



Participant Handbook

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Introduction

Integrity Business College of Australasia Pty Ltd (Integrity) is a Registered Training Organisation (RTO), RTO number 21739.

Our courses are designed to provide you with a process to enable you to have the confidence and understanding that your skills and knowledge will be recognised by obtaining a nationally recognised qualification.

To do this, we follow the guidelines set out by the Australian Skills Quality Authority (ASQA) and are approved and monitored in our assessment of the qualification requirements.

Our policies and procedures are available to be viewed by all participants and will provide you with accurate and “up to date” information about Integrity and our training packages (ask your trainer or Integrity contact for further details).

Information about us can be obtained by logging onto our Website www.integritybusinesscollege.com or by visiting www.training.gov.au

Points of Contact and Address

Head Office
Integrity Business College
Level 4, Suite 401B, 198 Harbour Esplanade,
Docklands, Vic 3008

Adelaide Branch
Integrity Business College
217-219 Flinders Street
Adelaide, South Australia 5000

Phone 1300 731 451
Email admin@integritybusinesscollege.com
Web: www.integritybusinesscollege.com

Managing Director – Peter Venables
Operations Manager – Dylan Venables

Our Mission Statement

Integrity Business College Australasia Pty Ltd is dedicated to achieving professionalism in all facets of their business.

Every team member plays a vital role in customer care and service, realising that this emphasis guarantees our future livelihood.

Our philosophy is based on moral ethics and respect for people and this concept also lays the foundation for making our business an enjoyable place of employment.

We will provide our members with, “innovation, trust, results and enterprising solutions” which:

- Delivers individual and business solutions
- Provides teamwork and communication skills
- Emphasises the value of maintaining integrity in all operations
- Provides innovative, high quality, value for money training services, that gets results
- Exceeds the clients’ expectations

Our Vision Statement

TO CREATE A NATIONALLY RECOGNISED
TRAINING COMPANY, THAT PROVIDES ITS
MEMBERS WITH A SATISFYING, SECURE
AND POSITIVE FUTURE.
OUR BUSINESS CULTURE WILL EMBRACE
THE PRACTICE OF MORAL ETHICS WHILE
ENCOURAGING ALL MEMBERS TO
“STRIVE FOR EXCELLENCE”

Code of Practice/Code of Conduct

Integrity Business College Responsibilities

- Provide quality, vocational training via well-qualified, industry current and effective trainers, leading to nationally recognised qualifications.
- Examine all policies and procedures, as they affect employees, contractors, members and participants to ensure the elimination of discrimination and harassment.
- No discrimination against any group of participants or staff, in access to Institute facilities
- Discourage the use of discriminatory language in all printed material and in the speech of staff and participants.
- Establish and maintain procedures to deal with complaints concerning discrimination and harassment.
- Ensure the Integrity and Security of the Information Technology Systems (Server)
- Providing students with easy access to current policies, latest RTO Audit reports and other quality indicators via the website.

Participants' Rights and Responsibilities

Each participant partaking in any program has the **right** to:

- Receive quality training consistent with national and state industry standards
- Discuss any issue of concern with the trainer or program coordinator
- Receive training in a supportive and constructive environment conducive to adult learning
- Be treated with respect and integrity by fellow participants, trainers and program coordinator
- Receive constructive feedback concerning performance and submit a request for review via the complaints procedure if disputing the outcome of an assessment
- Participate and learn in an environment that is free from discrimination

Each participant partaking in any program has the **responsibility** to:

- Participate and interact constructively and consistently during all activities associated within the program
- Abide by all policies and procedures in relation to online learning and completion of documentation as advised by IBC
- Be responsible for their own learning and only present their own work when submitting assessments
- Display appropriate conduct
- Submit and complete all assignments by the required due date and in the instructed format
- Attend all sessions and be punctual at all times
- Notify the program trainer or coordinator if unable to attend any activity

If any participant wishes to make a complaint related to Equal Opportunity please discuss any issues with the Operations Manager.

Students can visit the following website for further details on Human Rights:

<http://www.justice.vic.gov.au/wps/wcm/connect/DOJ+Internet/Home/Your+Rights/Human+Rights>

Eligibility/Selection

Participants are required to complete an enrolment form and attend a pre-training interview to assist in the development of the training plan, assess their suitability for the chosen course of study.

This interview will also give INTEGRITY the ability to assess eligibility for government or state funding. If found eligible, all supporting evidence needed must be provided to INTEGRITY within 2 weeks.

INTEGRITY encourages participants with physical and or/ intellectual disabilities to apply for any training programs.

Language, Literacy and Numeracy Assessments

INTEGRITY is required to assess a student's suitability for their chosen course, including meeting set minimum academic standards. This is done via a Language, Literacy and Numeracy Assessment (LLN).

Your results will automatically be shared with INTEGRITY.

This test should take approximately 60 minutes. If a student does not reach the required levels, they will be offered one additional attempt to meet the requirements. If the required levels are still not met, a student may be required to complete Literacy or Numeracy training prior to their vocational course, if dictated by their State or Territory requirements. A meeting will be held to discuss the individual student's options in these circumstances.

Enrolment, Induction and Establishing Student Your Needs

Our friendly administration team will get in touch with you within two weeks of workplace commencement or apprenticeship sign up to organise an initial visit.¹

SA Students – You will be contacted and sent the relevant forms and then have an in-person meeting. The format may differ slightly from the process below.

Enrolment

Prior to Enrolment Meeting, you will be emailed the following:

- Enrolment links
- Language, Literacy and Numeracy Testing Link - must be completed prior to Enrolment Meeting
- Pre-Training Review
- Details how to access USI – for students with prior qualifications (even if incomplete)
- Skills First Eligibility Form (VIC students)
- Welcome to Integrity Letter
- Any other relevant information for your personal circumstances

This information is to be supplied to INGEGRITY **prior to the enrolment meeting**.

- Personal details (legal name, address etc) via the Enrolment Link
- Two forms of ID (Driver's License, Birth Certificate, Passport, Medicare card, Citizenship Certificate) via the Enrolment Link
- Copy of current concession card (must be valid and prior to course commencement date) via the Enrolment Link
- One proof of residency (Driver's License, Bank Statement, Utility Bill) via the Enrolment Link
- Pre-Training Review – complete pages 1-5 via the Enrolment Link
- USI Transcript (if applicable) via the Enrolment Link
- Completed Skills First Eligibility Form (VIC students)

If you are unable to provide this information in the enrolment form you will have 2 weeks to supply the documents directly to INTEGRITY by emailing admin@integritybusinesscollege.com

¹ Times may be affected by circumstances outside of our control such as state or government system processing time, or Apprenticeship Centre workloads.

At the Enrolment Meeting:

At the Enrolment Meeting, the provided paperwork will be checked.

INTEGRITY will establish the level of your competence (ability) by completing the Oral Interview section of the Pre-Training Review and discussing with you and your workplace coach (if applicable) strategies to meet your learning needs in addition to:

- Confirming any concession or State/Government funding available for fees
- Identify the preferred class time
- Confirm the selection of units to be studied – core and elective, including duration
- Advise on recognition of prior learning (RPL) processes
- Discuss credit transfers (CT). If a CT is believed to be possible, evidence must be supplied either as a USI transcript or a verifiable Certificate or Statement of Attainment from another training provider
- Explain procedures regarding attendance requirements and access to trainer.
- For students who have identified a learning or physical difficulty, an Individual Learning Plan (ILP) will be created to highlight any specific needs so the trainer can incorporate and make reasonable adjustments where necessary
- Answer questions that you may have about the training
- Explain the requirement for weekly 'at work' study between classes
- Explain the 'Structured Training Withdrawal' evidence process (VIC only)
- Discuss monthly reports sent to students and employers (if Trainee or SBAT)
- Explanation of workplace visits/meetings to support student learning

Once the enrolment meeting has been completed, you will be sent your training schedule and Training Plan, which will highlight your class allocation, trainer name and unit expected delivery and due dates.

It is a requirement of enrolment that all Training Plans are signed by the relevant parties (eg. student, employer, school, Integrity) within 4 weeks of training or enrolment may be cancelled.

Now enrolment is complete.

Online Induction

Prior to commencement into your training, you will be contacted to organise an Online Induction to set up accounts, and access to the online training platform and access to the assessment materials. This will cover how to access the Class via Microsoft Teams, as well as One Drive (for assessment and resources). Additionally, it will outline the procedure for signing and returning of coversheets, and the assessment structure and layout.

Commencement Meeting

Usually, students will attend a commencement class. This will be an arranged time with an Integrity Trainer, where you are introduced to your first unit and guided through accessing information in your folder, coversheets etc at a slightly slower pace. This may be done as a small group if students are beginning on the same unit around the same time, even if in different ongoing classes.

This full process of commencing employment, enrolment, induction, to beginning your training can take approximately four weeks. Delays in paperwork completion or notification via the State/Territory system and Apprenticeship Centre systems may affect this. Failure to send INTEGRITY any outstanding documentation within 4 weeks of commencing your training may result in your enrolment being cancelled.

Fees and Charges

Fees are applicable to all courses. The appropriate fees to be charged to you or your employer depend on each individual's needs and training program. You will be provided with Fees and Charges information prior to your enrolment.

All courses/qualifications associated with a Government Funded Training Program have fees and charges that apply to them, in some instances exemptions and concessions are available for eligible students. Eligibility criteria for government funding is based on a number of factors such as your citizenship status, age, previous education, concession/pension card status, area of residence and employment status. Evidence for each of these things will be required at the enrolment meeting where the current eligibility for your state or territory will be explained and applied if the criteria is met.

Fees are published based on an 11 month enrolment for Certificate III and 18 months for Certificate IV qualifications. Any student who goes beyond this time in their course may be subject to a 2 year fee payment.

The student tuition fees as published are subject to change given individual circumstances at enrolment.

Refund Policy

If a student withdraws, by written notice, from government-funded training or further education at any time up until the scheduled commencement date of the course, Integrity will refund the tuition fees paid in respect of the enrolment less an administration fee of \$300.00, and any other fees due by or on behalf of the student.

At management discretion if a student commences their course, a fee of \$500 or a combination of 'Units Commenced' costs plus a \$300 administration fee, whichever is the higher, is applicable². Any fees above this that have been paid in advance will be refunded.

If a course is cancelled by Integrity at any time during the period of a person's enrolment, then Integrity will refund the full tuition fees, the pro-rata portion of any student services and amenities fees, any incidental fees for goods and services that have not been used prior to the date of cancellation, and fees for materials that have not been used prior to the date of cancellation.

² In the case of concession fees this may be a lower amount depending on the circumstances.

Equal Opportunity

INTEGRITY is committed to equal opportunity and has a responsibility to create an educational environment free of discrimination. INTEGRITY aims to provide equal opportunity for all employees, contractors and participants and ensures that all policies and procedures are free from direct or indirect discrimination regardless of race, gender, gender identification, pregnancy, disability, transgender, political status, sexuality, age, family/carer responsibilities, disability, political conviction and religious belief.

People with Special Needs Access and Equity

Access and equity in training ensures that people with differing needs and abilities have the same opportunities to successfully gain skills, knowledge and experience through education and training irrespective of their age, disability, colour, race, gender, religion, sexuality, family responsibilities or location. It means identifying and addressing the training needs of each individual.

Under the Australian Governments Disability Discrimination Act 1992 all registered training organisations (RTOs) must identify barriers which people with a disability encounter when accessing

programs and services and develop strategies to minimise the impact of these barriers.

If you seek assistance please do not hesitate to speak to your trainer about the help required. Additional training is always available. One on one training may also be available. INTEGRITY can also speak to your workplace coach and ask them to assist further.

Physical Disabilities

The Disability Discrimination Act (DDA) 1992 states it is illegal for an educational authority to discriminate against persons with a disability. A registered training organisation (RTO) may not prejudice and must offer people with a disability the same educational opportunities as everyone else.

If you require any additional support please speak to your trainer or the Operations Manager. Additional training can be provided for you or external sources may be available. INTEGRITY will ensure that your training experience is as enjoyable as we can. Visit this site if you require further details to your entitlements <http://www.hreoc.gov.au/>

Should you identify as needing additional support this will be discussed in the enrolment meeting and an Individual Learning Plan created.

Mutual Recognition

INTEGRITY will ensure that an individual's learning and skills are recognised, irrespective of how or where they have been acquired. We will accept AQF qualifications and statements of attainment issued by any other registered training organisation based in Australia. INTEGRITY will verify the qualifications with the relevant RTO or via your USI Transcript and acknowledge them accordingly within your Pre Training Interview.

Skills Recognition Assessment

Skills Recognition includes:

Recognition of Prior Learning is a form of assessment used to determine whether a person has achieved through formal or informal learning and experience, the required learning outcomes of a unit or units. All participants are able to apply for this process.

Recognition Process

If you believe that you might be eligible for Recognition of Prior Learning, INTEGRITY is able to offer you this, some charges may apply.

Skills recognition assessments (RPL) are available to all participants. The INTEGRITY Training Coordinator or your trainer can supply you with information on the application process and the relevant forms that need to be completed. You may apply for recognition of learning and skills by supplying evidence of meeting the performance evidence and knowledge evidence of the unit (see unit

requirements on training.gov.au for this evidence list) for which RPL is being applied:

- Previous formal training undertaken
- Work or life experiences – references from current/past employers
- Testimonials from clients
- Work samples and/or demonstrations
- Non-formal training undertaken

An assessment and verification of the application will be undertaken. Skills recognition outcomes will be recorded and relevant qualifications / statements of attainment will be issued where applicable.

Credit Transfer (CT)

Credit Transfer is where you use units of competency gained through other Registered Training Organisations or education providers, such as TAFE, that match to the requirements of the current course.

For example, you may have completed the same unit of competency at another institution whilst undertaking another course. If a course title and/or code are not an exact match, a mapping process will be conducted to identify whether the unit requirements have been met. This also includes units/qualifications held from previous training packages.

For a credit transfer to be applied you must provide all the original documents, including any qualifications and related statements of attainment, during the enrolment process where your eligibility will be assessed. USI transcripts will be accepted for this process where certificates are not available. We cannot provide credit transfer without supporting documentation.

The granting of credit transfer may shorten the course duration and reduce fees; you will be advised of this upon finalisation of the enrolment.

Types of Training Delivery

Online Training

At Integrity our primary method of delivery for our courses is online³. This is via our Microsoft Teams scheduled classes held on a regular basis. Our classes are live with a trainer and average approximately 10 students for each session. Sessions are for 3 hours duration held either in the morning or the afternoon.

Online training offers you immediate feedback on your response. Hand-on exercises provide application opportunities to practice and apply learned skills.

Online training can also be beneficial to participants who live and work in remote areas of Australia.

Physical Classroom Training

In-person delivery can be arranged specifically for groups from one workplace or when school-aged students accessing Vocational Training and may be available in the future.

Computer Usage Agreement

1. All participants **must abide** by all of the **guidelines** set down in this Handbook.
2. Integrity is aware there are unsecured wireless networks within the range of Integrity premises. Participants **must not** connect to these networks using the Integrity computers, for ethical, moral and legal reasons. Participants **will be held responsible and financially liable** for any damage caused by accessing these systems illegally, as well as **financially liable for any costs incurred by the owners of the unsecured networks for the extra download and access costs that might be incurred by the owners of these unsecured networks.**
3. Participants **must not** try to **hack, bypass or turn off the filters, firewalls, and any other software or hardware system** that might be in place within the Integrity premises, unless specifically directed to by your trainer.
4. Students are **not to delete, examine, copy, or modify files and/or data** belonging to other users or the College, without their prior consent
5. Students **must not attempt** to evade or change the resources allocated to a computer or network account
6. Students **must not** use computing and network facilities and/or services for **commercial purposes**

7. Students **are not to engage in an unauthorized, deliberate action which damages or disrupts** a computing system, alters its normal performance, or causes it to malfunction
8. Students **must** follow the supervising Trainers instructions regarding use of the computers.
9. Students **are not to load software, shareware or other files on the College computer** network, nor **make unauthorised copies of software** made available for their use.
10. Students are **responsible for their network user name and password** and are **responsible for any actions conducted under their account.**
11. I understand that all information accessible on the Internet is someone's intellectual property. **I will not take the writing of others and represent it as my own.** I will acknowledge the source and give credit to the author.
12. Students **are to report any misuse of the College computers,** or any malfunction of equipment to the Teacher.
13. Participants **are required** to follow the following policy guidelines, when on the internet:
 - a. No material which may cause offence is to be accessed. This includes material of a sexual, violent, illegal or discriminatory nature.
 - b. Software is not to be downloaded onto our network.
 - c. Browsing is not to take place during training.
 - d. Internet chatting is not permitted.
 - e. Personal email via a web based site (Hotmail, Hello, etc) may be read and sent, but please do not open or save attachments to our computers.
14. **Integrity Business College has a zero tolerance to these matters.** Any participant who breaches these guidelines will be faced with disciplinary action.

Plagiarism

Definition: '...to use the work of another and claim it as your own'

Plagiarism is cheating. It is unacceptable for any trainee to use the work of another (be it a current or previous trainee, relative, workmate or published author) and claims it as their own.

Cheating is considered to be serious misconduct.

Penalties that may apply include:

- * No result for Assessment
- * Re-Assessment using a different form of Assessment, conducted outside training time
- * Information about misconduct to be passed onto your employer
- * Cancellation of enrolment with no refund of fees due

Integrity Students One Drive Account

In your Onedrive account you will have four folders set up; and they are:

In Progress: This is the folder in which your Trainer will upload your new units. Any assessments that you are working on should be saved/uploaded to this folder. The assessment needs to be saved any time you make changes. This folder is regularly checked to track your progress. It is in your own interest to save your work to this folder. Create a folder for each unit. Use the unit number and name for the folder and save all the relevant work there.

To Be Marked: Once you have completed an assessment, please move it to this folder – see 'Submission' under assessment procedures.

Completed: This folder is to be used only by your Trainer. Once your assessment has been marked and deemed 'competent', your Trainer will move the completed assessment for you. Please do not move any of your work to this folder.

Cover Pages: This folder is where you need to sign and get your supervisor to sign their section, which is usually the first four pages of each assessment. Once it has been signed by both you and your supervisor please scan it and save it with the assessment unit name. Once the assessment is deemed competent, it will be then signed by your trainer. An email will be sent to you to advise that the unit is signed off.

Assessment

Assessment is an integral part of the training process.

It is used for the following purposes:

- Diagnostic
- Trainee motivation – through feedback
- Evaluation of training – to prove competency levels achieved
- Basis to derive data to determine a Trainee's overall performance in the traineeship

This Assessment policy provides a means of ensuring a fair and just Assessment system for Trainees and a strategy for managing Assessment workloads for both Trainees and Trainers.

Assessment Notification

Participants in nationally recognised courses are required to undertake a range of assessment tasks in order to display competence. Trainers will have an assessment and outcome sheet to record your results:

- Competent (C)
- Competency not achieved (NYC)
- Withdrawn (W/D)

Each unit has a required learning outcome to be achieved. You are either assessed as COMPETENT or NOT YET COMPETENT. If not yet competent, you will have the opportunity of re-submitting this work, you will be offered the opportunity to re-assess or appeal.

INTEGRITY will ensure that assessment processes:

- allow accelerated progress towards completion of assessment tasks and demonstration of competency when required by participants
- are relevant, appropriate, fair, flexible and recognise the requirements of the participant and the national training recognition system
- Incorporate any reasonable adjustments as identified in Individual Learning Plans

The Trainer will discuss all Assessments with you prior to commencing Assessments. The Assessments may take various forms, including written, verbal and skills tests. All Assessment is task orientated and based on competency standards.

A permanent record is kept of all Assessments and may be made available to assessment authorities when validating standards and the quality of training at INTEGRITY.

Assessment Completion

You are required to submit in your assignments on the due date and in the appropriate format, however if an extension is required, this needs to be discussed with your Trainer, who may approve or deny your request. This should be arranged prior to the due date of the assignment.

If you are absent when an assessment or assignment is scheduled/due, it is **your** responsibility to inform your trainer and make alternative arrangements.

Presentation of assessments

In business, often the most visible output of a professional is their written communication, in either a detailed report or via business letters or internal memorandums. In many circumstances the business professional will be judged on the quality of their written work. With this in mind, INTEGRITY places emphasis on developing student's skills in written communication.

All written assessments must conform to the following format:

- A Title page that includes the following –
 - Course Name
 - Unit Name
 - Student's Name
 - Assessment Date

- All assessments must be presented in an editable format
- If the assessment is a workplace project then each individual question must be included in the report, followed by the response.
- A reference list should be included in all written assessments. This list will advise the source of any information used to complete the assessment. The list could include books, articles, websites, journals, etc.
- Any appendices to support the assessment must be included at the end of the document. The assessment itself must refer to the appendix at the relevant section or question.
- All answers to questions, must be in detail and relevant to the question or project. Brief summaries will not be accepted. All written assessments must be supported by argument, evidence and analysis. Always ensure you answer the question, using supporting evidence to gather support for your response. i.e. Screen shots
- Literacy and grammar must be at an appropriate level. Your written assessments must be clear, possess a high standard of spelling, appropriate sentence structure, and be correctly punctuated and grammatically appropriate.
- Always edit and review your work and ensure it is appropriately structured.
- Always ensure you acknowledge the work of others, including words, data, diagrams, models, etc. This will ensure you are not accused of plagiarism. In addition, include these references in your reference list and/or as a footnote.

Re-assessment and Appeal

A participant, who is dissatisfied with an assessment result, may appeal the decision. To appeal, the following steps occur:

- The participant notifies the trainer using the Assessment Appeal Notification Form, please ask your trainer for a copy.
- The two parties negotiate a re-assessment
- The trainer in consultation with the training manager provides a written statement of the outcome of the reassessment within 14 days
- If the participant is still dissatisfied, he/she may seek arbitration by a third party or panel acceptable to the parties to the appeal.
- If the appeal is still unresolved, the participant will be advised of external organisations that may be able to assist.

Assessment Procedures

Please ensure that you add your name to each assessment in the header where it says 'Student Name' Unless authorized to do otherwise by your Trainer, you must use the assessment template provided for each unit. Type your answers in the appropriate spaces on the template.

The resource for each unit provides most of the answers you need, however you may need to do some research, especially for Certificate IV level qualifications.

For all courses, whether you use the resource or research, please remember that your assessments need to be in your own words. Do not copy directly from any resource you use. Plagiarism is not acceptable.

Please save your work regularly, and continue to save your work into one drive at all times as your backup. If you lose any work before it is assessed, you will need to redo it, which may put you behind. Save and ,back-up!

If you are unsure how to answers questions or need clarification, please contact your Trainer for assistance. Please remember that your Trainer is there to assist you with your work, but not to just give you the answers to the assessment.

Once you have completed your assessment, you need to upload the documents to the relevant one drive folder and email your trainer a notification that it is ready for assessment.

If you have not answered all the questions on the assessment, it is not complete! Do not submit the assessment as complete; please contact your Trainer for assistance.

Your trainer will mark your work with ticks and comments. If you are required to complete some

amendments to your assessment, check the comments made by your trainer.

Please do not remove any ticks or comments made by your trainer. These show that your work has been marked and is required for auditing purposes.

Cover Sheets:

Each unit has corresponding cover sheets, which is usually the first 2 pages of your assessment documents.

These cover sheets must be submitted when you complete your assessment for marking, in the relevant sections, as the student you should sign at the top of the table, to and then (if a trainee) your supervisor / employer signs in the middle. Page 2 also needs to be completed by your supervisor / employer as this is an observational checklist that they believe you are competent in these tasks within a workplace environment.

Your trainer is the LAST person to sign on your coversheet – this is done once your unit has been marked off and deemed competent.

Certificates/Statements of Attainment

Once you have successfully completed all relevant units as per your training plan you will be sent your Training Plan for signature, confirming the completion. This needs to be signed by you and your employer (if applicable) and returned to INTEGRITY.

On receiving your signed Training Plan and after confirming there are no outstanding fees you will receive a full Certificate for your qualification including detailing all units you are deemed competent.

Participants that have not successfully completed all units will receive a Statement of Attainment detailing units completed.

If you lose your full qualification certificate a replacement fee of \$25 is applicable. If you lose your statement of attainment there is no charge.

PLEASE NOTE: Certificates are posted to the address we have on file. Please ensure you keep us informed if you are moving address.

Participant Course Feedback

Participants will be asked to complete feedback forms on course completion. This assists us with ensuring we are continually improving our training delivery, methods and systems.

Participant Complaints, Appeals and Grievances

INTEGRITY aim to ensure that course participants receive accurate and timely information whilst being fairly treated as outlined in our Code of Contact. However, at times, a complaint may arise.

Nature of complaints and appeals:

- Integrity Business College responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third party providing Services on behalf of Integrity Business College.
 - Any student or client of Integrity Business College.
- Complaints may be made in relation to any of Integrity Business College's services and activities such as:
 - the application and enrolment process

- marketing information
 - the quality of training and assessment provided
 - training and assessment matters including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
- An appeal is a request for a decision made by Integrity Business College to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results

Please see the full 'Complaints, Appeals and Grievances Procedure' on the website if you want to know more.

Integrity Business College – Student Code of Conduct

Absenteeism

To receive the greatest benefit from any course. All students are required to attend all of its training sessions. If you are going to be late or absent from the program for any reason (planned annual leave, sickness or an unforeseen circumstance), please advise/email your Trainer at the earliest opportunity.

It is your responsibility to ensure you complete any missed assignments and assessments due to absence.

The following conditions apply to all students studying with Integrity Business College:-

General

- Employer and supervisor/manager will be advised of student non-attendance.
- Respect is an integral value at Integrity Business College. It must be shown to all fellow students, staff and visitors. harassment, bullying, physical or verbal assault will not be tolerated
- Behave appropriately – ensure your actions and words support learning and teaching
- Adhere to Occupational Health and Safety requirements
- Respect the property of Integrity Business College community – do not damage or remove property from Integrity Business College grounds

MS Teams

All training accounts created for students belong to Integrity and as such can be accessed if required.

Punctuality

Our courses are part of students/trainees developing their professional work ethic. As such, punctuality is a minimum requirement.

Personal Standards

Your progress throughout the program will be continually monitored, with the assessment based on your demonstrated ability to achieve the program objectives. Additionally, there are a number of general rules that must be observed which form a part of the overall assessment. Specifically the activities as identified hereunder are not acceptable:

1. Aggression towards others either within the classroom or workplace training environment
2. Non-consideration for others.
3. The use of verbal abuse or obscene language
4. Sexual harassment, defined as any unwelcome sexual attention towards the people you are training/working with.
5. Discrimination, it is unlawful for anyone to be treated unfairly on the grounds of age,

gender or gender identity, marital status, pregnancy, sexuality, race or impairment (physical or intellectual).

6. Intoxication by or the possession of alcohol or recreational drugs.
7. Where your training is onsite and physical, appropriate dress and hygiene is expected.

Should any of the above occur, the participants(s) concerned will be counselled and a decision will be made by the Operations Manager as to their further participation in the program. Dependent on the severity of the offence/incident legal proceedings may also be a factor for consideration within the counselling process.

Failure to Progress

All students are expected to work to the timings outlined in the agreed Training Plan that is signed on commencement of training. Integrity does understand that throughout the course circumstances may change and adjustments may need to be made. Any changes are to be agreed on with the student/trainee, trainer, Integrity consultant and employer.

If students fail to progress and become more than 8 weeks behind in their coursework with no reasonable excuse Integrity Business College will instigate a formal warning of 'failure to progress'. A plan will be put in place by the consultant in order to address this. If this new schedule is not followed, Integrity Business College will assess if additional support or classes are required or whether training should cease. Students who fail to progress will be issued a maximum of 3 warnings before having their enrolment cancelled and will not be entitled to a refund in this instance.

Traineeships

Any student training under a traineeship must meet the requirements under that scheme, including time within the workplace for study. Some states require evidence to prove you have had this time and if this applies to you, there will be an email reminder to submit your evidence. Further details are discussed during enrolment.

If you leave your traineeship and/or employer Integrity Business College need to be informed in writing by both the student and employer. There may be an availability to continue training, depending on your exact circumstances. Please contact your Integrity Consultant to discuss if this is an option for you.

Sanctions

Breaches of the Student Code of Conduct and standards noted throughout this document, failing to make progress in your course without reasonable grounds and not abiding by the relevant policy and procedures provided at Induction may result in one or more of the following sanctions.

- An official warning which will be retained on file
- A suspension for a period of time
- Withholding of results
- Cancellation of enrolment
- Any incidents that we believe break the law will be referred to the police or appropriate authority

Privacy Statement

Integrity is a RTO, our provider number is 21739.

Information about us can be obtained by logging onto our Website www.integritybusinesscollege.com or by visiting www.training.gov.au

We acknowledge and are committed to protecting your privacy. Integrity is required by legislation to store, use and disclose personal, sensitive and health information collected about its staff and students in accordance with current legislation and relevant Acts.

The information collected enables Integrity to process your enrolment in the desired course to ensure we comply with the obligations as an RTO.

Integrity is required (Under the National Vocational Education and Training Regulator Act 2011) to disclose personal information collected about its students to the National VET Data Collection. This directed by the National Centre for Vocational Education Research Ltd (NCVER).

The NCVER is the national professional body responsible for collecting, managing analysing and communication research and statistics on the Australian vocational education and training (VET) sector.

NCVER and other state authorities privacy policies complies with the following:

- the [Privacy Act 1988](#) (Privacy Act), including the [Australian Privacy Principles](#) (APPs)
- Subdivision B of the [National Vocational Education and Training Regulator Act 2011](#) (NVETR Act)

- Divisions 4 and 5 of the [Student Identifiers Act 2014](#) (SI Act) and the [Student Identifiers Regulations](#)
- the [National Vocational Education and Training Regulator \(Data Provision Requirements\) Instrument 2020](#)
- the [National VET Data Policy](#).

More information about NCVER, State and territory authorities can be found on their websites.

Integrity uses aXcelerate as the Student Management System where all information of our students are held. aXcelerate Privacy Policy can be found on their website: <https://www.axcelerate.com.au/privacy-policy> Integrity under the Data Provision Requirements 2012 is required to collect the below information upon enrolling into one of its courses:

- name, address and contact details (e.g. telephone number and email address)
- personal identifiers (e.g. government related identifiers)
- demographics (e.g. age)
- country of birth, main language spoken at home, Indigenous status, disability status (including types of disability)
- personal characteristics and personal opinions (e.g. date of birth, country of birth, language spoken at home, Indigenous status, disability status (including types of disability), employment information)
- education information (e.g. training enrolment and result details)

Integrity is required to disclose this information to NCVER and specific State or Territory authorities for statistical, administrative, regulatory and research purposes.

Some of the information you have provided to us in your Enrolment Form is personal and or sensitive details as defined by the *following Acts and legislation*

- Freedom of Information Act (Vic, 1982) (SA, 1991)
- Health Records Act (2001)
- Information Privacy Act (2000)
- Public Records Act (Vic, 1973) or State records Act (SA, 1997)
- Commonwealth Privacy Act 1988 and associated legislation

The information provided will not be disclosed to any third party unless you approve us to do so by indicate the same on the enrolment form.

Victorian Government VET Student Enrolment Privacy Notice

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic).

Collection of your data

Integrity Business College is required to provide the Department with student and training activity data. This includes personal information collected in the Integrity Business College enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI).

Integrity Business College provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at DET website.

Use of your data

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning, including interaction between the Department and Student where appropriate.

The data may also be subjected to data analytics, which seek to determine the likelihood of certain events occurring (such as program or subject completion), which may be relevant to the services provided to the student.

Disclosure of your data

As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

Legal and Regulatory

The Department's collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

Survey participation

You may be contacted to participate in a survey conducted by NCVET or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria.

Please note you may opt out of the NCVET survey at the time of being contacted.

Consequences of not providing your information

Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy.

Access, correction and complaints

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.

For further information, please contact Integrity Business College's Privacy Officer in the first instance by phone 1300 731 451 or e-mail admin@integritybusinesscollege.com.

Further information

For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to Victorian State Government Education and Training website.

For further information about Unique Student Identifiers, including access, correction and complaints, go to Australian Government USI website.

I acknowledge that I have read the Victorian Government's VET Student Enrolment Privacy Notice.

Media Approval

On occasion, a statement about your work, your photograph or workplace, may be used for the purposes of illustration or advertising. You will be asked to confirm your permission for this during enrolment and can opt-out at any time by emailing admin@integritybusinesscollege.com.

Occupational Health and Safety

INTEGRITY staff, trainers, assessors (employers) and students have an obligation not only to take care of themselves, but be responsible for the safety of others as well.

To ensure safety is maintained, INTEGRITY remind all course participants to always ensure they have:

- A safe working environment during class times
- A safe training and assessment environment
- Safe work systems
- Safe plant and equipment
- Ergonomic office environment/work station (if applicable)
- Read and adhere to the Child Safety Standards to protect young people

Reference for all workers is the [Occupational Health & Safety Act 2004](#)

Social Media Policy

Social Media is a valuable tool in promoting positive work practices and advertising, as well as social interactions between friend, colleagues and the general public. Social media provides an opportunity to listen to, engage with, inform and learn from various audiences; develop professional online identities and networks for learning and collaboration; promote engaged learning and facilitate communication.

Personal, academic and professional use of social media by Integrity Business College staff, students and affiliates must not:

- a. Bring IBC into disrepute;
- b. Compromise the effectiveness of the college or workplace;
- c. Defame individuals or organisations;
- d. Imply IBC endorsement of personal views; or

e. Disclose confidential information

When using social media in the context of education or research training, and when making identifiable personal use of social media, students must not:

- make any comment or post material that is, or might be construed to be, racial or sexual harassment, offensive, obscene (including pornography), defamatory, discriminatory towards any person, or inciting hate.
- make any comment or post material that creates, or might be construed to create, a risk to the health or safety of a student, trainer, staff member or other person, including material that amounts to bullying, psychological or emotional violence, coercion, harassment, sexual harassment, aggressive or abusive comments or behavior, and/or unreasonable demands or undue pressure.
- make any comment or post material that infringes copyright, is fraudulent, breaches intellectual property rights, constitutes a contempt of court, constitutes stalking, breaches a court order, or is otherwise unlawful.
- imply that they are authorized to speak as a representative of Integrity Business College, or give the impression that the views they express are those of IBC (unless they are officially authorized, prior to publication, by the Managing Director in writing);
- use the identity or likeness of another student, trainer, staff member or other stakeholder of the Integrity Business College
- use or disclose any confidential information obtained as a student or staff member of IBC sell, purchase or offer to write assignments or other assessable work, or to request help with such work. Furthermore, students are required to take steps to minimize opportunities for others to cheat by, for example, not saving work to a shared network drive that is accessible by others and not sharing work on social media sites; and
- use the IBC logo without permission or use IBC's name in a manner that is likely to be misleading or bring IBC into disrepute.