



ironwood

INSTITUTE

Domestic Student Handbook

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1. Welcome message from the Director

Welcome to Ironwood Institute. We endeavour to provide our student with state-of-the-art training facilities, highly qualified and experienced staff to ensure our students have a rewarding educational experience.

With a dedication towards academic excellence and commitment to providing a great learning environment, our students can undertake courses in Agribusiness Management, Horticulture, Business, Leadership and Management and Marketing and Communications.

As an RTO, Ironwood Institute is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015a and to deliver training and assessment as per VET Quality Framework.

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with Ironwood Institute.

Ironwood Institute aims to deliver high quality, innovative and engaging training that is relevant to students, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards.

Ironwood Institute is committed to providing quality training and assessment services to its learners.

We aim to:

- Provide training and assessment services that meet industry needs and trends
- Deliver high quality, innovative and engaging training
- Maintain a person-centred approach
- Foster relationships with our students, supporting them through their career
- Provide flexible learning opportunities
- Provide a supportive, facilitative and open learning environment
- Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience
- Ensure all training is continually monitored and improved
- Maintain a healthy and effective learning environment for students
- Produce competent and confident workers that benefit the community and industry

I encourage you to study hard, find balance in everything you do and ask for help if you ever feel unsure.

Best wishes



Navtej Bal
Director

2. RTO Details

Imperial Education Group Pty Ltd t/a Ironwood Institute
 Campus: Level 3, 68 Grenfell Street, Adelaide, SA 5000 Australia
 Telephone: +61 8 8227 0300, +61 8 8227 0600
 E-mail: info@ironwood.edu.au
 Postal address: PO Box 3440, Rundle Mall, SA 5000 Australia

2.1 Key Personnel

Navtej Bal	Chief Executive Officer ceo@ironwood.edu.au Mr Bal is the head of Ironwood Institute and has the ultimate responsibility for the Institute.
Camilo Esparza	Director of Academics Camilo.Esparza@ironwood.edu.au Camilo ensures the quality of education at Ironwood and works to ensure student achieve their academic goals
Jennifer Bourne	Student support and administration studentsupport@ironwood.edu.au Jennifer is the first port of call for students.

2.2 Emergency Contacts and Information

Ironwood Institute Main Contact Details:

Ph: + 61 8 8227 0300
 Level 3, 69 Grenfell Street
 Adelaide South Australia 5000
www.ironwood.edu.au

Transport:

Adelaide Metro (Public Transport)
[www. https://www.adelaidemetro.com.au/](https://www.adelaidemetro.com.au/)

Student contact officer

Jennifer Bourne
 Ph: + 61 8 8227 0300
studentsupport@ironwood.edu.au

Student 24 Hour

Emergency Contact
 Mr Navtej Bal +61 433 316 132
ceo@ironwood.edu.au

Emergency Telephone Numbers:

Police Assistance 131 444
 Ambulance 000
 Fire department 000
 Lifeline Adelaide 13 11 14
 Crime Stoppers 1800 333 000
 Yarrow Place Rape and Sexual Assault 8226 8787

Emergency services

Ironwood Institute has a structured approach when responding to any emergency as it occurs. An emergency is any traumatic event, or threat of such which has the potential to harm life or well-being, and cause extreme stress, fear or injury to the person experiencing or witnessing the event.

Emergency incidents may include, but are not limited to:

- Serious injury, illness, (such as any illness which causes the deterioration of the student /staff member's health over time) or death of a student or staff
- A missing student

- Physical or Sexual assault
- Workplace Health & Safety Risk
- Student or Staff witnessing a serious accident or violent act
- Natural disaster
- Fire, bomb-threat, explosion, gas or chemical hazard
- Drug or Alcohol abuse
- Damaging Media attention
- Traumatic events that affect student/staff, such as but not limited to:
 - Sexual Assault
 - Mental Health Crisis
 - Drug / Alcohol Overdose
- In the event of a report or accusation of harm (abuse, neglect or other) against a caregiver or other by an overseas student under the age of 18 years, a critical incident will be registered

Appropriate support and counselling services are available to those affected and appropriate training and information resources are also available for staff.

The national telephone number for emergency Police, Ambulance or Fire Services is 000 (dial triple zero).

From a mobile phone you may need to use the international standard emergency number of 112 (one, one, two). Ironwood Institute has a critical incident policy accessible to all students on our website at www.ironwood.edu.au

Once the relevant authorities have been notified, the point of contact for Ironwood Institute is the CEO

CEO Name: Mr Navtej Bal

Mobile: 0433 316 132

For further information, please refer to our critical incident policy at <https://ict.edu.au/student-resources/>

2. What is VET?

VET stands for Vocational Education and Training. VET is a national system designed to prepare workers for industry, in areas such as business, administration, communication, marketing, conservation, land management, health, visual arts, horticulture and more. VET awards include four certificate levels, Diploma and Advanced Diploma within the Australian Qualifications Framework.

The VET Quality Framework is aimed at achieving greater national consistency in the way training providers are registered and monitored for compliance to the standards.

All VET Registered Training Organisations (RTOs), including Ironwood Institute are regulated under the National VET Regulator Act (2011) and its standards are regulated by the Australian Quality Skills Authority. All VET RTO's are required to adhere to the Standards for Registered Training Organisations 2015.

2.1 Who needs this guide?

The Domestic Student Handbook 2020 is for individuals who are interested in completing a nationally accredited VET unit of competency or a full qualification at Ironwood Institute.

3. Courses offered by Ironwood Institute

3.1 Courses 2021

Course Name & Code	Duration
AMP80215 Graduate Diploma of Agribusiness	52 Weeks
AHC30716 Certificate III in Horticulture	52 Weeks
AHC31116 Certificate III in Production Nursery	52 Weeks
AHC33719 Certificate III in Protected Horticulture	52 Weeks
AHC50416 Diploma of Horticulture	52 Weeks
BSB50420 Diploma of Leadership and Management	52 Weeks
BSB60420 Advanced Diploma of Leadership and Management	78 Weeks
10904NAT Diploma of Social Media Marketing	52 Weeks
BSB60520 Advanced Diploma of Marketing and Communication	78 Weeks

4. Enrolment Process

4.1 Enrolment Dates

If you are interested in enrolling at Ironwood Institute, you will need to consider the below Academic Calendar and closing dates for enrolment. A student may enrol at the beginning of all four terms, However, enrolment must be completed prior to the closing dates listed below.

Please note: enrolment in courses is subject to availability. If courses are unavailable or full, prospective students may be placed on an enrolment waiting list.

Courses and Intake Dates
AMP80215 Graduate Diploma of Agribusiness 2021 Intakes: 11 Jan, 15 Feb, 5 Apr, 10 May, 28 Jun, 2 Aug, 20 Sep, 25 Oct 2022 Intakes: 10 Jan, 14 Feb, 4 Apr, 9 May, 27 Jun, 1 Aug, 19 Sep, 24 Oct
AHC30716 Certificate III in Horticulture or AHC31116 Certificate III in Production Nursery 2021 Intakes: 11 Jan, 5 Apr, 28 Jun, 20 Sep 2022 Intakes: 10 Jan, 4 Apr, 27 Jun, 19 Sep
AHC50416 Diploma of Horticulture 2021 Intakes: 13 Jan, 7 Apr, 30 Jun, 22 Sep 2022 Intakes: 12 Jan, 6 Apr, 29 Jun, 21 Sep
BSB50420 Diploma of Leadership and Management 2021 Intakes: 13 Jan, 3 Feb, 3 Mar, 7 Apr, 28 Apr, 26 May, 30 Jun, 21 Jul, 18 Aug, 22 Sep, 13 Oct, 10 Nov 2022 Intakes: 12 Jan, 2 Feb, 2 Mar, 6 Apr, 27 Apr, 25 May, 29 Jun, 20 Jul, 17 Aug, 21 Sep, 12 Oct, 9 Nov
BSB60420 Advanced Diploma of Leadership and Management 2021 Intakes: 13 Jan, 24 Feb, 14 Apr, 19 May, 7 Jul, 11 Aug, 29 Sep, 3 Nov 2022 Intakes: 12 Jan, 16 Feb, 6 Apr, 11 May, 29 Jun, 10 Aug, 28 Sep, 2 Nov
10904NAT Diploma of Social Media Marketing 2021 Intakes: 20 Jan, 24 Feb, 14 Apr, 19 May, 7 Jul, 11 Aug, 13 Oct, 17 Nov 2022 Intakes: 19 Jan, 23 Feb, 13 Apr, 18 May, 6 Jul, 10 Aug, 12 Oct, 16 Nov
BSB60520 Advanced Diploma of Marketing & Communication 2021 Intakes: 13 Jan, 24 Feb, 14 Apr, 19 May, 7 Jul, 11 Aug, 29 Sep, 1 Nov 2022 Intakes: 12 Jan, 23 Feb, 13 Apr, 18 May, 6 Jul, 10 Aug, 28 Sep, 31 Oct

4.2 Entry requirements

To enrol in a course at Ironwood Institute prospective students must:

- Be a minimum of 18 years of age
- Sign the Student Declaration Form
- Submit a valid Unique Student Identifier (USI)
- Complete and have resulted the Ironwood Institute LLN Assessment Pack and Upfront Assessment of Needs
- Meet the course specific entry requirements (as per the below table)
- Possess the physical capabilities to successfully complete training and assessment as per the training package.

These entry requirements are applicable to new students, continuing students and students who are transferring between courses.

Course Level	Age (years)	Academic and work experience
Certificate III, Certificate IV, Diploma & Advanced Diploma	18+ at course commencement	No experience required
10904NAT Diploma of Social Media Marketing	18+ at course commencement	No experience required
BSB60520 Advanced Diploma of Marketing and Communication	18+ at course commencement	Entry to this qualification is limited to those individuals who have completed the following five core units from BSB52415 Diploma of Marketing and Communication: BSBMKG507 Interpret market trends and developments BSBMKG523 Design and develop an integrated marketing communication plan BSBPMG522 Undertake project work
Graduate Certificate, and Graduate Diploma	18+ at course commencement	AMP80215 Graduate Diploma of Agribusiness AMP80115 Graduate Certificate in Agribusiness An <u>Advanced Diploma or Diploma qualification</u> relevant to an agri-food industry or relevant extensive vocational experience in middle management in an agri-food industry at a skill level commensurate with the AQF level VI attributes and criteria or higher education qualification (e.g. bachelor's degree), with relevant vocational experience in an agri-food industry

4.3 How to Enrol

The following steps will guide you through the process of applying to study at Ironwood Institute.

Collecting information and making choices

The first step that you should consider is your own personal interests and what type of job or industry that you would like to work in. Ironwood Institute offers a range of accredited training to assist you to enter the Agribusiness, Horticulture, Business and Management and Marketing and Communication industries.

To assist you with choosing the right course for you, we have highly experienced staff in our Administration/Student Services team who can provide you with information on each of the courses that we offer and their potential career or higher education pathways.

Alternatively, you can access all the course information on our website at www.ict.edu.au

4.4 Completing your form(s)

When you are ready to apply for a course with Ironwood Institute, you will need to complete several forms, starting with our Enrolment Form. This can be collected from our Administration/Student Services team.

If you need any assistance in completing your Enrolment Form, our friendly staff are more than happy to assist you.

4.5 Submit a valid Unique Student Identifier (USI)

All VET students, new and continuing need to provide Ironwood Institute with a valid Unique Student Identifier (USI) prior to enrolment.

- If you do not have a USI, you may apply for a USI by visiting: www.usi.gov.au
- If you have forgotten your USI, you can look it up at: www.usi.gov.au

4.6 Complete the LLN Assessment Pack

A Language, Literacy and Numeracy Assessment is a pre-requisite for all enrolling students. Depending on whether you are accessing funded/subsidized training place or if you are a full fee-paying student, the requirements are a specific to each:

- If you are **accessing a funded or subsidized training place** then you will be initially assessed under the UAN (Upfront Assessment of Need), please see 4.7 below
- If you are a **full fee-paying student**, please see 4.8 below

4.7 Upfront Assessment of Needs

If a student is eligible for subsidised training an Upfront Assessment of Need (UAN) will occur prior to every enrolment in a vocational or foundation skills course, and after Ironwood has confirmed the student's WorkReady eligibility and entitlement. The aim of the process is to ensure that:

- A high-quality formal referral process underpins access to a subsidised training place for Jobseekers registered with an Australian Government employment service;
- Only individuals who have the capacity to undertake a vocational course will have access to a subsidised training place;
- Where there is evidence of need will an individual be provided with access to subsidised bridging units or foundation skills courses;
- Individual learning and support needs are identified early, and strategies are put in place to improve retention and completion outcomes;
- Jobseekers registered with an Australian Government employment service that are assessed as requiring literacy and/or numeracy training and eligible for Australian Government assistance are referred to the Skills for Education and Employment (**SEE**) Program.

The Assessment will include the following reports and tools:

- **SRNI** (Snapshot Reading and Numeracy Indicator Report) – this is an assessment tool that identifies the learners most at risk in relation to their literacy and numeracy skills by assessing both reading and numeracy against the Exit Level of the ACSF.
- **LaNCA** (Literacy and Numeracy Comprehensive Assessment) tool – this is a further assessment tool that identifies a more comprehensive report on the students LLN skill level
- **CSPA** (Core Skills Profile for Adults)– is a set of secure literacy and numeracy assessments designed for use as a pre-training assessment tool.

From this information a Suitability and Support Needs Assessment will be done in order to deem entry into subsidised training.

4.8 Language Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy, and numeracy skills of participants, with which Ironwood Institute must abide.

Ironwood Institute makes appropriate concessions for language, literacy, and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where there are entry requirements for courses (e.g. literacy in English and numeracy), these are clearly stated in pre-enrolment and enrolment information.

Advice is given to all students on appropriate actions if there is a need to update literacy and numeracy skills. Ironwood Institute can assist in providing this additional development prior to completing your enrolment into vocational skills.

4.9 Learning Support Resources

Students may be eligible for Learning Support Services (LSS) if they are studying a subsidised qualification and have complex support needs interfering with their studies. LSS provides individualised support to students with barriers to training through a case management model.

LSS aims to increase completions of vocational education and training (VET) courses by students with complex support needs and assist students to transition to further study or employment.

- Learner Support Services assists students to stay in training and complete their qualification by:
- helping them to navigate the training system
- addressing life issues interfering with training
- addressing study skill support needs
- obtaining supports available in the community

While support for students to develop their study skills can be provided, Learner Support Services does not provide Language, Literacy and Numeracy training.

4.10 Interview with the Trainer

Some of our courses requires prospective students to have an interview before being accepted into the course. This conversation might include topics such as vocational competence, literacy and numeracy requirements and general suitability for the course. If this is a requirement for your course, it will be listed as an entry requirement in the course information sheet.

4.11 Student Induction/Orientation

After completing all the elements successfully to this point, you will be required to undertake an ironwood Institute induction/Orientation process with either your Trainer or an Ironwood Institute representative.

4.12 Letter of Enrolment Issued

If you are successful in being accepted to study the course of your choice, you will be informed by Administration/Student Services of your course commencement date.

4.13 Purchase your PPE and Clothes

For Horticulture students, you may be required to purchase the following PPE and clothing for your placement:

- Broad-brimmed hat
- Steel-capped boots
- SPF60+ Sunscreen
- Long sleeve shirts & pants (shorts may be worn in the Summer months)
- High-vis Jacket
- Safety glasses (as required)

5. Course Delivery

5.1 Course Structure

The courses will either be delivered in 52 weeks (one year) or 78 weeks (1.5 years) depending on which course the student selects (for length of course please see Ironwood's website at www.ict.edu.au). Each year will consist of full-time study for 40 weeks and a break period of 12 weeks between 4 study terms. Each study term is approx. 10 weeks long.

The scheduled contact study per week are **20 hours** which is equivalent to a full-time study load. There are also additional **15 hours of self-study** scheduled per study week for students.

The classes are scheduled per study week for two full days (9.00 am to 5.00 pm) and third half day (either 9.00 am to 1.00 pm or 1.00 pm to 5.00 pm).

5.2 Trainers and Assessors

All Trainers and Assessors are qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry.

5.3 Assessments

Assessment is an integral part of your learning if you wish to complete successfully and gain certification. The Assessment Policy is available on the Institutes website at <https://ict.edu.au/policies-procedures/>. It will also be explained at orientation and throughout your program. Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training program you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (see below for more information).

Various assessments tasks /activities may be involved including, but not limited to:

- Observation of Performance
- Assignments
- Written Activities
- Written / Oral Questioning
- Oral Presentations
- Workplace Performance
- Projects
- Case Studies
- Role-plays/ Simulations
- Demonstration of Skills
- Online Assessments
- Portfolio of Evidence

Certification will only be given to students who successfully complete all assessment requirements for a course. Ironwood Institute is required to meet stringent quality requirements in the conduct of all assessments. Ironwood Institute has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user friendly to students.

5.4 Principles of Assessment

Assessments will be conducted in accordance with the following principles of assessment.

Valid	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: <ul style="list-style-type: none"> • Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance • Assessment of knowledge and skills is integrated with their practical application • Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.
Reliable	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.
Flexible	Assessment is flexible to the individual learner by: <ul style="list-style-type: none"> • Reflecting the learner's needs • Assessing competencies held by the Learner no matter how or where they have been acquired; and • Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Fair	The individual learner's needs are considered in the assessment process. Where appropriate reasonable adjustments are applied by the RTO to consider the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary

5.5 Rules of Evidence and Assessment

Ironwood Institute is required to ensure that all evidence provided by a student, as proof of their competency, meets the following "rules of evidence".

Valid	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficient	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authentic	The assessor is assured that the evidence presented for assessment is the learner's own work.
Current	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

5.6 Course Assessment

There will be assessment tasks set for each course regardless of the learning mode. Assessment activities and expectations will be explained to students and are outlined within learner/ assessment resources. Many courses require assessments to be completed after the course, as workplace performance is essential in competency-based learning.

5.7 Presentation of Assessments/ Assignments

- Assessments can be typed or handwritten.
- Handwritten assessments are accepted; however, handwriting must be clear and easy to read.
- If you are mailing an assignment, it must be received by the due date. Ironwood Institute does not accept responsibility for any lost assignments. **Please ensure you keep a copy of your assignment prior to submission.**
- All assignments are registered as they are received.
- We endeavour to assess All assessments within 10 working days of receipt.
- Students are entitled to one resubmission of assessment. If the re-submissions are still deemed NYC, student may be offered the opportunity to re-submit at a fee. No further re-submits are allowed. Student must re-enrol in the course again by paying the relevant fee.

5.8 Assessment results

Students have access to their own learning account which will indicate assessments undertaken and the units of competency that the individual has attained. Results of assessment are provided to students as soon as is practical. These results are available through the student login account. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance.

5.9 Traineeships and Apprenticeships

The South Australian Government subsidises courses. To review the lists of options, please go to:

Training Priority List:

https://providers.skills.sa.gov.au/DesktopModules/Bring2mind/DMX/API/Entries/Download?Command=Core_Download&EntryId=1010&language=en-US&PortalId=1&TabId=911

Skilling South Australia Subsidised Traineeship and Apprenticeship List:

https://providers.skills.sa.gov.au/DesktopModules/Bring2mind/DMX/API/Entries/Download?Command=Core_Download&EntryId=1009&language=en-US&PortalId=1&TabId=911

5.10 Flexible Delivery

Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the students. This means that the student has greater control over what, when and how they learn.

Ironwood Institute offers various forms of delivery to accommodate the varying needs of students. Modes of delivery available for most courses include classroom (face-to-face) environment, workplace –based, correspondence, on-line, Recognition of Prior Learning (RPL) or a combination of these.

5.11 Reasonable Adjustments for Disability

Students intending to enrol for training with Ironwood Institute are requested to advise us if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Students with disabilities or impairments are encouraged to discuss with the Director any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

The director, in collaboration with the student, will assess the potential for the student to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the student's learning.

6. Course Qualifications

6.1 Accredited Training Program

Accredited programs are competency based, which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace activity are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages. These can be viewed at www.training.gov.au.

6.2 Competency

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all students regardless of where they are, or the mode of training delivery provided. You could be a full-time student in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements
- Performance criteria
- Assessment conditions
- Required knowledge
- Any pre or co requisites (if applicable)

To be deemed competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time.

6.3 Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, industry expectations, government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence. Assessment tools that we will provide to you set out the exact requirements for evidence for each unit/module.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses

- Position descriptions and performance reviews
- Third party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

6.4 Certificates

In general, four types of certificates are issued by Ironwood Institute. Certificates can only be awarded by Ironwood Institute in accordance with our approved qualification scope.

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the student has been deemed competent across all the relevant units of competency making up the qualification.
- **Record of Results** – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a student is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training.
- **Certificate of Attendance** – for non-nationally recognised training. Issued when a student attends a short course which is not within the Australian qualifications framework (AQF). To receive a Certificate of Attendance, the student must have a satisfactory attendance rate.

Certificates will only be posted to student at their nominated postal address as shown in their student login account. The onus is on the student to ensure their address details are correct.

Certificates **will not** be sent to other parties, without the expressed prior written permission from the student. Duplicate or replacement copies of certificates incur a fee.

6.5 Recognition and Credit Transfer

Recognition is the collective term and includes:

- Recognition of prior learning (RPL)
- Credit transfer (CT)
- Mutual Recognition (MR)

All students have the opportunity to apply for recognition. This means that you can submit evidence for a Unit(s) of Competency, and have it assessed by a qualified Assessor without completing the training.

Ironwood Institute believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

Ironwood Institute aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Students who consider they already possess the competencies identified in all or part of any course/qualification offered by Ironwood Institute may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact our Head of Academics on 08 8227 0300 who will provide the information you need to complete an application.

6.6 Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an **assessment process** not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

- previous formal training
- work experience, and/or
- life experience.

Recognition therefore determines the subsequent advanced standing to which the student is entitled in relation to a course/qualification. The main focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note, the onus is on the student to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the assessor. Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

6.7 Recognition Decision

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Full requirements of the Unit of Competency(s)
- Any Regulatory requirements
- Authenticity - That it is your own evidence and can be authenticated
- That you can perform the competency consistently and reliably
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF)
- Sufficiency - There is sufficient evidence to make a judgment.

Ironwood Institute is committed to ensuring that all judgments made by assessors against the same competency standards are consistent. Your assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed NYC in your initial assessment, you are allowed a second attempt. However, if you are deemed NYC in the second attempt, you will be required to re-enrol. Please talk to your assessor if you have any concerns.

For further information on Recognition, please see Ironwood Institute Recognition policy.

6.8 Mutual Recognition

Ironwood Institute recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to as Mutual Recognition or Credit Transfer. Mutual recognition is applicable when a Statement of Attainment or qualification provided by a student has the same national competency codes as those that form part of the training and assessment program within which the student is enrolled or is intending to enrol. Students are required to formally apply for mutual recognition. With mutual recognition students are not required to undertake learning in the unit/s again, the student is exempt

7. STUDENT RIGHTS AND RESPONSIBILITIES

7.1 Student Code of Conduct

Ironwood Institute is committed to providing students with a safe and supportive study environment. Students enrolled at Ironwood Institute will share classes and facilities with staff and other students. It is expected that students will behave in a manner that is acceptable to the wider Institute community.

Ironwood Institute values:

- difference and diversity
- respect and cooperation
- tolerance
- academic debate
- freedom of expression balanced with social responsibility

All students enrolled at Ironwood Institute are always required to maintain an appropriate code of conduct.

Where behaviour is deemed to be improper or inappropriate, Ironwood Institute will take appropriate action. While on campus or engaged in any Ironwood sponsored activity, all students, staff, contractors, and visitors are expected to behave in a considerate and courteous manner when dealing with others.

The objective of Ironwood's Student code of conduct is to promote an environment in which students develop a positive and responsible attitude towards the Institute's environment, clients, and colleagues. As part of this, Ironwood Institute supports a system of informed consequences for actions.

Students enrolled at Ironwood Institute should adhere to the following:

- Respect of other people's right to hold different views in our society

- Are receptive to other points of view
- Do not discriminate against another person for their beliefs, nationality, religion, age, associations, identity, or sex
- Not to impose their own values on other students

Students are given the capacity and right to learn with equal opportunity to develop their maximum potential.

7.2 Academic Misconduct

The following gives an indication to the types of behaviour that constitute 'Academic Misconduct' within Ironwood Institute:

- Students must not help or receive assistance from other student (s)
- Students must not request the loan of or lend materials or devices to other student(s)
- Students must not bring any materials into the assessment venue other than those specified for that assessment
- Students must not use computer software or other devices during an assessment other than those specified.
- Unauthorized absence from class on the day of assessment
- Failure to meet unit requirements, for example non-submission of assignments or failure to attend class
- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- Students must not use another person's concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.

7.3 General Misconduct

General misconduct is where a student acts dishonestly, harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals an Ironwood Institute's property or the property of others; alters/defaces Ironwood Institute documents or records; prejudices the good name of Ironwood Institute, or otherwise acts in an improper manner.

The following examples indicate the kinds of behaviour which constitute students misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- Contravenes any rules or acts
- Prejudices the good name or reputation of Ironwood Institute
- Prejudices the good order and governance of Ironwood Institute or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of Ironwood Institute
- Fails to comply with conditions agreed in the student agreement
- Wilfully disobeys or disregards any lawful order or direction from Ironwood Institute personnel

- Refuses to identify him or herself when lawfully asked to do so by a staff member of Ironwood Institute
- Fails to comply with any penalty imposed for breach of discipline
- Misbehaves in a class, meeting or other activity under the control or supervision of Ironwood Institute, or on Ironwood Institute premises or other premises to which the students have access as a student of Ironwood Institute
- Obstructs any member of staff in the performance of their duties
- Acts dishonestly in relation to admission to Ironwood Institute
- Knowingly makes any false or misleading representation about things that concern the student as a student of Ironwood Institute or breaches any of Ironwood Institute rules
- Alters any documents or records
- Harasses or intimidates another student, a member of staff, a visitor to Ironwood Institute, or any other person while the student is engaged in study or other activity as an Ironwood Institute student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason
- Misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from Ironwood Institute premises while acting as an Ironwood Institute student, in a manner which is illegal or which is or will be detrimental to the rights or property of others
- Steals, destroys or damages a facility or property of Ironwood Institute or for which Ironwood Institute is responsible
- Is guilty of any improper conduct

7.4 Student Misbehaviour

Improper or inappropriate behaviour includes but is not restricted to:

- Being on Ironwood Institute premises and consuming or having consumed alcohol
- Persistent disruptive behaviour
- Verbally abusive or hostile behaviour affecting fellow students
- Smoking or the use of prohibited or illegal substances at Ironwood Institute classes or on premises
- Deliberate misuse of Ironwood Institute equipment or materials
- Behaviour of a discriminatory nature
- Carriage, use or being in possession of a prescribed or regulated weapon or dangerous article on Ironwood Institute premises
- Physical assault on a member of general or teaching staff, other students or members of the public or behaviour which is perceived to be threatening
- Theft from staff or students at Ironwood Institute
- Slander or harassment (whether verbal, sexual or otherwise) of staff or other students
- Arson at Ironwood Institute property
- Wilful or malicious damage to Ironwood Institute property or equipment
- Any student who has been found to willingly or accidentally activate fire or security alarms which result in the callout of emergency services such as the fire department, police, ambulance or any other emergency services will be liable for whatever costs are incurred by their actions. Furthermore, students may be prosecuted under State or Federal law in relation to their actions
- Where fees are due and payable by a student

- Conduct that is discriminatory and/or threatening on the basis of religion, culture, race, sexual differences, age, disability or socio-economic status, whether to other students, staff members or any other person on the Ironwood Institute premises.
- Any offensive conduct or unlawful activity (e.g. Theft, fraud, violence, assault)
- Interfering with another person's property
- Removing, damaging or mistreating Ironwood Institute property or equipment
- Cheating/plagiarism
- Interfering with another person's ability to learn through disruptions during training
- Breach of confidentiality
- Inappropriate language
- Serious negligence, including WHS non-compliance
- Discrimination, harassment, intimidation or victimisation
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

7.5 Serious Misconduct and Disciplinary Procedure

Serious misconduct is deemed to be behaviour that is illegal, wilful or premeditated. This behaviour can result in immediate suspension pending investigation and may lead to expulsion. Misconduct of a criminal nature will be reported to the appropriate authority.

7.6 Student Disciplinary Procedure

In the case where student's behaviour conflicts with Ironwood Institute Student's Code of Conduct, disciplinary action will be taken, and the following will occur in a private and confidential manner:

In the first instance the Head of Student Administration or Director of Academics issues the student with an official warning about his or her behaviour. One copy of this warning goes to the student and another copy will be filed in the students file.

In the second instance of unacceptable behaviour a meeting with the CEO will be arranged and decided whether the student's behaviour shall lead to the expulsion of the student from Ironwood Institute. In cases of serious misconduct, the CEO or delegate will make an immediate decision on suspension or expulsion as per the Deferral, Suspension, Cancellation & Withdrawal policy as follows:

The details of all disciplinary interviews and decision will be recorded. Student will be informed of the possible ramifications.

A note will be placed on the Student Management System (SMS) to identify that a disciplinary interview has taken place.

Ironwood Institute may implement student discipline processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice. Any breaches of discipline will result in the person being given a 'verbal warning'. Further disciplinary processes may include:

- The student being asked to justify why they should continue to participate in the learning group
- Suspension from the training room
- Expulsion from the training room
- Expulsion from the training course

8. General Etiquette

8.1 Attendance

Attendance in training is recorded each day. These records are required for both learning and health and safety reasons.

Students attendance in class is paramount to successful completion of learning and assessment outcomes. Students are expected to be in attendance for all training sessions.

It is expected that students arrive to class on time and remain for the full duration. Should it be necessary for you to leave a class early – you must advise the trainer/assessor before the class commences.

All classroom sessions are designed to provide students the essential knowledge and skills required for relevant units of competency. It is expected however that students will undertake additional reading and research. If you are absent from class, it is your responsibility to catch up on any work missed.

If you are going to be absent from a scheduled class or activity, please advise your trainer/assessor or Ironwood Institute administration personnel. Other arrangements can be made, including self-paced learning or alternative training dates.

8.2 Punctuality

As a courtesy to other learners and the trainer/assessor, all student must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other students and the trainer/assessor.

8.3 Breaks

Your trainer will advise of timing for all breaks. Typically, though the following break times have been allocated, however they may vary:

- **15 minutes** duration for morning and afternoon tea breaks
- **30 minutes** duration for lunch breaks

8.4 Behaviour

Students are expected to behave appropriately in a mature and professional manner at all times. All students are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

8.5 Respect for others

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other students and the trainer/assessor is expected.

Ironwood Institute retains the right at all times to remove disruptive student from the training environment.

- You will be expected to treat staff and fellow student with respect and observe any student etiquette requirements which appear in this handbook or requested during the course by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- Treat facilities and equipment with due care and respect.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

8.6 Duty of Care

Under Workplace Health and Safety legislation, student have a duty of care to maintain a safe environment for both themselves and their fellow student.

- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.
- If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so Ironwood Institute can provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed.

8.7 You have a duty to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person
- Not wilfully or recklessly interfere or misuse anything provided by Ironwood Institute in the interests of health, safety and welfare
- Cooperate with health and safety directives given by staff of Ironwood Institute
- Ensure that you are not affected by the consumption of drugs or alcohol

8.8 Change of Details

Students are required to ensure their personal details recorded with Ironwood Institute are up to date at all times. Should your circumstances or details change please update your record through your student login account.

8.9 Dress and Hygiene Requirements

Students are to be well presented and appropriately dressed during all training. Dress requirements include:

- Neat, comfortable clothing in the classroom environment
- Appropriate work attire, including personal protective clothing (PPE) for training in workplace or simulated environments
- Appropriate footwear must be worn at all times
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc) is requested

8.10 Mobile Phones

All phones must be turned off during training, as a courtesy to the Trainer/assessor and other students. In an emergency where you need to be contacted, please advise your trainer/assessor so that arrangements can be made.

8.11 Security

Do not leave bags or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. Ironwood Institute accepts no responsibility for any belongings which may be stolen or go missing.

9. Student Support

9.1 Student Support Services

- At Ironwood we understand that there may be times when personal issues may affect the student's ability to undertake the training. When this happens, the Institute can help through a range of support services which are available to all students.

- The Institute provides students with mentoring, coaching and guidance on course content and effective learning and study techniques. We can also help with personal problems or concerns by referring students to the appropriate person and/or external organisation.
- It is important that you seek help or support if you need it as we want all students to have an enjoyable learning experience whilst they are studying with Ironwood. We always try to provide a warm, friendly environment for students and help each other when needed.
- The Institute provides the opportunity for students to discuss any issues with staff members and if needed we can provide access to welfare-related support services to assist with such issues as course progress and attendance, accommodation issues and personal issues. The following support is available to all learners:
 - Student Support officer to discuss personal issues
 - Academic Counselling for any learning issues
 - Referral to a range of external support services if needed

To make contact with Ironwood Institute's Student Support Services, please send an email to: studentsupport@ict.edu.au. If the matter is urgent, please contact Reception to make an appointment to see one of the Ironwood Institute Management Team.

9.2 Learning Support

Students' learning needs are identified upon entry into their course of study. Information to make this assessment is gathered through:

- Information provided by the student on the application and/or enrolment forms and during the Pre Training Interview and Language, Literacy and Numeracy assessment.
- Assessment of the formal language, literacy and numeracy skills test which is given to each student during enrolment of the course as appropriate.
- Discussion with the student during their orientation.
- Gathering information about each student's prior formal and informal learning and encouraging them to seek recognition for this through the RPL process.
- Developing an individual learning plan for students in blended learning during the initial stages of a qualification.

All students are provided with a range of learning support options and resources to help them achieve competency. This includes:

- Mentoring from appropriately qualified trainers including their email contact details.
- Face to face support for classes and practicals— these may be optional depending on the student's course of study.
- Computer and technology support.
- Referral to external support services.

Ironwood recognises that all people learn differently and acknowledge that some students may require additional support. Ironwood will therefore take steps to implement reasonable adjustments for students who provide medical documentation for ongoing health issues or disabilities or other special needs that they may require.

If the student is aware of any special needs at the time of enrolment, they should inform the College in writing. Information about all reasonable adjustments will be retained within the student's individual file which is kept confidential.

9.3 Learning Support Services for Subsidised Training List students

Learning Support Services can help with a range of issues that may impact on living, learning and transition and provides:

- In-class and study skills support
- Vocational placement and employment transition support
- Personal support
- Course and career counselling
- External referral and liaison (with government and non-government service agencies)
- Internal liaison and advocacy (with trainers and other RTO staff)

These services are aimed at students with complex support needs who are enrolled in qualifications listed on the [Subsidised Training List \(STL\)](#). In addition, Learning Support Services and transition support are available after course completion. To determine your eligibility please contact Ironwood Student Services studentsupport@ict.edu.au

9.4 South Australian Training Advocate

The South Australian Training Advocate provides independent and confidential services to help students navigate the training system, understand their rights and obligations and access support and mediation if required. The Advocate can assist with information and advice about:

- changes to a student's current course enrolment
- issues impacting student course progress
- what students should expect while undertaking study in a nationally recognised qualification
- what students can do if they have a concern or complaint with any aspect of their study

It is often easier to deal with a problem as soon as it arises to prevent the issues from escalating further. It is important that students try to speak with a member of Ironwood Institute about any issues first.

If the issue cannot be resolved to the satisfaction of the student and Ironwood Institute, then the student is afforded the opportunity to speak with the Training Advocate. The Training Advocate can provide external and confidential assistance to students in relation to their rights and obligations and they have the authority to act on behalf of the student in any mediation required to address the issues.

If any student needs assistance, the Advocate can:

- meet with them and their training provider to mediate a dispute
- help them to access information and support and assist them to self-manage and conduct their own negotiations with their training provider, or
- negotiate directly with another party or parties on their behalf
- only take action where the issue falls within the jurisdiction of the Advocate

The South Australian Training Advocate can be contacted on:

- Phone: 1800 006 488
- Website: <https://www.trainingadvocate.sa.gov.au/> (Online Enquiry Form)
- Email: trainingadvocate@sa.gov.au

10. POLICIES AND PROCEDURES

10.1 Enrolment Policy

To enrol in a training program simply complete an Enrolment form (available on our website) or requested by email or phone and send to us, either by email or post.

Enrolments must be received no later than 24 hours prior to the course commencement. Enrolment forms should be returned with payment. Enrolments will be considered tentative until payment has been received.

Once we receive your application an interview will be scheduled. At this interview you will do the following:

- Discuss the course in detail
- Discuss undertaking a training program
- Establish whether you are eligible for government funding (if available)
- Confirm the fees you will have to pay
- Complete a language literacy numeracy test to determine your learning needs
- Be informed about the requirements of a police/working with children check or other licences
- Confirm the date of the mandatory orientation session

10.2 Tentative Enrolments

Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, Ironwood Institute will contact the tentative booking for payment confirmation or forfeiture of the tentative booking.

10.3 Enrolment Confirmation

All students receive a letter of offer that outlines relevant details, such as venue, date, fee and course duration.

10.4 Student Induction

Induction for all new student are provided by Ironwood Institute and all new enrolling students are required to attend.

10.5 Change in Enrolment

Student who wish to withdraw/cancel/defer/amend their course are required to complete a Course Withdrawal Amend form.

10.6 Change of Program

- **Transfer to another “Course date”** – Student are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance. The transfer is subject to course availability.
- **Transfer to another “Course”** – Should a student wish to transfer to another course, they need to make the request in writing a minimum of one week in advance. The transfer is subject to course availability.
- **Transfer to another “Delivery mode”** – Should a student, enrolled in a course, wish to transfer to another “delivery mode” for the same course they are able to do so providing they make a request in writing a minimum of one week in advance. An administration fee is applicable for all transfers to another course delivery mode. The transfer is subject to course availability. Should a student wish to transfer to another delivery mode and does not provide written notice at least one week in advance, the student forfeits the full course fee.

- **Transfer to another “Student”** – Prior arrangement no later than one week prior to the course. An administration fee is applicable for all transfers to another student.

10.7 RTO Cancellation of Course

Ironwood Institute reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Student already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a student for the course will be made within seven (7) days. Ironwood Institute has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by Ironwood Institute.

11. Financial

11.1 Course Fees

Please note that the Non-refundable Enrolment Fee is due in full when your enrolment has been accepted by Ironwood Institute. Concession rates are only available to students who are the holders of a Commonwealth or State Concession (eg Health Care Card – SA issued; Pension Concession Card – SA issued; Department of Veterans Affairs Card). Concession cards must be sighted at enrolment for the concession fees to be applied.

Subsidise Training

Course Name & Code	Duration	Admin Fee (AUD)	Learning Resources/ PPE Fee (AUD)	Tuition Fee (AUD)	Total Fee (AUD)
<u>AHC30716 Certificate III in Horticulture</u>	52 Weeks	\$250	\$350 + \$373	\$2,000	\$2,973
<u>BSB51918 Diploma of Leadership and Management*</u>	52 Weeks	\$250	\$250	\$1,500	\$2,000
<u>BSB61315 Advanced Diploma of Marketing and Communication*</u>	78 Weeks	\$250	\$250	\$2,400	\$2,900

* traineeship/apprenticeship only

Full Fee Paying Students

Course Name & Code	Duration	Admin Fee (AUD)	Learning Resources/PPE Fee (AUD)	Tuition Fee (AUD)	Total Fee (AUD)
<u>AMP80115 Graduate Certificate in Agribusiness</u>	26 Weeks	\$250	\$250	\$9,250	\$9,750
<u>AMP80215 Graduate Diploma of Agribusiness</u>	52 Weeks	\$250	\$250	\$19,500	\$20,000
<u>AHC30716 Certificate III in Horticulture</u>	52 Weeks	\$250	\$350 + \$373	\$9,973	\$10,946
<u>AHC31116 Certificate III in Production Nursery</u>	52 Weeks	\$250	\$350 + \$373	\$9,973	\$10,946
<u>AHC50416 Diploma of Horticulture</u>	52 Weeks	\$250	\$350	\$8,000	\$8,600
<u>BSB51918 Diploma of Leadership and Management</u>	52 Weeks	\$250	\$250	\$8,000	\$8,500
<u>BSB61015 Advanced Diploma of Leadership and Management</u>	78 Weeks	\$250	\$250	\$9,500	\$10,00

<u>BSB80215 Graduate Diploma of Strategic Leadership</u>	52 Weeks	\$250	\$250	\$19,500	\$20,000
<u>10118NAT Diploma of Social Media Marketing</u>	52 Weeks	\$250	\$250	\$12,000	\$12,500
<u>BSB61315 Advanced Diploma of Marketing and Communication</u>	78 Weeks	\$250	\$250	\$9,500	\$10,000

11.2 Tuition Fee Payment

Ironwood Institute understands that quite often there are difficulties for potential students to be able to pay for all their fees upfront. Ironwood Institute offers all domestic students the opportunity to enter into a payment plan to spread the cost of the tuition and materials fee over a period of time.

All students wishing to enter into a payment plan with the college must contact Student Support at studentsupport@ironwood.edu.au

Note:

In relation to nonpayment of fees the student will be sent a reminder letter once the payment is due providing concession days to a student to settle the outstanding fee, and then a final Notice of Intention to Cancel Enrolment if the student failed to respond to the warning letter. The student will be informed that they have **20 working days** from the date of the letter to access Ironwood Institute's Complaints and Appeals process. Please refer to Ironwood Institute complaints and appeals policy for complete details.

11.3 Tuition Fee Exclusions

Where at all possible, Ironwood Institute supports potential students to access any subsidized training courses which are included on either the Skilling South Australia Subsidised Traineeship & Apprenticeship List or the Training Priority List.

Requests for exclusion to payment of tuition fees is at the sole discretion of the CEO of Ironwood Institute. Enquiries can be made through admission@ironwood.edu.au

11.4 Refund Policy

Payment of all refunds, to student who are entitled to a refund, are in accordance with the following refund policy.

Ironwood Institute will strive to maintain its highly competitive fee structure, as well as its fair and equitable refund policy.

- a) Payment of all refunds is made within one week (seven days) of application for refund.
- b) With regard to all withdrawals, Ironwood Institute will firstly encourage a student to enrol on another course date, prior to processing refund applications.
- c) Written notification of withdrawal from a training program must be provided by a student to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- d) There is no refund applicable where a student has commenced their course/unit.
- e) There is no refund to participants who do not obtain their qualification after assessment.
- f) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the student.
- g) Ironwood Institute does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.

- h) Ironwood Institute provides a full refund to all student, should there be a need for Ironwood Institute to cancel a course. In the first instance Ironwood Institute will (where possible) provide an opportunity for the student to attend another scheduled course.
- i) If Ironwood Institute cancels a course, student do not have to apply for a refund, Ironwood Institute will process the refunds automatically.
- j) Refunds for cancellation of enrolments in individual courses are granted on a sliding scale:

Reason for Refund	Notification requirements	Refund
Student withdraws	In writing, eight (8) calendar days or more prior to the course commencement	100% of the course fee (paid by the student)
Student withdraws	In writing, within seven (7) calendar days prior to the course commencement.	75% of the full course fee (regardless of how much the Student has already paid)
Student withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Student withdrawn from the course by Ironwood Institute	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by Ironwood Institute		100% of the course fee (paid by the student)
A fee equal to 25 % of the full fee is charged where cancellations occur within seven (7) days before commencement of an enrolled course or assessment		
Fees are refunded in full where the student submits in writing reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course or assessment		

- k) Refunds for cancellation of enrolments in full qualifications are subject to the following refund formula.

Fee Type	Description	Fee \$\$
Enrolment cancellation fee	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation	\$250.00 per qualification
Unit Fee – Commenced	For all individual units commenced/attended/completed from within the qualification /Accredited course	Full Unit fee payable by the student Nil Refund
Unit Fee – Not Commenced	For all individual units NOT commenced/attended/completed from within the qualification /Accredited course	Full Unit fee paid by the student is Refunded

11.6 Commencement dates

- ** Please note commencement for correspondence courses is the date that the training materials were posted to the student.
- Commencement for online student is the date that online access is provided to an individual student for a particular course.
- Commencement date for a classroom-based learning mode is the first day of the course.

12. Complaints and Appeals

12.1 Complaints Policy

Ironwood Institute has a fair and equitable process for dealing with student complaints.

All students have the right to express a concern or problem they may be experiencing when undergoing training. The following is an outline of the Complaints Policy.

12.2 Principles

- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All students have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the Director Ironwood Institute or an independent party to the complaint.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third-party review will be advised to the complainant.
- If the complaint will take in excess of 60 calendar days to finalise Ironwood Institute will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the student in any current of future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

12.3 Lodging a Complaint

Should you wish to lodge a complaint, a formal or informal approach should be made by the student to the trainer/ assessor/ director. The student completes a Complaints Form to commence the process. For further information, see Ironwood Institute Complaints Policy.

12.4 Appeals Policy

Ironwood Institute ensures that student have access to a fair and equitable process for appeals against assessment decisions. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

- Students have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- The appeals policy is publicly available, via Ironwood Institute website.
- The appellant can provide detail of their appeal either verbally and/or in writing.
- All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the student.
- If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third-party review will be advised to the appellant.
- Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- All appeals are acknowledged in writing and finalised as soon as practicable.
- Ironwood Institute may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
- If the appeal will take in excess of 60 calendar days to finalise Ironwood Institute will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- Ironwood Institute strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.
- All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.

12.5 Grounds of appeal

Valid grounds for an appeal against an assessment decision (where the trainee feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly,
- The judgement was not made in accordance with the Assessment Plan.
- Alleged bias of the assessor

- Alleged lack of competence of the assessor
- Alleged wrong information from the assessor regarding the assessment process
- Alleged inappropriate assessment process for the particular competency
- Faulty or inappropriate equipment
- Inappropriate conditions

12.6 Appeal Outcomes

Appeal outcomes may include:

- a) Appeal is upheld; in this event the following options will be available:
 - i. The original assessment will be re-assessed, potentially by another assessor.
 - ii. Appropriate recognition will be granted.
 - iii. A new assessment shall be conducted/arranged.
- b) Appeal is rejected/ not upheld; in accordance with Ironwood Institute assessment policy the student will be required to:
 - i. undertake further training or experience prior to further assessment; or
 - ii. re-submit further evidence; or
 - iii. submit/undertake a new assessment

For further information, see Ironwood Institute Appeals Policy.

13. Access and Equity

Ironwood Institute is committed to promoting, encouraging and valuing equity and diversity with respect to its student and to providing them with a positive learning environment to achieve success. Ironwood Institute will ensure services offered are provided in a fair and equitable manner to all student, free from bias.

Ironwood Institute abides by equal opportunity principles, providing access to the benefits of training and assessment to all student regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All students have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities. For further information, see Ironwood Institute Access & Equity Policy.

13.1 Equal Opportunity and Anti-discrimination

Rights and Responsibilities

Ironwood Institute has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and student.

Ironwood Institute is committed to providing an environment which recognises and respects the diversity of employees, contractors and student. Ironwood Institute is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and student to work and study in a safe and healthy environment free from such behaviour.

Ironwood Institute will:

- Ensure that employees, contractors and student understand that these types of actions and behaviour will not be tolerated in the work/study environment.
- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and students have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviours.
- Supporting the person in saying no to these behaviours.
- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor or student feels harassed, vilified or bullied, the employee, contractor or student is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or student feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the director should be contacted.

As a student of Ironwood Institute, you have the responsibility to:

- Act to prevent harassment, discrimination and victimization against others
- Respect differences among other staff, student and contractors, such as cultural and social diversity
- Treat people fairly, without discrimination, harassment or victimization
- Refuse to join in with these behaviours
- Supporting the person in saying no to these behaviours
- Acting as a witness if the person being harassed decides to lodge a complaint

13.2 Discrimination

Discrimination occurs when a person is treated less favourably than others due to the person's circumstances, characteristics or beliefs. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- Direct discrimination takes place when a person, organisation or group of persons is treated less fairly than others based on stereotyped beliefs or views.
- Indirect discrimination includes rules, practices or policies which appear to be non-discriminatory and equally applicable, but operate in such a way that certain groups of people are excluded without just cause.

Workplace harassment is any behaviour which is unwelcome, offends, humiliates or intimidates a person and causes the work environment to become unpleasant. If a person is being harassed, then their ability to do their work is affected as they often become stressed and suffer health problems.

Harassment may result from behaviour which is not intended to offend or harm, such as jokes or unwanted attention however, this does not mean that it is lawful.

Examples of sexual harassment include, but are not limited to:

- a) Unwanted touching
- b) Sexual innuendo propositions
- c) Nude pin-ups and posters
- d) Obscene telephone calls
- e) Wolf whistles
- f) Sustained staring/ogling of a person's body parts

Sexual harassment can occur among peers or co-workers, and in subordinate-supervisor, supervisor-subordinate or staff-student, student-staff, student-student situations.

Examples of verbal harassment include, but are not limited to:

- a) Sexual comments, advances or propositions
- b) Lewd jokes or innuendos
- c) Racist comments or jokes
- d) Spreading rumours
- e) Comments or jokes about a person's disability, pregnancy, sexuality, age or religion
- f) Repeated questions about one's personal life
- g) Belittling someone's work or contribution in a meeting
- h) Threats, insults or abuse
- i) Offensive obscene language
- j) Obscene telephone calls, unsolicited letters, faxes and emails

Examples of non-verbal harassment include, but are not limited to:

- a) Leering
- b) Putting offensive material on notice boards, computer screen savers and emails
- c) Nude or pornographic posters
- d) Displaying sexist or racist cartoons or literature
- e) Demoting, failing to promote, or transferring someone because they refuse requests for sexual favours
- f) Following someone home from work
- g) Standing very close to someone or unnecessarily leaning over them
- h) Mimicking someone with a disability
- i) Practical jokes that are unwelcome
- j) Ignoring someone, or being cold and distant to them
- k) Crude hand or body gestures

Examples of physical harassment include, but are not limited to:

- a) Unwelcome physical contact such as kissing, hugging, pinching, patting, touching, or brushing up against a person
- b) Indecent or sexual assault or attempted assault

- c) Hitting, pushing, shoving, spitting, or throwing objects at a person
- d) Unfastening a person's attire

13.3 Complaints

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially and impartially. If students feel that there has been an instance of bullying, harassment or intimidation in the college, they are encouraged to speak to their Trainer initially, who will then inform Management of the allegation and the formal process of investigation will commence.

14. Privacy

Ironwood Institute abides by the Privacy Act and respects student, staff and trainer/assessors' right to privacy.

As an RTO, Ironwood Institute is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from student in secure student records. All staff must be reliable in using student information only for the purposes for which it was gathered. All students always have access to their own records.

Ironwood Institute collects information from student upon initial enquiry in order to send course information and is collected at enrolment and during the provision of the training and assessment services. The Ironwood Institute may use personal information to advise student of upcoming events and training course, for marketing and research purposes. In addition, feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

Ironwood Institute will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988. For further information, see Ironwood Institute Privacy Policy.

14.1 Student Records

Ironwood Institute maintains an individual student file for every student who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. This file is available to you.

In accordance with Privacy laws and confidentiality requirements, your file is kept in a locked cupboard. Only those Ironwood Institute personnel who need to have access to your file for training and assessment purposes can access it.

No other person/student can and will have access to your personal student file without your prior written permission.

If you would like access to your personal records simply contact Ironwood student support officer.

15. Workplace Health and Safety

Ironwood Institute is committed to providing a safe and healthy learning and work environment. The safety of our student and staff are of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

Ironwood Institute encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

Ironwood Institute recognises its responsibility under the Workplace Health and Safety and related regulations. The DIRECTOR has responsibility for ensuring the health and safety of staff, student, contractors and visitors. This includes:

- Provide and maintain safe plant, equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees.
- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Provide information, where relevant, to student, allowing them to learn in a safe manner.
- Check WHS system compliance via ongoing auditing.
- Integrate continuous improvement into WHS performance.

15.1 Duty of Care

Ironwood Institute is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, student, and contractors. Specific responsibilities are shown below.

15.2 Ironwood Institute Management:

- Are responsible for the effective implementation and regular review of this WHS policy.
- Must observe, implement and fulfil responsibilities under legislation that applies to WHS and endeavour to comply with relevant standards and codes of practice.
- Must ensure that the agreed procedures for regular consultation between management and staff are followed.
- Monitors the WHS management policies and procedures. Outcomes of WHS monitoring are used to help maintain appropriate risk controls. The effectiveness of these risk controls and this monitoring and review process is linked to Ironwood Institute Continuous Improvement processes
- Are responsible for ensuring that an WHS management system is implemented.

15.3 Staff, contractors, student and visitors:

- Have a duty of themselves and others.
- Have a responsibility to cooperate with all WHS processes.
- Have a responsibility to comply with relevant Ironwood Institute WHS management system policies and procedures.
- Must not bypass or misuse systems or equipment provided for WHS purposes.
- Must report any unsafe conditions which come to their attention to the DIRECTOR.

15.4 Accidents, Injuries and Near Misses

All incidents and near misses are required to be reported immediately. See your trainer/assessor or administration personnel to report any issues.

Ironwood Institute will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will conduct an investigation to reasonably prevent a recurrence.

Ironwood Institute is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement.

Student and employees are expected to take care to prevent work-related injuries to themselves and to others.

15.5 Investigating incidents and accidents

The DIRECTOR is responsible for investigating incidents and accidents.

Following the report of an incident (near miss) or accident (and after first aid and other injury management processes have been implemented), the DIRECTOR will immediately undertake an investigation.

The process for investigations may include.

- Interview all people involved in the accident or incident and witnesses.
- Use the risk management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent.
- Listen to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future.
- Analyse results of investigation and document recommended courses of action for evaluation by the DIRECTOR.

Once action is approved, communicates outcomes and planned actions.