



## **Conditions of Study**

## **Student Handbook**

11/3352 Pacific Highway

Springwood Qld 4127

07 3290 5359

[info@ipsinstitute.com](mailto:info@ipsinstitute.com)

RTO#: 32186

# CONDITIONS OF STUDY

## **WELCOME:**

Welcome to IPS Institute. IPS institute is a Nationally Registered Training Organisation (RTO) that offers nationally accredited training. IPS Institute is committed to the highest standard of training and assessment.

## **STRUCTURE OF COURSES OFFERED:**

All programs offered consist of a series of core units (units that must be completed) and /or elective units (units that may be selected from a pre-determined list in order to make up the qualification).

Depending on your requirements you may elect to enrol in a full qualification, one or more units of competency, or a nationally recognised skill set.

## **ENROLLING IN A COURSE:**

Once you have selected your professional development pathway, it's as easy as calling (07) 3290 5350 to enrol. Our friendly staff are waiting for your call and can help you with any queries you may have regarding your program, qualifications availability and cost. To enrol in a course, an Enrolment Form must be completed, and you must agree to these Conditions of Study. If you are commencing or continuing training in 2015, you will also need to provide IPS Institute with your Unique Student Identifier (see below). Other eligibility requirements may be applicable; please contact IPS Institute for details.

## **UNIQUE STUDENT IDENTIFIER:**

Students undertaking Nationally Recognised Training from 1 January 2015 must provide to their Registered Training Organisation their Unique Student Identifier (USI). The USI is a reference number made up of numbers and letters that give students access to their USI account. A USI will allow an individual to see all of their training results from all providers including all completed training units and qualifications. The USI is accessible online and can be created at no cost to the student. Once created, the USI is attached to your record for life which will allow for a comprehensive record of your achievements for units or modules attained in the Nationally Recognised Training system.

IPS Institute cannot issue a qualification or statement of attainment to a student until they have provided their USI and it has been verified. You may apply for a USI at [www.usi.gov.au](http://www.usi.gov.au). Exceptions may apply for international students; please contact IPS Institute on (07) 3290 5350 for further information.

## **COURSE REGISTRATION AND FEES:**

The following information provides guidance on Course Fees. A potential student should always confirm with IPS Institute the Course Fee that applies to a course, prior to enrolment.

IPS Institute prefers payment through internet transfer, but also accepts cash, cheques (made out to Voctec Australia Pty Ltd), and credit cards. If a client wishes to pay via American Express, this will attract a 2% surcharge.

**Fee for service clients (individual):**

An Enrolment Fee will be charged on receipt of a completed Enrolment Form. The Enrolment Fee is a deposit towards the Course Fee, and will be the lesser of \$1,000 or the total Course Fee. The fee is payable within 14 days of the invoice date, or five business days prior to the course commencement date (whichever occurs first).

The Enrolment Fee includes a non-refundable \$200 Administration Fee.

- Where the Course Fee exceeds \$1,000, the Enrolment Fee will be amortised as the training progresses. When the amortised value is \$500 or less, an invoice will be issued for the lesser of \$1,000 or the balance of the Course Fee. This invoice is payable within 14 days of the date of issue. This will continue until the Course Fee has been paid in full.
- Where fees remain outstanding, IPS Institute may suspend your enrolment until such time as your account is settled.
- Payment plans may be available through discussions with IPS Institute.
- The Course Fee includes all learning and assessment materials required for completion of the course, but will not include equipment (e.g. computer, computer program) unless specifically stated.
- For additional fees please refer below

**Fee for service clients (company):**

- A deposit equal to the greater of 30% of the Course Fee or \$200 per student is due no later than ten (10) working days prior to the course commencement.
- \$200 per student constitutes a non-refundable Administration Fee.
- The Course Fee is payable within 30 days of the course commencement date or the invoice date, whichever is later.
- Where fees remain outstanding, IPS Institute may suspend training until such time as the account is settled.
- Payment plans may be available through discussions with IPS Institute.
- The Course Fee includes all learning and assessment materials required for completion of the course, but will not include equipment (e.g. computer, computer program) unless specifically stated.
- For additional Fees, please refer below.

**User Choice (Queensland) Subsidised Enrolments (individual and company):**

Note that this section applies to Australian Apprenticeships or Traineeships, where that student meets the appropriate eligibility criteria, and elect to access a User Choice Subsidized enrolment.

- A Student Contribution Fee represents the student's contribution to the cost of training, and will be charged in line with the User Choice Policy 2017-2020, as amended from time to time. The Student Contribution Fee is reviewed each financial year.
- The Student Contribution Fee is currently set at \$1.60 per nominal hour for each Unit of Competency, as at 1 July 2014.
- An invoice will be issued upon commencement of a unit of competency by the student, which will be issued no later than 5 business days after the end of the commencement month. Invoices are payable within 14 days of the date of issue.
- By prior agreement, the student's employer may pay this Fee on the student's behalf, or a proportion of the Fees as negotiated. If such an arrangement exists, IPS Institute will adjust invoices accordingly.
- A student will be eligible for a partial exemption equal to a 60% reduction in the fee, if a student falls into one or more of the following categories:

- The student was or will be under 17 at the end of February in the year in which IPS Institute provides training, and the student is not at school and has not completed year 12;
- The student holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependent of a person who holds a health care card or pensioner concession card, and is named on the card;
- The student issues to IPS Institute an official form under Commonwealth law confirming that the student, his or her partner or the person of whom the student is a dependent, is entitled to concessions under a health care card or pensioner concession card;
- The student is an Aboriginal or Torres Strait Islander person.

A student will be exempt from the Student Contribution Fee if any of the following apply:

- Where payment of the Student Contribution Fee would cause the student extreme financial hardship. If the student is of the opinion that they are eligible for exemption under this category, the student should notify IPS Institute prior to enrolment to allow IPS to assess your application for exemption.
- A student will not be refused enrolment under this category, but it is important that IPS Institute is allowed opportunity to reach a decision as to your eligibility for exemption, so the student can make an informed decision.
- Any dispute relating to IPS Institute's decision on the student's eligibility for exemption should be sent in writing to IPS Institute's postal address marked to the attention of 'The Manager', or emailed directly to [admin@ipspeople.com](mailto:admin@ipspeople.com).
- Where the student is a School-based Apprentice or Trainee.
- Where the student is a Year 12 Graduate who commences the Apprenticeship/Traineeship within twelve months of completing Year 12 (i.e. by the end of the calendar year following completion of Year 12) and enrolls in a High Priority qualification as identified by the Department of Employment, Small Business and Training (Qld).
- Where Credit Transfer is awarded for a unit of competency, no Student Contribution Fee will be charged for that unit of competency.

Additional Fees may be charged to the employer, but will be defined prior to enrolment. These fees will consider such things as the location of the work site, accommodation required, special training that staff/trainers must undertake to enter the work site, etc.

#### **Additional Fees and Charges:**

Additional fees and charges which relate to the qualification:

- Issuance of a replacement qualification or a testamur - \$25.00 per qualification (incl. GST)
- Request for hard copy resources in addition to online resources provided - \$25.00 per unit of competency
- Students are allowed three separate assessment submissions for each unit of competency enrolled. If the third submission is still deemed not yet competent, the student will need to re-enrol in that unit of competency and pay the going rate for a single unit of competency which varies from \$250 to \$350 for fee for service students, depending on the qualification level (excluding Advanced Diploma level qualifications).
- In cases where the third submission is deemed not yet competent as above for Government or an Industry body funded student, the going rate will be the fee for reassessment if the contract permits.

## **REFUNDS:**

### **Fee for service clients (individual):**

- If IPS Institute is advised of a student's intention to withdraw from their enrolment at least five business days prior to course commencement, then any funds collected will be refunded to the student, with the exception of the non-refundable portion as described under the Course Registration and Fees section of this document.
- The student issues to IPS Institute an official form under Commonwealth law confirming that the student, his or her partner or the person of whom the student is a dependent, is entitled to concessions under a health care card or pensioner concession card;
- The student is an Aboriginal or Torres Strait Islander person.

A student will be exempt from the Student Contribution Fee if any of the following apply:

- Where payment of the Student Contribution Fee would cause the student extreme financial hardship. If the student is of the opinion that they are eligible for exemption under this category, the student should notify IPS Institute prior to enrolment to allow IPS to assess your application for exemption.
- A student will not be refused enrolment under this category, but it is important that IPS Institute is allowed opportunity to reach a decision as to your eligibility for exemption, so the student can make an informed decision.
- Any dispute relating to IPS Institute's decision on the student's eligibility for exemption should be sent in writing to IPS Institute's postal address marked to the attention of 'The Manager', or emailed directly to [admin@ipspeople.com](mailto:admin@ipspeople.com).
- Where the student is a School-based Apprentice or Trainee.
- Where the student is a Year 12 Graduate who commences the Apprenticeship/Traineeship within twelve months of completing Year 12 (i.e. by the end of the calendar year following completion of Year 12) and enrolls in a High Priority qualification as identified by the Department of Employment, Small Business and Training (Qld).
- Where Credit Transfer is awarded for a unit of competency, no Student Contribution Fee will be charged for that unit of competency.

Additional Fees may be charged to the employer, but will be defined prior to enrolment. These fees will consider such things as the location of the work site, accommodation required, special training that staff/trainers must undertake to enter the work site, etc.

### **Additional Fees and Charges:**

Additional fees and charges which relate to the qualification:

- Issuance of a replacement qualification or a testamur - \$25.00 per qualification (incl. GST)
- Request for hard copy resources in addition to online resources provided - \$25.00 per unit of competency
- Students are allowed three separate assessment submissions for each unit of competency enrolled. If the third submission is still deemed not yet competent, the student will need to re-enrol in that unit of competency and pay the going rate for a single unit of competency which varies from \$250 to \$350 for fee for service students, depending on the qualification level (excluding Advanced Diploma level qualifications).
- In cases where the third submission is deemed not yet competent as above for Government or an Industry body funded student, the going rate will be the fee for reassessment if the contract permits.

## **REFUNDS:**

### **Fee for service clients (individual):**

- If IPS Institute is advised of a student's intention to withdraw from their enrolment at least five business days prior to course commencement, then any funds collected will be refunded to the student, with the exception of the non-refundable portion as described under the Course Registration and Fees section of this document.
- Notification of a student's intention to cancel received within five working days of course commencement will result in forfeiture of the Enrolment Fee.
- If the Course Fee exceeds \$1,000 and at the time of the student's notification to withdraw from the course there still remains part of the Course Fee to be invoiced, then students will not be invoiced further. Any fees paid up to the date of cancellation will be forfeited, and any invoices that had been issued prior to the student's notification to withdraw remain a debt owing to IPS Institute.
- Any forfeited fees, net of any applicable expenses (e.g. trainer/assessor costs for units commenced previously, learning materials for units commenced), may be used as a credit to an alternative enrolment with IPS Institute for a period of up to 6 months following the date of the student's intention to withdraw. Following the student's intention to withdraw, the value of the net amount is available on request.
- If IPS Institute cancels the course prior to course commencement the student is eligible for a full refund, or may choose to use the fees paid as a credit towards another course.
- If the student feels that they have suitable grounds warranting consideration by IPS Institute to alter its Refund Policy, the student should submit their application in writing marked to the attention of 'Accounts', or email directly to [admin@ipspeople.com](mailto:admin@ipspeople.com). Students should include evidence with their application where such evidence is available e.g. medical certificate. Approval of amounts to be refunded will be made by the Director, as advised by Management.
- Fee for service clients (company)
- If IPS Institute is advised by the company of their intention to withdraw their employees from training at least ten (10) business days prior to course commencement, then any funds collected will be refunded, with the exception of the non-refundable portion as described under the Course Registration and Fees section of this document.
- If the training is only for employees of the employer, and the training is to be delivered in-house, IPS will reduce the notification period to at least five (5) business days prior to course commencement.
- Notification received after this time will result in forfeiture of the deposit.
- No refunds are available once the course has commenced.
- If a student has to withdraw, substitute enrolments are welcomed. In this circumstance, please note that if the course has commenced a fee may be charged to bring the substitute enrolment to the current point of the course.

### **User Choice (Queensland) Subsidised Enrolments (individual and company):**

- If a student withdraws from their enrolment, fees collected for incomplete units of competency will be proportionately refunded based on the actual amount of training that has been delivered compared to the predicted total amount of training required to complete (nominal hours for the unit).
- Additional Fees collected from the employer will be subject to a full refund net of all applicable expenses incurred at the date of withdrawal. For instances where applicable expenses have not been incurred but have been prepaid, the net amount will be calculated based on a recoverable amount from IPS Institute's suppliers.

**CANCELLATION AND REFUND POLICY:**

Once the invoice has been paid no refund is applicable. However, the dates may be re-scheduled (see above) or participants exchanged prior to the commencement of delivery only. State legislated cooling off periods applies.

**GUARANTEE OF TRAINING:**

Once training and/ or assessment has commenced in the chosen qualification or course - should IPS Institute be unable to deliver training for any reason - IPS Institute has made provision for training to be completed in association with one of our approved RTO partners.

**COURSE CHANGES:**

Course dates, times and course content are occasionally subject to change. Should the need for such changes occur, IPS will make every effort to inform course participants prior to the commencement of training. Where nationally recognised programs are changed in line with changes to competency standards, a transition phase is provided to allow existing participants to complete their qualifications. Qualified staff are available to discuss your options at a time suitable for you.

**COURSE MATERIALS:**

Course materials are available and each participant will receive a set of course materials, including workbooks and reference materials in either printed format or an electronic format, depending on the delivery method identified at enrolment.

**TRAINING DELIVERY:**

The way you receive training will depend on the qualification, your own learning style and the employer's business needs. All modes of training delivery require the student to be available from routine work for the purposes of undertaking structured training and assessment.

- Classroom delivery – In classroom delivery, the student is removed from routine work duties to undertake training in a classroom environment.
- Flexible delivery – In flexible delivery, the student is removed from routine work duties to undertake training using distance, correspondence, online or Internet training tools combined with instruction delivered using face-to-face, video link or teleconferencing methods.
- Work-based delivery – This mode of training sees the student develop the required knowledge and skills in the workplace. Your workplace supervisor, with guidance and support provided by the supervising Registered Training Organisation, delivers training to you.
- Online delivery – Students enrol online through the IPS Institute website. This means that training can occur anytime, anywhere. It is also useful if a student misses a face-to-face session, you can always catch up through online delivery where electronic resources and assessment materials are available.

When identifying the training delivery method, there may be a need to identify if the student requires any special training such as LLN support. If training delivery options are limited for the course, any LLN needs should be identified at or prior to enrolment.

**ENTRY REQUIREMENTS:**

IPS Institute provides a range of training programs with varying entry requirements. Some have specific entry requirements that include competency pre-requisites.

**ACCIDENTS AND FIRST AID:**

Should an accident occur, it is to be reported immediately to your Trainer/Assessor and the details will be recorded on an Accident Report Form and signed by both the Trainer/Assessor and the Participant.

## **COMPLAINTS AND APPEALS:**

When a person wishes to lodge a formal complaint because of:

- a decision which affects them (e.g. an assessment decision);
- unacceptable behaviour (e.g. harassment, discrimination, victimisation)
- training and/or assessment services provided

A Complaints and Appeals Statement should be completed in writing and forwarded to the Manager, Learning and Development IPS Institute. All complaints are addressed and feedback provided to the participant in writing on the outcomes or actions of the complaint.

## **ASSESSMENT:**

In accordance with Australian Skills Quality Authority, IPS Institute assessment processes will be valid, reliable, flexible and fair. Judgements to determine competence will be made by examining evidence gathered from a range of sources, using a variety of assessment methods. Clear information about the assessment process and evidence requirements will be provided and Participants will be encouraged to participate in collecting evidence of their own competence.

### **Qualified Facilitators/Trainers/Assessors:**

A qualified Facilitator/Trainer/Assessor is a person who is recognised by IPS Institute as meeting the national standards for assessment and delivery (Australian Skills Quality Authority). A Facilitator/Trainer/Assessor is able to conduct assessment only in areas which they have relevant vocational competencies. They must also be competent in the training and assessment competencies to the national standards required. The assessment process your Facilitator/Trainer/Assessor uses must conform to the following principles:

#### **Validity:**

Valid assessment actually assesses the competency it is meant to assess. A valid assessment of a particular unit will assess performance criteria that are part of that unit. Evidence is collected from activities and tasks that clearly relate to the Unit of Competency.

- Evidence demonstrates that the performance criteria have been met.
- Evidence is sufficient.

#### **Reliability:**

Reliable assessment produces the same judgment about a person's competency when the assessment is completed by another assessor.

- Assessment practices should be monitored and reviewed to ensure that there is consistency in the interpretation of the evidence.
- Assessors must be competent in the National Workplace Assessor Competency Standards.

#### **Fairness:**

Assessment is fair if it does not disadvantage any applicant in relation to another.

- Assessment practices and methods must be equitable to all groups of applicants.
- Assessment processes and criteria for determining performance must be made clear to all applicants seeking assessment.
- Applicants must be provided with opportunity to challenge the assessment.

#### **Flexibility:**

Flexible assessment remains valid, reliable and fair while dealing with:

- The way the competency was developed or acquired through a formal training course or through on-the-job experience.
- Any disability that the applicant might have, e.g. deafness or reading difficulties.
- The equipment used to demonstrate competence, e.g. the familiarity of the equipment to the Participant.
- Different periods over which the assessment might be done; e.g. the need to apply the entire assessment at one time or parts of the assessment as a person learns. This would most likely result in the Participant being assessed in individual learning outcomes or the elements that make up the competency.

### **RPL – Recognition of Prior Learning:**

Definition:

Recognition of Prior Learning is an evidentiary process that matches the outcomes participants have achieved through unrecognised learning and/or life/work experience against the outcomes of the specific competencies

- Assessment is the process of collecting evidence and making judgements on a participant's achievement of the performance requirements set out in a competency standard
- Recognised learning provides achievement of nationally endorsed competency standards or accredited courses evidenced by a qualification or Statement of Attainment
- Unrecognised learning includes programs that do not lead to achieving nationally endorsed competency standards or accredited course outcomes (e.g. Statement of Attendance, workplace mentor program etc.).

### **Benefits of RPL:**

RPL creates flexibility in a system that previously discounted or ignored some forms of qualifications and informally gained skills. Benefits stemming from the use of RPL for employees and employers:

- Reduces unnecessary time spent in re-learning competencies already held, thus avoiding costly retraining
- Enables credit towards qualifications
- Creates opportunity to access education, training and employment opportunities for the individual
- Provides an indication of any gaps in skills and knowledge of employees.

### **The Assessment Process:**

- The Facilitator/Trainer/Assessor is responsible for determining the extent of RPL and applying the process
- Participants should apply directly to an IPS Institute Facilitator/Trainer/Assessor for RPL, and discuss with the Facilitator/Trainer/Assessor the best or most appropriate means of demonstrating competence.

For RPL/RCC enquiries, please contact IPS Institute (07 3841 8011).

### **NATIONAL RECOGNITION:**

Competencies achieved and detailed in Statements of Attainments or qualifications issued by other Registered Training Organisations will be recognised by IPS Institute where the competency code and name are the same.

**LANGUAGE, LITERACY AND NUMERACY:**

Some participants may be required to complete a short language, literacy and numeracy questionnaire prior to enrolment. The questionnaire is designed to identify students who may find it difficult to achieve the outcomes of the course in the scheduled timeframe.

Where a participant has been identified with potential support needs, the Trainer/Assessor will discuss how best we can provide support to ensure success. This may simply be asking verbal questions rather than using a written test.

**SUPPORT SERVICES INFORMATION:**

Support services, welfare and guidance information for all students is available; please see the Support Services Reference Guide.

**CONFIDENTIALITY POLICY:**

IPS Institute is committed to implementing best practice in its records management practices and systems. IPS Institute will maintain all student records on its AVETMISS capable student records management database, JobReady RTO.

Personal information collected will only be used for the primary purpose, unless IPS Institute has obtained authorisation from the student the Personal information belongs to, or IPS is permitted or required by law.

The primary purpose comprises:

Ability to contact the student to manage learning delivery and assessment:

- Complying with IPS Institute's obligations under National Vocational Education and Training Regulator Act 2011
- by submitting AVETMISS compliant data to NCVER
- Reporting student progress and verifying student eligibility for funding to an appropriate body providing funding for the training (where applicable)

Only authorised personnel may access your personal information. Authorised personnel include:

- Administrative staff, responsible for maintenance of records;
- Administrative staff, responsible for reporting records to NCVER and funding bodies;
- The student's trainer and/or assessor.

Physical copies of personal information collected are stored in locked filing cabinets when unattended by authorised personnel; archived physical records are kept in a secure offsite facility.

IPS Institute will make all reasonable efforts to ensure that the personal information it has collected remain complete and up to date for the duration of the student's enrolment.

IPS Institute will allow students access to their personal information, unless prohibited by law. To obtain access to your personal information please contact Accounts through [admin@ipspeople.com](mailto:admin@ipspeople.com) or PO Box 1288, Springwood Qld 4127.

IPS Institute will not assign students unique identifiers based on Government issued documents, such as a Medicare Number, or a Driver Licence number.

If IPS Institute becomes aware of being in receipt of unsolicited personal information, if that information is not necessary for the intended purpose, IPS Institute will destroy that information.

Where practicable, students and potential students are not required to identify themselves to obtain non sensitive information.

Personal information is not disclosed outside of Australia.

## **PRIVACY NOTICE**

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

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by IPS Institute for statistical, administrative, regulatory and research purposes. IPS Institute may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

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

## **COPYRIGHT:**

The law requires copyright loyalty payments for the reproduction of a considerable amount of publishable material, notably books.

For study and research purposes, participants are allowed to copy 10% or one chapter of a book or one article per issue of a journal. More extensive reproduction may be possible and permission must be sought.

## **DISCIPLINE/PARTICIPANT CONDUCT:**

Participants are expected to behave in a manner which is courteous, safe and not disruptive within training and assessment activities conducted by IPS Institute. The following are examples of unacceptable behaviour or actions:

- Any misuse, legal or illegal, of property of IPS Institute;
- Any unsafe or illegal practice;
- The possession of alcohol or prohibited drugs;
- Dishonesty in training and assessment activities;

- Damage of equipment;
- Obstructive behaviour;
- Disorderly, disruptive or harassing behaviour;
- Non-payment of fee requirements
- Discrimination towards any other person

Gross misconduct may result in suspensions or expulsion from IPS Institute training and assessment programs.

#### **FLEXIBLE DELIVERY:**

Flexible delivery means a range of learning strategies are available in a variety of learning environments and/or scheduling. Training is adjusted to suit individual learning styles, interests and training needs, with the aim of enhancing accessibility to education/training.

#### **ACCESS AND EQUITY:**

The Management and staff of IPS Institute are responsible for ensuring access and equity for all participants. This ensures all participants are treated equally and fairly and have equal access to participation in training. Selection of participants into courses is based on participants meeting course pre-requisites and entry requirements, course fee payment and on a first-in first-served basis.

#### **LEGISLATION:**

The Legislation which may be applicable to persons employed by, attending training at, or visiting IPS Institute is listed below and drawn from The Privacy Act 1998 and regulates the way in which IPS Institute collects, uses, keep secure and discloses personal information. All personal information or data collected must be used only for the purpose of which it was supplied and cannot be disclosed unless:

- The information is necessary to conduct a transaction between you and that person or organisation and that transaction has been requested by you; or
- We are required by law to do so; or
- There are reasonable grounds to believe that disclosure is necessary to prevent a threat to life or health; or
- You have given us consent to do so.

#### **VOCATIONAL EDUCATION, TRAINING AND EMPLOYMENT ACT 2000:**

The Vocational Education, Training and Employment Act 2000 was introduced by the Queensland Government to provide a legislative foundation for flexible high quality training to support Queensland's workforce, both now and in the future. The legislation has introduced better regulation of the apprenticeship and traineeship system and a more effective structure for providing advice on vocational education, training and employment matters to the government.

The functions of Registered Training Organisations are guided by the Vocational Education and Training and Employment Act 2000. The legislation regulates the apprenticeship and traineeship system and ensures effective and efficient provision of high quality vocational education and training to meet the immediate and future needs of industry and the community.

IPS Institute ensures that all of its obligations under the act are met through the application of its quality system. All staff are required to become familiar with the quality system and adhere to the policies and procedures at all times.

#### **WORK HEALTH AND SAFETY ACT (QLD) 2011:**

The Workplace Health & Safety Act 1995 applies to all staff and Participants of IPS Institute. All employees, including have the primary responsibility to ensure that they work safely, without risk of injury to themselves, fellow workers/Participants and others in the workplace or public. Participants must also ensure that they do not put themselves or fellow Participants at risk and must always follow the directions of the Trainer/Assessor.

**ANTI-DISCRIMINATION ACT 1991:**

The anti-discrimination Act 1991 applies to all staff and participants of IPS Institute. IPS Institute aims to provide an environment free from discrimination and harassment for both Participants and staff. Discrimination and harassment come in many forms and may relate to gender, age race, religion, sexual preference or disability. Contact the Manager who can provide confidential support and information about options to deal with such situations.

**DISABILITY DISCRIMINATION ACT (1992):**

A person must not discriminate against another person with a disability by treating or proposing to treat the disabled person less favourably than the discriminator treats or would treat a person without the disability in circumstances that are the same or are not materially different.

**WORKPLACE RELATIONS ACT 1996:**

The workplace relation's act 1996 provides a framework for cooperative workplace relations, which promotes the economic prosperity and welfare of the people of Australia.

**INDUSTRIAL RELATIONS ACT (QLD) 1999:**

The principal object of this Act is to provide a framework for industrial relations that supports economic prosperity and social justice.

**WORKERS COMPENSATION AND REHABILITATION ACT 2003:**

This act ensures the establishment of a workers compensation scheme for Qld. Under the act workers have a responsibility to participate in rehabilitation as soon as practicable and as long as compensation is being paid out. Employers have a responsibility to provide rehabilitation to workers and maintain the workers employment for at least 12 months from when the injury occurred.

**ENVIRONMENTAL PROTECTION ACT 1994:**

The object of this Act is to protect Queensland's environment while allowing for development that improves the total quality of life, both now and in the future, in a way that maintains the ecological processes on which life depends ("ecologically sustainable development").

**PUBLIC SERVICE ACT 1966:**

This act is about the administration of the public service and the management and employment of public service employees, and for other purposes.

**PUBLIC SECTOR ETHICS ACT 1994:**

An Act about public sector ethics and conduct, and to provide for integrity, this act outlines the ethical obligations of employees within the public sector.

**FREEDOM OF INFORMATION ACT AND REGULATION (QLD) 2001:**

An Act to require information concerning documents held by government to be made available to members of the community, to enable members of the community to obtain access to documents held by government and to enable members of the community to ensure that documents held by the government concerning their personal affairs are accurate, complete, up-to-date and not misleading, and for related purposes

The legislation listed above may be accessed in the following locations:

<http://www.legislation.qld.gov.au/OQPChome.html> | <http://www.comlaw.gov.au>

## **GENERAL INFORMATION:**

IPS Institute's main office is located in:

11/3352 Pacific Highway

Springwood Qld 4127

Phone: 07 3290 5350

Email: [info@ipspeople.com](mailto:info@ipspeople.com)

Web: [www.ipspeople.com](http://www.ipspeople.com)

Postal Address:

PO Box 1288

Springwood Qld 4127

Business Hours:

IPS Institute's main office is open from 8:30am to 5:00 pm, Monday to Friday.

## **SUPPORT REFERENCE GUIDE:**

### **Language Literacy and Numeracy:**

Should a participant or potential participant be identified with language, literacy or numeracy support requirements which are considered to be sufficient that the participant is unlikely to achieve the competency standards, and customised delivery or assessment strategies will not address the issue, participants are to be referred to a Registered Training Organisation (public or private) for support. Assistance to the participant, and liaison with the Registered Training Organisation will be provided, where applicable, to identify the specific support requirements.

### **LEARNING SUPPORT:**

Should a participant or potential participant be identified with learning support requirements which are considered to be sufficient that the participant is unlikely to achieve the competency standards, and customised delivery or assessment strategies will not address the issue, participants are to be referred to a Registered Training Organisation (public or private) to address the issue. Assistance to the Participant, and liaison with the Registered Training Organisation will be provided, where applicable, to identify the specific support requirements.

### **DISABILITY SUPPORT:**

Should a participant or potential participant identify themselves with a disability, trainers will liaise with the participant and relevant disability support agencies/workers to address the delivery and assessment requirements of the participant through customization of the program. If, however, Providers are unable to accommodate the needs of the participant IPS Institute will endeavour to identify another Registered Training Organisation delivering the same competencies who are able to accommodate the needs of the participant.

### **SOCIAL SUPPORT:**

Where social or personal circumstances may affect a participant's learning experience, IPS Institute will support the participant where possible, including referral to the following organisations:

- Human Services - Centrelink 132 468
- Child Safety After Hours Service Centre 07 3235 9999
- Emotions Anonymous 0422 482 796
- Mental Health Association 07 5519 2550
- Wesley Mission 07 3621 1579

- DV Connect Womensline 1800 811 811
- St Vincent De Paul 07 3010 1096
- Life Line 13 11 14
- Kids Helpline 1800 551 800
- Alcoholics Anonymous 1300 222 222

## Special Terms and Conditions for Certificate 3 Guarantee Enrolments:

### Expectations and rules regarding accessing a subsidised training place:

The Queensland Government is making funding available to eligible Queenslanders to help them achieve their first Certificate 3 qualification after school. It is expected that the completion of a Certificate 3 qualification will enable students to transition to the workforce or advance in their chosen career.

To assist the Queensland Government in assessing the impact the initiative is having on Queenslanders, it is a requirement that students respond to a survey within three months of completion of the qualification or withdrawal from the program.

To be eligible to access a Government subsidised enrolment under the Certificate 3 Guarantee, students must:

- Be aged 15 years or above and no longer enrolled at school
- Permanently reside in Queensland
- Satisfy one of the following:
  - Australian citizen
  - New Zealand citizen
  - Australian permanent resident (including humanitarian entrants)
  - Temporary resident with the necessary visa and work permits on the pathway to permanent residency
- Not hold, and not be enrolled in, a certificate III or higher-level qualification. Note that this does not include qualifications completed at school or foundation skills training.

### Fees

IPS Institute will collect fees upon enrolment for the entire qualification (see table below). Fees will not be charged for units of competency that the student has completed previously, entitling them to a Credit Transfer. Where fees have been collected for a unit of competency eligible for Credit Transfer, these will be refunded to the party that paid the fees initially.

Students may be entitled to a concessional fee, if they meet any of the following criteria:

1. The student holds a Health Care or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of such a person and is named on their card; or
2. The student provides IPS Institute with an official form under Commonwealth law confirming that the student, their partner or the person of whom the student is a dependant is entitled to concessions under a Health Care or Pensioner Concession card; or
3. The student is an Aboriginal or Torres Strait Islander; or
4. The student has a disability; or
5. The student is an adult prisoner.
6. Students will be exempt from fees if they meet the following criteria:
  7. Completed Year 12 in Queensland; and
  8. Enrol in a high priority qualification; and
  9. Commence training within 12 months of graduating Year 12.

### Refund policy

If IPS Institute is advised of a student's intention to withdraw from their enrolment at least five business days prior to course commencement, then any funds collected will be refunded. Student's seeking to withdraw should email [admin@ipspeople.com](mailto:admin@ipspeople.com) or phone the office on (07) 3841 8011 and speak to a member of the training team or accounts department.

If IPS Institute cancels the course prior to course commencement the student will be eligible for a full refund of fees paid.

If the student feels that they have suitable grounds warranting consideration by IPS Institute to alter its Refund Policy for Certificate 3 Guarantee funded enrolments, the student should submit their application in writing marked to the attention of 'Accounts', or email directly to [admin@ipspeople.com](mailto:admin@ipspeople.com). Students should include evidence with their application where such evidence is available e.g. medical certificate. Approval of amounts to be refunded will be made by the Director, as advised by Management.

## Limit to funding

Upon successful completion of a Certificate III qualification funded under the Certificate 3 Guarantee, students will be unable to access another funded training place under this Program.

## Further information

The Queensland Government has published a Fact Sheet on the Certificate 3 Guarantee Program, which is available on their website at:

<http://www.training.qld.gov.au/resources/trainingorganisations/pdfc3g-factsheet-student.pdf>.

The IPS website: [www.ipsinstitute.com](http://www.ipsinstitute.com)

Also contains information pertaining to the Certificate 3 Guarantee and courses we have available for delivery under this Program.

## Unique Student Identifier Privacy Notice

If you do not already have a Unique Student Identifier (USI) and you want IPS Institute (IPS) to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, IPS will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- your date of birth, as it appears, if shown, in the chosen document of identity (**ONE** of the forms of ID listed below);
- your city or town of birth;
- your country of birth;
- your gender; and
- your contact details

Choose **ONE** of:

- Driver's Licence,
- Medicare Card,
- Australian Passport,
- Visa (with Non-Australian Passport),
- Birth Certificate (Australian) – note that a Birth Certificate extract is not sufficient,
- Certificate of Registration by Descent,
- Citizenship Certificate,
- ImmiCard

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have documents such as a Medicare card, birth certificate, driver licence, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask IPS to make an application for a student identifier on your behalf, IPS will have to declare that IPS has complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that IPS has given you the following privacy notice:

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- is collected by the Registrar for the purposes of:
  - applying for, verifying and giving a USI;
  - resolving problems with a USI; and
  - creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
  - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
    - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
    - education related policy and research purposes; and
  - to assist in determining eligibility for training subsidies;
  - VET Regulators to enable them to perform their VET regulatory functions;
  - VET Admission Bodies for the purposes of administering VET and VET programs;
  - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
  - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
  - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
  - researchers for education and training related research purposes;
  - any other person or agency that may be authorised or required by law to access the information;
  - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

#### Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy or by contacting the Registrar on email [usi@industry.gov.au](mailto:usi@industry.gov.au) or telephone the Skilling Australia Information line on 13 38 73, international enquiries +61 3 5454 5280. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- a failure by Us to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

For information about how IPS collects, uses and discloses your personal information generally, including how

you can make a complaint about a breach of privacy, please refer to the Conditions of Study which can be found on our website [www.ipspeople.com](http://www.ipspeople.com), under the section Records Management.