or any form of inappropriate behaviour is not acceptable in any communication between students, trainers and assessors, staff, or other persons.

Face-to-Face Workshop Conduct

The following conditions apply to all persons, including staff and students, during face-to-face workshops:

- Respect the property of others. Do not interfere with another person's belongings without prior consent. Students are responsible for their own possessions. ITTA accepts no responsibility for personal property lost or stolen at training sessions.

- Disruption or harassment of any kind that interferes with another person's ability to learn is not permitted.
- No aggressive physical contact or verbal abuse is permitted.
- Smoking is not permitted inside training facilities.
- Drinking alcohol is not permitted inside training facilities.
- Eating or drinking is only permitted in designated areas.
- Clothing and behaviour must be appropriate and not cause offence to others.
- Mobile phones must be turned off during training sessions.

Work Health and Safety

ITTA is committed to ensuring a safe and healthy learning and working environment for students and staff. ITTA operates in accordance with applicable Work Health and Safety standards and procedures. All Work Health and Safety requirements must be strictly adhered to at all times.

Access and Equity

Access and Equity Principles

The International Teacher Training Academy (ITTA) is committed to ensuring fair and equitable access to vocational education and training for all individuals and communities. ITTA supports the

principles of access and equity by providing equal opportunities and ensuring resources are allocated fairly, without discrimination.

ITTA encourages individuals from diverse backgrounds who have a genuine interest in expanding their knowledge and skills to apply for admission into all courses.

To maximise participation and access for all learners, including those who may be disadvantaged, ITTA provides flexible delivery options and appropriate support throughout the course.

ITTA prohibits discrimination towards any individual or group on the basis of:
- 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 across all courses and ensures that students receive timely information and appropriate support to help them achieve their desired learning outcomes.

Access and equity considerations are incorporated into:
- The development of training and assessment resources
- Training delivery methods
- Assessment processes

ITTA is committed to maintaining an inclusive learning environment that supports the success of all students. Through fair access, flexible delivery, and tailored support, ITTA aims to remove barriers to participation and ensure every learner has the opportunity to achieve their educational goals.

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, or by authentication through the relevant USI VET record.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the process through which the knowledge and skills you have gained through work, life experience, or prior study are recognised. This may enable students to receive credit towards a nationally recognised qualification.

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

RPL is a process of gathering evidence. Your assessor will review the evidence at each stage of the process. Once sufficient evidence is provided, the assessor may assess you as competent. You are responsible for gathering and submitting the evidence required for your RPL claim. Your assessor is responsible for advising, guiding, and supporting you throughout the process. You are encouraged to ask your assessor questions at any stage.

ITTA provides information on RPL opportunities and procedures to all applicants during enrolment. Students requesting RPL must complete and submit an RPL Application Form.

Evidence for RPL
Evidence may include, but is not limited to:
- Evidence of current competence
- Performance demonstration or skills test
- Workplace or other relevant observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview / competency conversation
- Simulations

If additional evidence is required, this will be negotiated with the candidate. Evidence collection may include further interviews, written assignments, workplace assessment, or other appropriate documentation. Assessment is conducted only by a qualified assessor.

RPL Stages

The RPL process involves the following stages:
1. Information stage
2. Initial support and counselling stage
3. Application stage
4. Assessment stage
5. Post-assessment guidance stage
6. Certification stage
7. Appeals stage (if the claim is unsuccessful – see Complaints and Appeals)

Outcome

- The RPL applicant will be advised of the outcome promptly.
- If the application is unsuccessful, reasons will be provided and the applicant will be informed of the appeal process.
- Gap training options will be discussed if required.
- If recognition is granted, **"RPL"** will be recorded on the student's record for the relevant unit.

Trainers and Assessors

ITTA is committed to maintaining a high standard of training and assessment. Training and assessment is delivered by highly qualified and dedicated trainers and assessors who possess:
- Extensive knowledge of their subject area, gained through formal study and practical industry experience
- Significant industry experience in their field
- Appropriate qualifications in training and assessment

This approach aligns with the Standards for Registered Training Organisations (RTOs) 2025, specifically:
- Standard 1 – ensuring training and assessment is delivered by suitably qualified and experienced trainers and assessors
- Standard 5 – ensuring trainers and assessors maintain industry currency and ongoing professional development

Trainers and assessors maintain currency with industry developments through participation in industry training programs and ongoing professional development, ensuring continuous enhancement of their training and assessment skills.

Support for Distance Learning Students

Distance education is a flexible mode of learning that allows students to complete their training remotely, without the requirement to attend face-to-face workshops. It is designed to support students who may be working, located in regional or remote areas, or require a flexible study arrangement due to personal commitments.

ITTA is committed to ensuring that distance education students receive the same high standard of support, mentoring, and learning resources as those studying through face-to-face delivery. Distance learning students have access to mentoring and support services designed to guide, encourage and support successful learning outcomes.

Distance learning students will be contacted regularly by their allocated trainer and assessor via email and phone. This contact maintains the teaching and learning relationship, confirms the student's understanding of course content, answers any questions, provides constructive feedback, and monitors progress with assessments to support completion and submission by the due date. The frequency of contact will be arranged to suit the student's availability; however, ITTA recommends a minimum contact frequency of fortnightly.

Distance learning students also have access to supporting videos covering learning content, accompanied by comprehensive learner guides and assessment explanation videos developed by lead trainers and assessors.

All trainers and assessors provide learners with booking links for one-on-one support sessions, which can be booked online. These sessions are available to discuss assessments or provide any required assistance.

Procedure for Issuing Certificates

Upon successful completion of a course, students will be issued with a Certificate and a Record of Results.

If a student completes one or more units of competency but does not complete the full qualification, a Statement of Attainment will be issued.

The Student Services and Compliance Officer verifies that:
- competency has been properly assessed
- all required assessment tasks have been completed
- all required documentation has been signed

Certificates are then authorised and signed by the Director and verified within the Student Management System.

All student records, including copies of Statements of Attainment and Certificates issued, are maintained in ITTA's Student Management System.

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

Replacement of Certification Documentation

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

To obtain a replacement, students must 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

ITTA identifies and complies with relevant Commonwealth and New South Wales legislation, including but not limited to:

Commonwealth Legislation
- Work Health and Safety Act 2011 (Cth)
- Fair Work Act 2009 (Cth)
- National Vocational Education and Training Regulator Act 2011 (Cth)
- Privacy Act 1988 (Cth) (including the Privacy Amendment (Enhancing Privacy Protection) Act 2012)
- Age Discrimination Act 2004 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)

New South Wales Legislation
- Anti-Discrimination Act 1977 (NSW)
- Work Health and Safety Act 2011 (NSW)
- Workers Compensation Act 1987 (NSW)
- Workplace Injury Management and Workers Compensation Act 1998 (NSW)
- Privacy and Personal Information Protection Act 1998 (NSW**)**

All current legislation can be accessed via the Federal Register of Legislation at *https://www.legislation.gov.au/* or the Australasian Legal Information Institute at *https://www.austlii.edu.au/*

Privacy Policy

Why we collect your information

Under the Data Provision Requirements 2012, ITTA is required to collect personal information about students and provide this information to the National Centre for Vocational Education Research (NCVER).

How your information may be used

Your personal information (including the details on your enrolment form and training activity data) may be used or disclosed for:

- statistical, regulatory and research purposes
- understanding how the VET system operates
- policy and workforce planning
- improving training quality
- government program administration, regulation, monitoring and evaluation

Who may receive your information

ITTA may disclose your information to third parties, including:

- your school (if you are a secondary student undertaking VET)
- your employer (if your training is employer-funded)
- Commonwealth and State government departments and authorised agencies
- NCVER
- organisations conducting student surveys
- researchers

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 Officer or the Director.

Developing World Class Teachers and Leaders

PO Box 903 Coffs Harbour NSW Australia 2450   T: +61 2 6658 3999   E: info@ittacademy.net.au   W: www.ittacademy.net.au

Student Handbook   Version 7   July 2025   21

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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.

NCVER student surveys

You may receive an NCVER student survey, which may be conducted by an NCVER employee or authorised contractor. You may opt out of the survey at the time of being contacted.

How NCVER handles your information

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.

More information about NCVER's privacy policy is available on their website.
https://www.ncver.edu.au/

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.

Marketing information

ITTA may, from time to time, provide students with information regarding new courses, programs, or services that may be of interest.

A student's consent to receive marketing information is implied unless they notify ITTA otherwise. Students who do not wish to receive marketing communications may opt out at any time by notifying the Director in writing.

Third-Party Information Requests

No staff member may release student information 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 a third party to access their records. This process is managed by the Director, who will ensure a Third Party Access Form is completed and that the third party's security details are recorded. These details will be filed in the student's record.

Any staff member receiving a request from an individual claiming to be authorised must verify the authorisation and any conditions using a password or verification question list before releasing any information.

Other Third Parties

Staff must not release information to any other third party requesting student information. The Director will record the request details and consult the student to determine whether they wish to provide written authorisation for access.

Staff Confidentiality

ITTA complies with the Privacy Amendment (Enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988. Personal information collected is used only for the purpose of delivering our services.

All staff are familiar with the Privacy Act requirements and ensure that student information remains confidential at all times.

Further Information
For further information or assistance, please contact the Academy on 02 6658 3999

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