



Integrity



Business College

innovate • results • trust

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

Perth Office:
Integrity Business College
Level 12, 197 St George Terrace
Perth, Western Australia 6000

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
- Ensure a safe space for all staff and participants free from vilification including but not limited to, antisemitism, Islamophobic or racist, explicit or implicit behaviour
- 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 free from vilification of any individual, staff or student, including but not limited to, antisemitism, Islamophobic or racist, explicit or implicit behaviour
- Submit and complete all assignments by the required due date and in the instructed format
- Attend all sessions and always be punctual
- 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.

Integrity Business College welcomes applications from all individuals, including those with physical, intellectual, or learning disabilities. We are committed to providing reasonable adjustments and support to ensure equitable access to training opportunities. For more information, please refer to the *Learner Support Services* section of this handbook.

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 contact you to organise your enrolment once we've been notified of your traineeship, or intent to enrol in a course.t.¹

SA Students – You will be contacted and sent the relevant forms and then have an enrolment 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)
- Welcome to Integrity Letter
- Any other relevant information for your personal circumstances

This information is to be supplied to Integrity **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
- If the forms of ID listed above then 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

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 enrolments@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 student fees and eligibility in a funded place*
- 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) if applicable
- Discuss credit transfers (CT) if applicable. 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 difficulty, disability or barrier a Training Support Plan (TSP) 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 '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 (e.g. student, employer, school, Integrity) within 4 weeks of training or enrolment may be cancelled.

Now enrolment is complete.

*If applying for a funded enrolment please note that; this enrolment may affect your ability to access future subsidised training. Please speak with our enrolments team for further information.

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, and the student aXcelerate portal. 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 aXcelerate portal. 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 an appropriate timeframe 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 everyone's needs and training program.

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 are based on several 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 are met.

Please note that accessing a government-funded place in this course may affect your eligibility for funding in future courses.

Fees are calculated on a schedule that is to be agreed upon during the enrolment process. Any student who goes beyond this time in their course may be subject to a 2nd year fee payment.

If payment obligations are not met on time, the training will be suspended until fees have been paid.

The student tuition fees as published are subject to change given individual circumstances at enrolment. See below link to the fees and charges on our website for your viewing.

[Integrity Business College - Fees and Charges](#)

Refund Policy

Integrity Business College maintains a non-refund policy for payments or invoices made towards any of its services in the event of a student's withdrawal from their enrolled course, regardless of the timing of withdrawal.

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.

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. 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 your Integrity Consultant. 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 a Training Support Plan created.

Learner Support Services & Reasonable Adjustment

At Integrity Business College, we are committed to helping every student succeed. We provide a range of support services and, where appropriate, offer reasonable adjustments to assist individuals with diverse learning needs, disabilities, or personal barriers. We will always do our best to support you, but adjustments can only be made where they are reasonable and do not compromise the course requirements or learning outcomes.

Learner Support Services

Throughout your course, you'll have access to support services that may assist with:

- Study advice, organisation, and time management
- Referrals for wellbeing or mental health support
- Assistance for students with disabilities or learning needs
- Adjusted learning resources where appropriate
- Language or cultural-based learning support

If you need help, please speak to your trainer or visit the Student Support Hub on our website. We'll do what we can to help within the limits of your course structure.

Language, Literacy and Numeracy (LLN) Assessment

All students complete an LLN assessment before enrolling using the LLN Robot, assessing key areas such as learning, reading, writing, oral communication, and numeracy. You'll also participate in a short interview and a written task during the pre-training review. This helps us confirm that the course is suitable for you and to identify if any extra support is needed.

If you do not yet meet the entry requirements, we may provide guidance or refer you to external support so that you can build the necessary skills before enrolling in your desired course.

Reasonable Adjustment

If you have a disability, medical condition, learning difficulty, or barrier to learning, you may be eligible for reasonable adjustment. These are changes to how you participate in training or complete assessments, ensuring equal access while still meeting course requirements.

Adjustments may include:

- Extra time on assessments
- Modified task formats (written instead of verbal, or vice versa)
- Assistive technology (e.g. text-to-speech tools)
- Flexibility in class participation (e.g. responding via chat)
- Follow-up contact via phone or Microsoft Teams outside of class if additional clarification is needed

Please speak to your trainer or IBC Consultant to discuss your needs. All requests are treated respectfully and confidentially. Adjustments will only be implemented where they are considered reasonable and do not impact the integrity of the course outcomes.

Support for Online Students

Students in online training may:

- Use private chat during class (must be logged in with an IBC account)
- Follow up via phone or Teams message with their trainer after class
- Request alternative formats for some tasks (where appropriate)

State-Specific Support Services

- **South Australia:** Students may be referred to SYC Ltd through the **Success and Wellbeing Services (SWS)**. A case manager works alongside you and your trainer to help you succeed in your course.
- **Tasmania:** Students may be referred to **Libraries Tasmania** for literacy development. Visit: <https://www.libraries.tas.gov.au/get-help/Pages/literacy.aspx>
- **Victoria:** Students who do not meet LLN requirements after two attempts may be referred to their local TAFE or the **Reading Writing Hotline**: <https://www.readingwritinghotline.edu.au>

Welfare Support

IBC does not directly offer welfare services, but students are encouraged to contact:

- **Lifeline** – 13 11 14
- **Beyond Blue** – 1300 224 636
- **Salvation Army Family Welfare Centres**
- **WorkSafe Victoria / Safe Work Australia**

Your Role and Our Role

You:

- Let us know early if you need help
- Participate in support arrangements and communicate openly

We:

- Will treat your request respectfully and confidentially
- Will explore support options and make reasonable adjustments where possible
- Will check in periodically to ensure your support remains appropriate
- Will always strive to create a supportive and inclusive learning environment within the framework of your course

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 can 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. At the time of your enrolment, the Integrity Enrolment Team will provide you with information if you wish to apply. If you have already commenced your course, please contact your Integrity Consultant, who can assist you with the application process and provide the relevant forms required for completion. 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.

Access to Trainers and Staff

Once you have commenced your course, you will have access to your trainer not only during scheduled class times but also between classes via email and MS Teams. You are encouraged to reach out to your trainer to arrange a chat or a short catch-up if you require any support with your studies.

In addition to your trainer, you also have access to your Integrity Consultant, who can assist with any matters not directly related to your training, such as questions or concerns regarding your enrolment or anything that may be affecting your participation in the course.

Types of Training Delivery

Online Training

At Integrity Business College, our primary method of course delivery is online training. Training is delivered through scheduled, live Microsoft Teams classes held on a regular basis.

Classes are facilitated by a qualified trainer and generally consist of approximately 10 students per session. Sessions are three hours in duration and are scheduled in either a morning or afternoon timeslot.

Our live online training provides students with the opportunity to interact directly with their trainer, ask questions, participate in class discussions and receive immediate feedback. Practical and hands-on activities are also incorporated into training to provide students with opportunities to practice and apply the skills and knowledge they are developing.

All online classes are recorded by Integrity Business College for quality assurance, monitoring and training purposes. Recordings allow us to review training delivery where required, verify what occurred during a session, address any concerns or issues that may arise, and support the ongoing quality and consistency of our training delivery. Recordings also provide students with a useful learning resource that they can refer to when studying or completing assessment tasks, including revisiting explanations, discussions and guidance provided by their trainer during class.

Online training also provides greater accessibility and flexibility for students who live or work in regional and remote areas of Australia, or who may experience other barriers that affect their ability to attend face-to-face classes.

Physical Classroom Training

In-person delivery can be arranged for students located near our office.

Computer Usage Agreement

1. All participants **must abide** by all 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. 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.
11. Students **are to report any misuse of the College computers**, or any malfunction of equipment to the Teacher.
12. 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 (Outlook, Gmail, etc) may be read and sent, but please do not open or save attachments to our computers.
13. **Integrity Business College has a zero tolerance to these matters**. Any participant who breaches these guidelines will be faced with disciplinary action.

Academic Integrity, Use of Artificial Intelligence and Plagiarism

At Integrity Business College, we expect all students to complete and submit work that reflects their own knowledge and understanding. Maintaining academic integrity is essential to ensure your qualification is based on genuine learning.

What is Plagiarism?

Plagiarism is when someone uses the work of another person and claims it as their own. This includes copying from:

- A past or current student
- A colleague, friend, or family member
- Books, websites, or published materials
- AI tools like ChatGPT, if not properly modified or personalised

Plagiarism and cheating are considered serious misconduct. If this occurs, the following actions may be taken:

- Your assessment may receive a "Not Yet Competent" result
- You may be required to complete a new version of the assessment outside normal training hours
- Your employer may be informed (if applicable)
- Your enrolment may be cancelled with no refund

Use of Artificial Intelligence (AI)

AI tools can be helpful for planning and idea generation, but you must ensure your final work is original and shows your own understanding.

You may use AI to:

- Brainstorm ideas before starting
- Draft content that you then rewrite in your own words
- Support your learning (e.g. ask questions for clarification)

You must NOT:

- Copy and paste AI content without any changes
- Submit overly technical or formal answers that don't reflect your usual writing
- Use AI content that is not relevant to your workplace or course

Your trainer will decide whether a submission meets our standards. If your work appears to be AI-generated or not your own, you may be asked to:

- Answer verbal follow-up questions
- Submit draft versions of your work
- Complete a short quiz or verbal task to confirm your understanding

Examples of Acceptable vs. Unacceptable AI Use

Not Acceptable	Acceptable
Text based answers	
Question: List three (3) sources (including people) you could access to obtain this missing information. Answer: 1. **Supervisor or Manager** – May help contextualize specific procedures and clarify workplace safety expectations. 2. **Workplace Health and Safety (WHS) Representative** – Specializes in compliance-related matters and can provide prioritized safety guidance. 3. **Organizational Policies and Procedures** – Formalized documentation that outlines standardized processes, responsibilities, and safety protocols relevant to the work environment.	Question: List three (3) sources (including people) you could access to obtain this missing information. Answer: 1. Dylan, my supervisor 2. WHS representative – found through my HR department 3. Policies – found in Integrity Business College SharePoint
The non-acceptable answer includes more than the necessary information; it includes Americanised spelling and AI formatting such as ** to mark bold text. The acceptable answer includes relevant workplace information and is personalised to the individual.	
Question: What is the purpose of a firewall in a computer network? Answer: A firewall is an advanced protocol interpreter that facilitates data harmonization between disparate networks, thereby allowing unrestricted access to all incoming and outgoing packets by dynamically fusing them with heuristic algorithms. Its primary function is to optimize bandwidth by duplicating traffic across multiple VLAN domains.	Question: What is the purpose of a firewall in a computer network? Answer: A firewall helps protect a computer network by blocking unwanted traffic and allowing safe data through. The one we use at work is bundled into our router.
The non-acceptable answer includes overly formal language that is beyond the expected scope. It is also factually incorrect, although it gives the appearance of being technical. The acceptable answer directly answers the question and demonstrates the students understanding by showing workplace context.	

Generated Logs

Incident Report Log

Date	Time	Location	Employee(s) Involved	Incident Description	Action Taken	Reported By	Supervisor or Notified
15-Apr-2025	08:45 AM	Warehouse Loading Bay	James T. (Forklift Driver)	Forklift clipped a pallet stack while reversing, causing minor product damage.	Area secured, damaged goods recorded, and driver debriefed on reversing safety.	Sarah M. (Team Lead)	Yes
15-Apr-2025	10:20 AM	Admin Office, Level 2	Karen L. (Receptionist)	Tripped on loose carpet near reception, no injury but potential hazard.	Carpet section taped down; maintenance request submitted for repair.	Karen L.	Yes
14-Apr-2025	03:10 PM	Maintenance Shed	N/A	Chemical spill discovered near storage cabinet, unknown origin.	Spill cleaned using appropriate PPE; logged for follow-up investigation.	John R. (Maintenance)	Yes
13-Apr-2025	01:35 PM	Staff Kitchen	Michael B. (Technician)	Hot water from kettle caused minor scalding when lid popped unexpectedly.	First aid administered; faulty kettle tagged and removed from use.	Lisa W. (Safety Rep)	Yes

Incident Report Log

Date	Time	Location	Employee(s) Involved	Incident Description	Action Taken	Reported By	Supervisor Notified
15-Apr-2025	09:10 AM	Level 2 Meeting Room	Emily R. (Admin Assistant)	Tripped over a loose power cord during room setup; no injury sustained.	Power cord secured; reminder sent to all staff about safe cable placement.	Thomas L. (Facilities)	Yes
15-Apr-2025	11:30 AM	Staff Kitchen	Nathan G. (Trainer)	Microwave sparked during use; minor electrical issue suspected.	Microwave unplugged and tagged; maintenance contacted for inspection.	Nathan G.	Yes
14-Apr-2025	02:45 PM	Reception Area	Chloe M. (Receptionist)	Slipped on a spill near the front entrance caused by wet umbrellas.	Wet floor sign placed; mats arranged at entrance; incident logged.	Chloe M.	Yes
13-Apr-2025	04:20 PM	Printing Room	N/A	Overheated printer caused slight smoke and odor; no flames.	Printer powered off and unplugged; technician scheduled for service.	Dylan S. (IT Support)	Yes

Both are incident report logs, generated by AI. The non-acceptable example includes risks involving chemicals and forklifts, not relevant to the student workplace. The table includes formatting directly from the AI. In the acceptable example, risks have been made relevant to the workplace, a company logo has been included, and the styling has been updated to match the company style guide.

Generated Slideshows

How Firewalls Monitor Traffic

- Firewalls inspect data packets entering and leaving the network
- They compare traffic against defined rules or policies
- Suspicious or unauthorized packets are blocked
- Commonly configured to allow trusted applications and services only

HOW FIREWALLS MONITOR TRAFFIC

- Firewalls inspect data packets entering and leaving the network
- They compare traffic against defined rules or policies
- Suspicious or unauthorized packets are blocked
- Commonly configured to allow trusted applications and services only



The contents themselves are identical. However, the non-acceptable example includes formatting errors such as “double dot-points”, and there is no customisation for the workplace. In the acceptable example formatting, relevant pictures and a logo have been added.

Generated Reports

Safety in an IT Environment

1. Introduction

Ensuring safety in an IT workplace requires attention to both physical and digital environments. This includes ergonomic setups, safe equipment usage, and robust cybersecurity practices to protect employees and data.

2. Physical Safety Considerations

- Proper cable management to prevent trips and falls
- Use of ergonomic chairs, adjustable desks, and monitor stands
- Ensuring electrical equipment is tested and tagged regularly
- Avoiding overloading power points and using surge protectors
- Keeping hardware ventilated to prevent overheating
- Clear access to emergency exits and fire safety equipment

3. Cyber Safety Practices

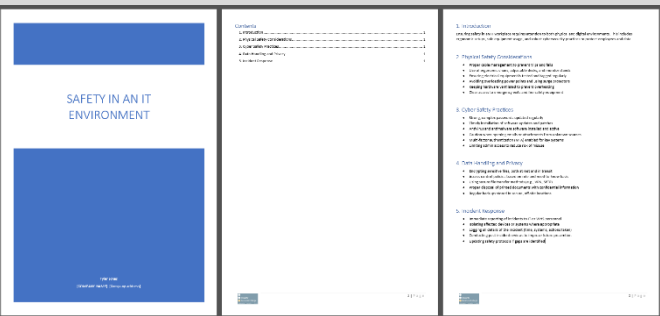
- Strong, complex passwords updated regularly
- Timely installation of software updates and patches
- Antivirus and anti-malware software installed and active
- Caution when opening emails or attachments from unknown sources
- Multi-factor authentication (MFA) enabled for key systems
- Limiting admin access to reduce risk of misuse

4. Data Handling and Privacy

- Encrypting sensitive files, both at rest and in transit
- Access control policies based on role and need-to-know basis
- Using secure file transfer methods (e.g., VPN, SFTP)
- Proper disposal of printed documents with confidential information
- Regular backups stored in secure, off-site locations

5. Incident Response

- Immediate reporting of incidents to IT or WHS personnel
- Isolating affected devices or systems where appropriate
- Logging all details of the incident (time, systems, actions taken)
- Conducting post-incident reviews to improve future prevention
- Updating safety protocols if gaps are identified



In the above examples, both contain the contents directly generated by AI. In the non-acceptable example, the formatting is copy/pasted from the AI model, and there is no contextualisation for the workplace. In the acceptable example, a cover page, table of contents, proper heading formatting, page numbers and a workplace logo have been used, making this document ready for use in the workplace.

Customization is key. Even if you use AI tools, your final work must be:

- Written in your own voice
- Relevant to your workplace or real-world context
- Edited and formatted appropriately

Dispute Process

If your submission is flagged for plagiarism or improper use of AI, you will be given the opportunity to respond. You can provide evidence to support that your work is original, such as:

- Chat logs showing how you used AI and made changes
- Drafts or notes showing the development of your work
- Screen recordings of your writing process
- Completing a short, recorded discussion with your trainer

Need Help?

If you're unsure about what's allowed, please ask your trainer before submitting your assessment. We are here to support your learning and help you meet academic standards the right way.

aXcelerate Student Portal

The aXcelerate Student Portal is used to access your online classes and submit assessments during your course.

All students are required to use the portal to manage these key parts of their training.

For detailed instructions on how to log in, attend classes, and upload assessments, please refer to the student aXcelerate Procedure Manual.

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 students and a strategy for managing Assessment workloads for both student and Trainers.

Assessment Notification

Participants in nationally recognised courses are required to undertake a range of assessment tasks to display competence. Trainers will record your result either:

- 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, 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. 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 completed on the aXcelerate assessment portal.
- 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 if required. 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 in writing,
- 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

The resource for each unit provides most of the answers you need, however you may need to do some research, especially for Certificate IV and Diploma 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; this includes copying directly from AI. Please refer to the section 'Academic Integrity' section for more information.

Please save your work regularly, if you lose any work before it is assessed, you will need to redo it, which may put you behind.

If you are unsure how to answer 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 ensure that you 'submit' the assessment

on your portal.

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 feedback. If you are required to complete some amendments to your assessment, check the feedback made by your trainer.

Cover Sheets:

Each unit has corresponding cover sheets.

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 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.

IT Support

If you require any IT support (Including accessing your student aXcelerate account or Class) please contact our administration on either 1300 731 451 or email via admin@integritybusinesscollege.com

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.

Withdrawal

If a student wishes to withdraw from their course, they must contact their Integrity Consultant. Students are required to provide a formal withdrawal notification, confirming their last date of enrolment. Once this notification has been received, Integrity Business College will proceed with the withdrawal process.

Please refer to the Refund Policy section for further information regarding eligibility for refunds.

Participant Course Feedback

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

Participant Complaints, Appeals and Grievances

Integrity aims 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 their 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 and lack of progress
- Integrity Business College maintains a zero-tolerance policy towards harassment, bullying, and any form of physical or verbal assault including but not limited to, antisemitism, Islamophobic or racist, explicit or implicit behaviour
- 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 Monitored and accessed if necessary for training and compliance purposes.

Punctuality

Punctuality is a minimum professional standard expected of all students. Consistently arriving on time demonstrates respect for your learning, your peers, and your future workplace expectations.

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 several 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. being under the influence of, or possessing, alcohol or illicit substance.
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 applicable).

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 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.

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
- 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 Business College (Provider No. 21739) is committed to protecting your privacy. We collect, store, use, and disclose personal, sensitive, and health information in accordance with current legislation, including the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and relevant state-based legislation. Information about Integrity Business College can be found at www.integritybusinesscollege.au or on www.training.gov.au.

Collection of Personal Information

Integrity collects personal information during the enrolment process to meet its obligations as a Registered Training Organisation (RTO).

Information collected may include:

- Name, address, and contact details
- Date of birth, gender, and demographic information
- Country of birth, language spoken at home, Indigenous status, and disability status
- Employment and education history
- Personal identifiers (e.g., Unique Student Identifier - USI, Victorian Student Number - VSN)

Integrity uses aXcelerate as its Student Management System (SMS) to securely store student information. aXcelerate's Privacy Policy can be found at: <https://www.axcelerate.com.au/privacy-policy>.

Use and Disclosure of Personal Information

Integrity is required by law to disclose certain personal information to:

- The National Centre for Vocational Education Research Ltd (NCVER) for the National VET Data Collection, under the National Vocational Education and Training Regulator Act 2011 and the National VET Data Policy 2020.
- Relevant State and Territory Government departments for regulatory, statistical, and funding purposes.
- The Victorian Department of Education and Training (for students studying in Victoria).

Information is used to:

- Facilitate enrolment and training delivery

- Meet reporting obligations
- Monitor and improve vocational education and training services
- Conduct research, planning, and statistical analysis (including de-identified data analytics)

Disclosure is conducted in accordance with the Privacy Act 1988, the National VET Data Policy 2020, the Student Identifiers Act 2014, and relevant state laws.

Information will not be disclosed to third parties for marketing purposes without your consent.

Victorian Government VET Student Enrolment Privacy Notice

The Victorian Government, through the Department of Education and Training (the Department), collects and handles student enrolment information in accordance with:

- The Privacy and Data Protection Act 2014 (Vic)
- The Health Records Act 2001 (Vic)
- The Education and Training Reform Act 2006 (Vic)

Integrity Business College is required to provide student and training activity data, including the VSN and USI, to the Department.

This data is used for administration, monitoring, planning, and research related to VET programs in Victoria. The Department may disclose this information to contractors, Commonwealth Government agencies, and the NCVET where required.

Survey Participation:

Students may be invited to participate in surveys conducted by the NCVET or authorised projects related to training quality improvement. Participation is voluntary, and you may opt out at the time of being contacted.

Consequences of Not Providing Information:

Failure to provide requested personal information may prevent enrolment or eligibility for Government-subsidised training.

Access, Correction, and Complaints

Students have the right to request access to, and correction of, their personal information held by Integrity Business College.

Students may also lodge a complaint if they believe their privacy has been breached.

To make a request or lodge a complaint please contact your Integrity Consultant

For more information on privacy and VET data handling, please visit:

- Victorian Department of Education and Training Website <https://www.vic.gov.au/privacy>
- Australian Government Unique Student Identifier Website <https://www.usi.gov.au/documents/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 customerservice@integritybusinesscollege.com.

Workplace Health and Safety (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 while on premises.

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/workstation (if applicable)
- Read and adhere to the Child Safety Standards to protect young people

Reference for all workers is the [Workplace Health and Safety Act 2011](#) & [Occupational Health & Safety Act 2004](#)

Social Media Policy

Social media is a valuable tool for promoting positive work practices and advertising, as well as for social interactions between friends, 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 (IBC) staff, students, and affiliates must not:

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

When using social media in the context of education, research training, or 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. This includes material that amounts to bullying, psychological or emotional violence, coercion, harassment, sexual harassment, aggressive or abusive comments or behaviour, 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 authorised 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 authorised, prior to publication, by the Managing Director in writing).
- Use the identity or likeness of another student, trainer, staff member or other stakeholder of 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 request help with such work. Furthermore, students are required to take steps to minimise 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.
- 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.