

2017



# Domestic Students Handbook

International Institute  
for Professional  
Development



# Welcome

Thank you for choosing International Institute for Professional Development (IIPD) to assist you in achieving your learning goals.

At IIPD we are proud of our facilities and the quality of the education that we provide to our students. We welcome you to our college and to our city. We want you to enjoy your time here and gain the most from your experience.

This information booklet is designed with you (the student) in mind. We hope that it will provide you with all the information you need to gain all that you can from your time at IIPD.

This booklet provides you with information to help you settle in to Australia and IIPD. It sets out a range of processes and procedures that have been put in place to ensure that we provide you with a consistent and high quality service.

We aim to provide you with the best of facilities, trainers and support services to ensure that you're learning experience at IIPD meets and exceeds your expectations.

We wish you an enjoyable and rewarding experience with IIPD.

**Asim Khan**  
CEO

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## Important Information and Emergency Contacts

### IIPD Melbourne

#### IIPD Contact Details:

International Institute for Professional Development  
79 Paisley Street  
Footscray, 3011  
Telephone: (03) 9077 6074  
Email: [info@iipd.edu.au](mailto:info@iipd.edu.au)  
Website: [www.iipd.edu.au](http://www.iipd.edu.au)

#### Transport

Information about all public transport in Melbourne is available from Public Transport Victoria (PTV).

<https://www.ptv.vic.gov.au>

#### Railway Station

IIPD is approximately 0.5 km from Footscray railway station.

#### Taxis

Melbourne's major taxi companies are:

13 CABS (13 22 27)

Arrow (13 22 11)

Embassy Taxis (13 17 55)

Silver Top Taxis (13 10 08)

#### Medical centres near to IIPD

##### Millennium Medical Centre

Cnr Albert and Paisley Streets  
Footscray

**Telephone: (03) 9687 8633**

##### Western Region Health Centre

72 – 78 Paisley Street  
Footscray

Telephone: (03) 8398 4100

##### Family Medical Clinic Footscray

75 Paisley Street  
Footscray

Telephone: 9689 4111

##### Footscray Medical Centre

39 Leeds Street  
Footscray

Telephone: (03) 9687 1144

#### ATMs

##### Commonwealth Bank of Australia

80 Nicholson Street, Footscray  
Footscray Plaza – 18 Albert Street, Footscray

##### ANZ

Footscray Caltex, Gordon Street, Footscray  
Footscray Plaza – 18 Albert Street, Footscray

##### Westpac Bank

2 Paisley Street, Footscray

##### National Australia Bank

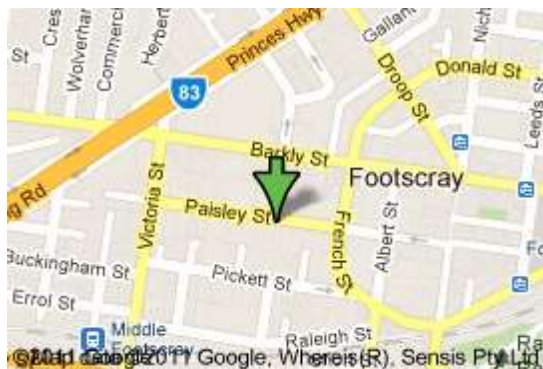
Victoria University, Ballarat Road

##### Bendigo Bank

161 Barkly Street, Footscray

### Map of College Location – Victoria, Footscray Campus

IIPD is located at 79 Paisley Street, Footscray (see the map below). Footscray railway station is a five minute walk from the campus.



### Travelling to IIPD by Public Transport

IIPD is approximately half a kilometre from Footscray railway station. To walk to IIPD from Footscray station, exit the station at Irving Street, head southwest on Irving Street towards Leeds Street (34m), turn right into Leeds Street (62m), then turn left into Paisley Street.

### Travelling to IIPD by car from the city

Heading west from the centre of the city, merge from Spencer Street to Dynon Road. Continue along Dynon road to Hopkins Street Footscray. Turn into Irving Street, continuing on to French Street. Turn left from French Street into Paisley Street.

### Map of College Location – New South Wales, Parramatta Campus

IIPD is located at 222-230 Church Street, Parramatta, NSW 2150 . Parramatta railway station is a five minutes walk from the campus.



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 RTO No. 21122 CRICOS Provider Code 02254F email: [info@iipd.edu.au](mailto:info@iipd.edu.au) website: [www.iipd.edu.au](http://www.iipd.edu.au)  
 79 Paisley Street, Footscray, VIC 3011 Telephone: +61 3 9077 6074  
 222 Church Street, Parramatta, NSW 2150, Telephone: +61 2 9687 0411

### Map of College Location – Queensland, Townsville Campus

IIPD is located at 11 Ingham Road, West End, QLD 4810. This campus is easily accessible by public transport including trains, bus, taxi. Students also have the option of driving to the campus wherein parking is available at the rear of the campus building. Parking personal vehicles do not incur a charge.



## 1. Mission Statement

The International Institute for Professional Development (IIPD) is committed to providing high quality education to enable its students to seek self-improvement, irrespective of nationality, gender or belief.

IIPD is a quality provider of vocational education for both local and international students. By the dedicated pursuit of best practice teaching and assessment and the provision of a dynamic, student-centred learning environment, IIPD endeavours to foster in its students entrepreneurial thought, intellectual integrity and social responsibility.

## 2. About IIPD

IIPD offers vocational educational courses to local and international students. We are based in the suburb of Footscray, which is about 7 kilometres west of the centre of Melbourne. Our campus is ½ kilometre from Footscray railway station. Travel by train from the centre of Melbourne takes about 10 minutes. The Footscray campus being the head office of IIPD, two secondary campuses are

## 3. Campus Location and Contact Details

Office: 79 Paisley Street, Footscray, VIC, 3011

Telephone: +61 3 9077 60774

E-mail: [info@iipd.edu.au](mailto:info@iipd.edu.au)

Office: Level 1, Suite 6 Greenway Office Suites, Horwood Place, Parramatta NSW 2124

Telephone: 1300 786 456

Email: [info@iipd.edu.au](mailto:info@iipd.edu.au)

Office: 11 Ingham Rd, West End, Queensland 4810

Telephone: 1300 786 456

Email: [info@iipd.edu.au](mailto:info@iipd.edu.au)

24-hour Contact: +61 433818822

## 4. Staff Details

Student Services Manager: Asim Khan

Student Welfare Officer: Zennat Lokhandwala

## 5. Access and Equity

IIPD provides equal access to training and delivery services for all students. If a student with a disability meets the course entry requirements, IIPD will make reasonable adjustments necessary for that person to perform them to undertake the course. This involves:

- thorough consideration of how an adjustment might be made
- discussions with the student
- consultation with government agencies or organisations that represent or provide services to people with a disability

Our trainers will implement learning support strategies to assist you in achieving the required competencies. However, students with learning difficulties beyond our areas of expertise are referred to external specialist agencies.

Recruitment to IIPD is carried out in an ethical manner in accordance with principles of access and equity.

Trainers and assessors at IIPD:

- recognise the cultural diversity of all students



- ensure equal treatment of all students
- encourage full participation and assisting all students to achieve course outcomes
- provide equal access to resources
- refer students with specific learning problems to appropriate agencies

## 6. In Case of Emergency

**For Police, Fire or Ambulance services, dial 000 or if calling from a mobile phone, dial 112.**

IIPD has a 24-hour emergency contact service. You will be given a 24-hour contact number when you enrol. IIPD staff are always on hand while students are at the campus to deal with a range of problems and difficulties.

## 7. Occupational Health and Safety

IIPD aims at all times to provide a healthy and safe environment to study. If you see anything that you think might be unsafe or dangerous, please tell a member of the IIPD staff.

Emergency evacuation procedures will be explained to all students during the orientation presentation.

No Smoking is allowed in any area of IIPD. We encourage you to not smoke, but if you wish to, you must leave the premises.

A First Aid Kit is located at the reception desk.

You are responsible for:

- Always conducting yourself in a safe and healthy manner.
- ensuring the prevention of injury and disease to yourself, fellow students and IIPD staff
- Identifying and reporting to your trainer any possible hazards from equipment, facilities and the environment.
- Refraining from drinking and/or eating in classrooms.

You must make sure you know where the fire exits are. (See the plan of IIPD on the back of every classroom door, and on the last page of this student handbook). The fire exits are clearly labelled and your teacher will show you where the nearest one is located.

Available at the Student Resource Area is a selection of text books, professional and trade journals, magazines, periodicals, newspapers and student printing and photocopying facilities.

IIPD provides a combination of cabled and wireless computing network, enabling students access to the internet and to printing facilities. Students may use their laptop computers for research activities, for assignment work and to develop their language skills, or they can use the desktop computing facilities available in the Student Resource Centre.

## 8. Scheduling and Timetabling

Students will be provided with the following documents at orientation during their first day at IIPD:

- Academic calendar for the period of their enrolment
- Timetables for the period of their enrolment
- Training Plan (students will need to sign and date the same and return it to IIPD for trainers to maintain records)

These documents are also placed on the student noticeboard.

## 9. Student Satisfaction Survey

At the end of each term, a survey is conducted to obtain feedback from the students regarding the subjects that they undertake. Please ensure you carefully complete questionnaires each term. It is

through your feedback that we can continue to deliver relevant courses and improve the quality of all that we do.

### 10. Who to go to for help

The following table provides a list of student support and welfare requirements, indicating in each case which staff member from whom you should seek advice.

	CEO	Student Services Manager	Academic Director	Student Welfare Officer
Issuing documents		✓		
Issues with student identification cards		✓		
Information and advice about IIPD's policies and procedures	✓	✓	✓	✓
Making available a checklist of professional counsellors	✓	✓		✓
Personal, educational, and practical welfare needs	✓	✓	✓	✓
The IIPD orientation program	✓	✓	✓	✓
Student orientation packs		✓	✓	✓
LLN skills assistance		✓	✓	✓
Learning and study skills		✓	✓	✓
Career advice		✓	✓	✓

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I.T. support		✓	✓	✓
Peer mentoring		✓		✓
CV development		✓	✓	✓
Support for students with special needs		✓	✓	✓

### 11. Personal Counselling

The Student Services Manager is the responsible person for student support services. Any questions about the student services available at IIPD should be directed to the Student Services Manager.

Students experiencing difficulties associated with health issues and personal matters are encouraged to discuss these problems with the Student Services Manager. IIPD has arrangements in place with external counselling services for student referral based on location. The Student Services Manager will get contact details of services and provide it to the student.

If you would like to see a counsellor independently of IIPD, you can contact (For Melbourne only):

Melbourne Counselling Services	(03) 9653 3250
Salvation Army	(03) 13 7258
Anglicare	(03) 9412 6133
St Vincent de Paul	1300 305 300

### 12. I.T. Support

It is important to feel comfortable with the I.T. environment at IIPD and at home. Many of your assessments are based upon work you will complete using the I.T. facilities available to you. If you have any questions about the I.T. facilities, or you feel you need I.T. support, you should ask at the reception desk for an appointment with the Academic Director.

### 13. CV Development

Your CV should be as individual as you are. Over the years, your CV will be an ever evolving document that develops with your education and experience. IIPD's Student Services Manager or Student Welfare Officer will provide you with ideas and tips for the development of your CV.

### 14. Peer Mentoring

IIPD offers a peer mentoring program to students. Students who are nearing the completion of their program offer their services as volunteer mentors for beginning students. This service is organised by the Student Services Manager.

## 15. Availability of staff

The Student Services Manager is available to see students, without appointment, for four hours each weekday (Monday to Friday). Appointments can be made outside of these hours.

## 16. Careers Guidance

Guidance about careers in the field you are studying is readily available to you. You can ask your teachers or make an appointment with the Academic Director to discuss careers and the opportunities available to you.

## 17. Students with Special Needs

Support is available for students with a disability or with special needs. Please do not hesitate to ask to see the CEO, Academic Director, Student Services Manager or Student Welfare Officer if you need support.

## 18. Classrooms

IIPD has comfortable, modern, well fitted classrooms with equipment such as data projectors for displaying information as the teacher is speaking. Your teacher will arrange the furniture and equipment in the classroom to provide you with the most effective possible learning environment. You should tell your teacher if there is anything about the learning environment which you find difficult.

## 19. Course Information

### Courses and Durations

Durations include public holidays and term breaks, please refer to heading 21 given below.

## 20. Assessment Methods

### Rules of evidence

Evidence which is collected from students in order to make assessment judgements is required to satisfy the rules of evidence. That is, evidence which is collected must be valid, current, sufficient and authentic.

### Validity of evidence

Evidence is considered valid if it:

- addresses the elements and performance criteria of the unit of competency
- reflects the skills, knowledge and context described in the competency standard
- demonstrates the required skills and knowledge (this takes place at IIPD in simulated workplace environments)

### Currency of evidence

Evidence is considered current if it:

- demonstrates the student's current skills and knowledge
- complies with current standards

### Sufficiency of evidence

Evidence is considered to be sufficient if it:

- demonstrates competence over a period of time (at IIPD, competence is demonstrated over a period of one term).

- demonstrate competence that is able to be repeated
- complies with language, literacy and numeracy skills which do not exceed those required by the work task

#### **Authenticity of evidence**

Evidence is considered to be authentic if it:

- is the work of the student
- is able to be verified as genuine

The Training Coordinator is responsible for ensuring that assessment tools are developed in compliance with the rules of evidence.

#### **Principles of assessment**

Assessment methods used at IIPD are chosen to comply with the principles of assessment, that is, that they are valid, reliable, flexible fair and sufficient.

#### **Validity of assessment**

Validity is concerned with extent to which an assessment decision about a student is justified. The assessment must be appropriate in terms of the inferences, use and consequences that result from it.

#### **Reliability of assessment**

Reliability is an estimate of how accurate or precise an assessment task is as a measurement instrument.

#### **Flexibility of assessment**

To be flexible, assessment needs to reflect the needs of the student, provide for recognition of competencies regardless of how, where or when they have been acquired, draw on a range of methods appropriate to the context, the competency and the student, and support continuous competency development.

#### **Fairness of assessment**

Fairness in assessment requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires that the student is fully informed about the assessment process and is provided with the opportunity to challenge the result of the assessment and be reassessed if necessary.

#### **Sufficiency of assessment**

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly.

#### **Assessment methods**

Multiple methods of assessment are used for each unit of competency to ensure validity, reliability, fairness and flexibility and sufficiency of assessment. By using multiple methods of assessment, variations in the cultural and linguistic needs of students can be accommodated.

The following are amongst the assessment methods are used at IIPD:

- Demonstration of skills in a simulated workplace environment
- Observation of performance in a simulated situation
- Oral questioning
- Responses to workplace scenario exercises

- Projects
- Case studies
- Presentations
- Written assessments
- Role play responses

### Assessment rules

Students must:

- sign the unit assessment schedule provided by the trainer during the first class of each unit of competency
- complete, by the specified due dates each term, all assessments tasks required in each unit of competency
- ensure that they inform IIPD before any anticipated absences or immediately after any unforeseen absences which might result or which have resulted in not being in class when assessment tasks are scheduled
- retain a copy of all assessment material submitted
- not plagiarise, collude or cheat in the development of submissions to assessment tasks (please refer the section below on the use of the PlagScan plagiarism detection platform and to the “Plagiarism, Collusion and Cheating” policy and procedures)
- attach a completed, signed and dated, IIPD assessment task submission cover sheet with every written assessment task submission (including for group submissions)
- provide an assessment task submission declaration prior to all non-written assessment submissions

### Plagiarism, Collusion and Cheating

IIPD requires students to submit responses to assessment tasks which are their own work. IIPD considers that plagiarism, collusion and cheating constitute academic misconduct for which penalties may be applied.

Plagiarism is defined as taking someone else’s words, ideas or materials and presenting them as your own. Students at IIPD must avoid plagiarism by providing clear acknowledgement of the sources of any information, ideas or other material used in response to the requirements of an assessment task, which is not their own.

Collusion is an understanding or agreement between two or more people to intentionally cooperate to gain an unfair advantage in assessment. Collusion may include unauthorised and unacknowledged joint authorship in an assessment task and unauthorised and unacknowledged copying or use of material prepared by another person for use in assessment. Students at IIPD must not present solely as their own work any work done in collusion with another person or persons.

A class test environment is an environment where students are to be assessed in the company of other students and a teacher, where students are required to not communicate with other students in any way.

Cheating in a written or oral assessment task conducted in a class test environment is to seek to obtain an unfair advantage in that assessment task. Students will be informed in the student guide for each unit of competency and prior to the assessment task if a particular assessment task is to be conducted in a class test environment.

Students at IIPD must not engage in any situation whereby the student knowingly attempts, or assists another student to attempt, to gain an unfair advantage by cheating during an assessment task conducted in a class test environment.

Referencing is defined as a standardised method of acknowledging the sources of information, ideas, and other material used in a submission in response to an assessment task. Teachers are responsible for explaining to students how to appropriately provide references in assessment task submissions. Teachers are also responsible for identifying and reporting plagiarism, collusion and cheating.

### **Responsibilities of students**

Students are required to ensure that they are familiar with the conventions for authorship in the Australian educational framework and the appropriate use and acknowledgement of all forms of intellectual material. They must at all times submit only their own work for assessment (or the work of the group to which they have been assigned by the teacher, in the case of an assessment task which requires a group submission). They are required to take responsibility to ensure that their work cannot be accessed by other students who might submit it inappropriately as their own. Students must submit every response to a written assessment task with an attached IIPD assessment cover sheet. A response to a written assessment task will not be considered to have been submitted if it does not have an IIPD assessment cover sheet which is signed and dated by the student attached to it.

### **Penalties associated with plagiarism, collusion or cheating**

Any case in which a student has been involved in plagiarism, collusion or cheating is considered to be academic misconduct, and a penalty will apply. The following are the available penalties which may be applied by the Academic Misconduct Committee:

- reprimand by the CEO/PEO
- record unsatisfactory completion of the assessment task (with the opportunity to be reassessed)
- record unsatisfactory completion of the assessment task (without the opportunity to be reassessed)
- suspension of enrolment
- cancellation of enrolment
- a combination of the above

### **Using PlagScan to check for plagiarism**

Assessors will submit all written student assessment submissions to PlagScan prior to marking. If PlagScan reports a plagiarism content of greater than 15%, the written submission will not be marked. In such cases, the student will be provided with the opportunity to resubmit the written assessment.

If, upon resubmission of a plagiarised written assessment, PlagScan reports plagiarism content of more than 15%, the outcome for the assessment task will be NS (Not Satisfactory) and the outcome for the unit will be NYC ("Not Yet Competent").

### **Opportunity for students to submit to PlagScan prior to assessment**

Assessors will provide students with one opportunity to submit each written assessment item to PlagScan for checking prior to formal submission to the assessor. It is the responsibility of each student to produce a revised version of the written assessment item should PlagScan identify a level of plagiarism greater than 15%.

### **Group assessments**

Particular requirements apply when you work with a group of students on a group assessment task. For all group assessments, you will be provided with instructions in the learner guide and with information by your trainer on how you are to contribute to the work of the group. You must participate equally with the other members of the group and you must be able to be assessed as having satisfactorily completed the assessment according to the performance requirements. In the case of a group assessment, the trainer will interview you to make sure that you have participated equally and that you are familiar with the structure, format and content of the group submission.

#### **Criterion for assessment as competent in a unit of competency**

Students must satisfactorily complete all of the assessment tasks for a unit of competency in order to be assessed as competent in the unit.

#### **Submitting responses by the due date**

Students' responses to assessment tasks must be submitted to the trainer on or before (in consultation with the trainer) the due date and time as specified by the trainer in class and in the unit assessment schedule.

#### **Late submission due to compassionate or compelling circumstances**

Late submissions will be accepted for assessment only if a student applies for late submission by completing the "Application for late submission" form. The application for late submission form must include information about, and evidence of, compelling or compassionate circumstances which resulted or will result in late submission.

Information about compassionate or compelling circumstances is provided to students in the student handbook and to trainers/assessors in the IIPD Policies and Procedures Manual.

Late submission may apply to:

- documents for assessment
- interviews in a role play situation
- class tests
- oral questioning
- class presentations
- demonstration of practical skills

#### **"Application for late submission" form**

Late submissions will be assessed only if a student applies for late submission by completing the "Application for late submission" form. The application for late submission must include information about, and evidence of, compelling or compassionate circumstances which resulted or will result in late submission.



## 21. Program details and schedule of fees payable at enrolment

If you are eligible for a government funded place (individual eligibility criterion must be met for government funding, please refer to our website and enrolment packs – state wise for more information), most of the course cost will be covered by the government, and the fees you pay are within limits set by the government. The fee schedule for government funded students is provided in the table below. Please note that you pay no more in tuition fees than the set annual maximum of \$2,000.

Course Code	Course Title	Tuition Fee
BSB30115	Certificate III in Business	\$ 2500.00
BSB40215	Certificate IV in Business	\$ 5500.00
BSB61015	Advanced Diploma of Leadership & Management	\$ 16500.00
FNS30315	Certificate III in Accounts Administration	\$ 2500.00
FNS40615	Certificate IV in Accounting	\$ 9500.00
FNS50215	Diploma of Accounting	\$ 13500.00
FNS60215	Advanced Diploma of Accounting	\$ 16500.00
SIT40416	Certificate IV in Hospitality	\$ 7000.00
SIT50416	Diploma of Hospitality Management	\$ 15000.00
10364NAT	Certificate III in Spoken and Written English	\$ 6750.00
10365NAT	Certificate IV in Spoken and Written English – Further Studies	\$ 6750.00
10366NAT	Certificate IV in Spoken and Written English – Employment	\$ 6750.00
SITHFAB002	Provide Responsible Service of Alcohol	\$240
SITHGAM001	Provide Responsible Gambling Services	\$195
HLTAID003	Provide First AID	\$120
FNSSS00004	BAS Agent Registration Skill Set	\$599
SITSS00017	Food Safety Supervision	\$199
CPCCOHS1001A	Work Safely in the Construction Industry (White Card)	\$100

### Definitions

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**Tuition Fees or Fees**

This refers to the cost of the qualification/course in which a student has enrolled.

**Enrolment Fee**

This refers to the administration and processing fee for enrolling a student.

**Materials fees**

These are the fees for the equipment, textbook and materials which are compulsory for the courses in

**22. Course materials**

All of the materials which are essential for use during your course will be supplied as part of your compulsory course materials fee. You are not required to purchase any additional materials. If you choose to purchase additional textbooks or other materials which are not included in the compulsory materials fee, you will need to pay for them yourself.

**23. Reassessment**

All students are provided with one opportunity for reassessment for each assessment task which they do not satisfactorily complete. No fees are charged for reassessments under any circumstances.

Re assessments will take place during breaks between terms under the supervision of the Academic Director. The arrangements for reassessments will be agreed in an interview with student and the Academic Director.

Students will be required to confirm in writing that they accept the rules of the reassessment process. If a student does not satisfy the requirements of the reassessment process, the NYC (Not Yet Competent) previously awarded for the unit of competency will remain. This will result in the issuing of a Statement of Attainment but no certificate or qualification being awarded at the end of the course.

If, following reassessment, a student is assessed as NYC for a unit of competency, the student will need to repeat all the classes for the that term in which the unit of competency was taught and assessed. There will be an additional cost for this.

Students must be aware that qualifications are awarded only upon successfully completing and being assessed as "competent" in all of the units of competency of the course in which the student is enrolled.

**24. Statements of Attainment**

A formal Statement of Attainment is available at the end of each term on the request of the student at no additional cost to the student, provided the student has paid in full for the tuition related to the units of competency on the Statement of Attainment. Students are entitled to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing a qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

**25. Recognition of Prior Learning (RPL)**

Applicants for enrolment at IIPD, and students enrolled in a course at IIPD, may apply for recognition of prior learning (RPL). IIPD will ensure that all applicants for enrolment and all students have access to the recognition of prior learning (RPL) policy and procedures.

The recognition of prior learning policy recognises that prior study, together with work and life experiences, may have provided an applicant for enrolment or a student with competence in the outcomes prescribed in a training package.

Credit for units of competency will be provided if a student who applies for recognition of prior learning is able to demonstrate learning, skills and knowledge that meet the performance criteria of the units of competency for which the student is applying for recognition of prior learning.

## 26. Credit Transfer

IIPD recognises qualifications issued under the Australian Qualifications Framework and Statements of Attainment issued by other Registered Training Organisations.

### Application for Credit Transfer

Applicants for enrolment or enrolled students can apply for credit transfer using the “Application for Credit Transfer” form. Applications for credit transfer are made and documents submitted at the reception desk. Applicants will be provided with a copy of this credit transfer policy and a copy of a credit transfer application form.

## 27. Privacy Policy

### Collection and Use of Personal Information

IIPD ensures that it manages personal information in an open and transparent manner. IIPD will only collect personal information by fair and lawful means which are necessary for it to perform its functions. IIPD is committed to ensuring the confidentiality and security of the information provided to it, in accordance with Privacy Act 1988 (Cth) and Australian Privacy Principles (APPs).

For domestic students, information is collected on the enrolment pack and during student enrolment in order for IIPD to meet its obligations under the VET Quality Framework and other relevant legislative guidelines depending on state of enrolment and the type of funding the student is seeking enrolment in. The authority to collect this information is contained in the National Vocational Education and Training Regulator Act 2011.

### How IIPD collects personal information

Students are asked to supply information to IIPD when applying for enrolment, at orientation sessions and during the periods of study. Generally this information includes name, address, telephone number(s), email addresses(s), date of birth, gender, citizenship, ethnic origin, religion, passport details, academic and English language attainments, disabilities, health information, including illnesses, allergies and dietary information.

At the time information is collected, students will be advised if they are required by a specific law to supply the information requested.

Personal information supplied by individuals to IIPD will be used to provide information about study opportunities, course administration, academic information and to maintain proper academic records. If an individual chooses not to give IIPD certain information then IIPD may be unable to enrol the individual in a course or supply them with appropriate information.

In collecting personal information, IIPD will comply with the privacy requirements of the National Vocational Education and Training Regulator Act 2011 and the APPs set out in the Privacy Act 1988 (Cth).

### Disclosure of Personal Information

Information collected about students on the enrolment application form and during enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, IIPD’s domestic student tuition assurance scheme or the Tuition Protection Service. In other instances information collected on the enrolment application form and during enrolment can be disclosed without consent where authorised or required by law.

This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach of a student visa condition.

IIPD will not disclose an individual's personal information to another person or organisation unless:

- the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
- the individual concerned has given written consent to the disclosure;
- IIPD believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- the disclosure is required or authorised by or under law; or
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, IIPD shall include in the record containing that information a note of the disclosure.

Any person or organisation to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

#### **Cross-border disclosures (applicable to overseas students only)**

Before IIPD discloses personal information to an overseas recipient, it will take reasonable steps to ensure that the overseas recipient does not breach the APPs (other than APP 1) in relation to that information.

#### **Security of Personal Information**

IIPD will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, and accurate, up-to-date, complete, and not misleading.

IIPD will store securely all records containing personal information and take all reasonable security measures to protect, personal information collected from unauthorised access, misuse or disclosure.

#### **Right to Access and Correct Records**

Individuals have the right to access or obtain a copy of the personal information that IIPD holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for a student to access personal information that IIPD holds about them; however we may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Written requests for access to or to obtain a copy of personal information held by IIPD should be sent to the CEO, IIPD, P.O. Box 894, Parramatta, NSW 2150

#### **Publication**

These Privacy and Personal Information Procedures will be made available to students and prospective students by publication on IIPD's websites. In order to ensure that students have given

their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, IIPD will advise students on enrolment about these procedures and where they are located.

#### Complaints and Appeals

If a student has a complaint or an appeal regarding privacy and personal information, the Complaints and Appeals Policy will apply.

### 28. Code of Practice

IIPD's approach to all that it does is based upon the democratic principles of Australia's system of government.

The programs and teaching of IIPD support and promote the principles and practice of Australian democracy, including a commitment to:

- elected government
- the rule of law
- equal rights for all before the law
- freedom of speech and association
- the value of openness and tolerance

IIPD endeavours to ensure that the education interests and welfare of students are safeguarded at all times.

No IIPD client will be discriminated against on the basis of race, ethnicity, language, religion, value and belief systems, disability, class, sexuality, gender, age, or educational background.

### 29. Course Progress Requirements

IIPD systematically monitors and records the progress of each student for the courses in which they are enrolled. IIPD will monitor the progress of students and assist them to meet their study goals throughout their courses.

All students will have their progress monitored at the end of each term. Arrangements will be put in place to assist those students who are identified as not making satisfactory course progress.

A student who has been assessed as not yet competent in 50% or more of the units attempted in a term is deemed to have not met satisfactory course progress requirements. The Academic Director is responsible for identifying students at risk. The Student Services Manager is responsible for making contact by mail and email with all students at risk. Students at risk will be provided with details of a time and place to meet with the Academic Director or a trainer/assessor delegated by the Academic Director. These meetings are referred to as intervention strategy meetings. The objective of the each intervention strategy meeting is to develop a strategy to help the student meet the course progress requirements. The intervention strategy meeting with each student at risk will address the issue of not meeting satisfactory course progress requirements in the previous term.

### 30. Complaints and Appeals

IIPD will take all complaints and appeals seriously. They will be resolved quickly and equitably, using the principles of natural justice. The procedures for complaints and appeals will be fair, objective and accessible.

The internal complaints and appeals processes will take place at no cost to the student who lodges the complaint or appeal. Any decision to be implemented as an outcome of a complaint or appeal (internal and/or external) which is in favour of the student who lodged it will be immediately implemented along with any preventative or corrective action required. The student will be advised immediately of a favourable outcome.

The complaints and appeals process is an important part of the IIPD continuous improvement process. The register of issues subject to complaints and appeals and the complaints and appeals monthly summary report will be considered at each meeting of the IIPD Management Committee.

### **References and Compliance requirements**

Complaints and appeals by students about actions or decisions made by IIPD will be considered in reference to and in compliance with the following:

- IIPD code of practice
- IIPD Student code of practice
- Equal Opportunity Act 1995 (VIC)
- Information Privacy Act 2000

### **Information about the complaints and appeals process**

The Student Services Manager will inform students about the complaints and appeals policy and procedures during the orientation program on the first day of enrolment. The student handbook, supplied to students during the first day of enrolment, contains details of the complaints and appeals process.

Students are provided with information about the complaints and appeals process at orientation and in the Student Handbook.

### **Informal resolution**

Students who wish to make a complaint about an aspect of IIPD's service or appeal against a decision made by IIPD are encouraged to initially engage in informal discussion about the matter with the staff member or staff members involved. Students can, additionally or alternatively, discuss the matter with the Academic Director, Student Services Manager, or the CEO/PEO.

All staff involved in the discussion of an informal complaint or appeal are required to do their best to resolve the matter effectively and quickly in this way.

### **Lodging a complaint**

If an issue about which a student has complained informally cannot be resolved informally, students who wish to lodge a formal complaint should do so using the IIPD complaint or appeal lodgement form, available from the IIPD reception desk or from the Student Services Manager. Students should submit the form at the reception desk, properly signed and dated, and accompanied by all relevant supporting documentation. Supporting documentation should comprise original documents or certified copies of original documents.

### **The IIPD Complaints Register**

Details of a complaint are recorded in the IIPD complaints register and signed and dated by the staff member who accepted the complaint lodgement form. At this time a copy will be made of the complaint lodgement form and filed in the student's file. The original will be forwarded to the Student Services Manager. The Student Services Manager is responsible for ensuring that all of these actions are completed within one working day of the lodgement of the complaint.

### **Acting on a complaint**

The Student Services Manager will add an agenda item to the next scheduled meeting of the IIPD Management Committee. As meetings of the IIPD Management Committee are scheduled fortnightly, the matter will be considered within the 10 working days of the lodgement of the complaint.

**Consideration of a complaint by the IIPD management committee**

Complaints will be considered by the IIPD Management Committee, which comprises IIPD's CEO, Academic Director and Student Services Manager. Processing of the complaint may require one or more meetings of those involved. The objective of the process is to reach a determination.

**The right to be accompanied by a support person during the complaints process**

At any meeting to discuss a complaint, each involved party may be accompanied and assisted by a support person.

**Lodging an appeal**

If a student disagrees with a decision made by IIPD, the student may lodge a formal appeal. The appeal should be submitted at the IIPD reception desk using the IIPD complaint or appeal lodgement form. It must be lodged within twenty (20) working days of notification of the decision which is being appealed against. Notifications of decisions which are provided to students in writing will include a date from which the twenty (20) working days available to lodge an appeal applies. The date specified will allow for time for delivery to the student of the notification.

**Acting on an appeal**

The Student Services Manager will add an agenda item to the next scheduled meeting of the IIPD Management Committee. As meetings of the IIPD Management Committee are scheduled fortnightly, the matter will be considered within the 10 working days of the lodgement of the appeal.

**Consideration of an appeal by the IIPD Management Committee**

Appeals against decisions will be considered by the IIPD Management Committee, which comprises IIPD's CEO, Academic Director and Student Services Manager. Processing of the appeal may require one or more meetings of those involved. The objective of the process is to reach a determination.

**The right to be accompanied by a support person during the appeals process**

At any meeting to discuss an appeal, each involved party may be accompanied and assisted by a support person.

**Corrective action in the case of an appeal which finds in the student's favour**

The notification of the outcome of the appeal will include the reasons for the decision. If an appeal finds in a student's favour, corrective action may include restoration of the student's academic record.

**What can an appeal be about?**

An appeal can be about any decision made by IIPD which has an impact on a student.

**Processing a complaint or appeal**

IIPD management is committed to processing complaints and appeals effectively and efficiently, according to the following procedures.

**Process begins within ten (10) working days of the formal lodgement of a complaint or appeal**

The process of formal consideration of a complaint or appeal commences within ten (10) working days of the formal lodgement of the complaint or appeal. The formal lodgement of a complaint or appeal must be accompanied by all relevant documentation. All reasonable measures will be taken to finalise the process as soon as practicable.

**Meeting of the IIPD Management Committee**

The student who lodged the complaint or appeal and a support person will be invited to the meeting of the IIPD Management Committee which is considering the complaint or appeal. Any other parties involved in the complaint or appeal and their support persons will also be invited to the meeting.

#### **Provision of relevant documentation**

All parties involved in the complaint or appeal will be invited to provide relevant documentation as evidence to be considered by the IIPD Management Committee. Documentation provided must be original documents or certified copies of original documents.

#### **Opportunity to formally present the case**

The student making the complaint or appeal will be provided with the opportunity to formally present his or her case to the IIPD Management Committee.

#### **Questioning**

The student and all other parties in the complaint or appeal will be provided with the opportunity to ask questions and will be requested to provide answers to questions which are asked by members of the IIPD Management Committee.

#### **Consideration by the Management Committee**

After the student has presented his or her case, and questioning of and by the student and other parties involved is complete, the student and the student's support person, and all other parties involved in the complaint or appeal, along with their support persons, will be asked to leave the meeting and wait while the committee considers the evidence.

#### **Verbal notification of the outcome**

The student and the student's support person and all other parties involved in the complaint or appeal, along with their support persons, will be invited back to the meeting for verbal notification of the interim outcome. If the student accepts the verbal notification of the interim outcome, it will be formalised with a written statement of the outcome (described below).

#### **Opportunity to request a second meeting**

After verbal notification of the interim outcome of the complaint or appeal, the student making the complaint or appeal may request the opportunity for a second meeting at which additional evidence may be presented. The student should make this request as soon as practicable, but no later than five (5) working days after the initial meeting. The student should make the request in person to the Student Services Manager. If an additional meeting is requested, it will be agreed to, and scheduled for a date and time suitable for the student, all other parties involved, and the IIPD Management Committee. The date for which the additional meeting is scheduled must be such that the complaints/appeal process can be finalised as soon as practicable.

#### **Procedure for a second meeting**

The procedure for the conduct of the second meeting of the IIPD Management Committee to consider the additional evidence will be the same as that for the initial meeting, except that the student will not have the opportunity to request an additional meeting following the second meeting. The student will, however, be able to invoke an external complaint or appeal handling process (see below).

#### **Notification of the outcome of a complaint or appeal**

Each student making a complaint or appeal is given a written statement of the outcome, including details of the reasons for the outcome. The form entitled "complaint or appeal resolution form" is used for this purpose.



### **Notification of the outcome of an appeal**

In the case of an appeal, the document notifying the student of the outcome will summarise the information provided by the student during appeal process, why particular information was or was not taken into consideration, how much weight was given to the supporting documents and why it did or did not meet the grounds of appeal.

### **Complaint or appeal resolution form**

The complaint or appeal resolution form will be mailed to the student at the address supplied on the complaint or appeal lodgement form. The form will be accompanied by a letter which provides a date after which the student has twenty days to appeal the outcome of the complaint or appeal. The letter informs the student that an appeal against a decision made regarding an appeal can only be made if new or additional evidence is supplied.

### **Information provided by IIPD in the complaint or appeal resolution form**

The response provided to complainants and/or appellants will include information regarding

- reasons for any decisions made
- any changes that have resulted from the complaint or appeal
- an apology where appropriate
- information on where to seek an independent review
- acknowledgement of thanks to the complainant for their feedback.

## **31. External Reviews**

As a local student, you may seek an external review of a decision made by IIPD using the ACPET external appeals mechanism. Please visit the ACPET website [www.acpet.edu.au](http://www.acpet.edu.au) to download the application form.

## **32. Gaining access to your records**

At IIPD, we believe it is important that you have easy, quick and thorough access to your records. We keep personal information about you so that we can locate you and provide you with information. We keep academic information about you so that we can monitor your course progress and provide you with additional help should you need it. We keep records about the following:

- Your enrolment details
- Your learning support needs
- Your attendance
- Complaints or appeals you have made
- Your academic outcomes, at the level of:
  - Unit of competence
  - Qualification
- Licenses gained as a result of training
- Statements of attainment and qualifications issued

If you wish to know what information we are keeping about you, we have simple processes in place to enable you to find out. Students may request access to their records by asking at the reception desk for the application to view student records form. Students will be provided with access to their records within 10 working days of having submitted the Application to view student records form at the reception desk.

Students are informed about how to gain access to their records in the following ways:

- in this document, the student handbook
- in the material provided at orientation
- in notices placed on noticeboards throughout the campus
- from the International Institute for Professional Development website ([www.iipd.edu.au](http://www.iipd.edu.au))

### 33. Student Code of Conduct

IIPD is an educational community which is built on respect for oneself and others. At IIPD, students are provided with a mature and professional learning environment. Students are not expected to behave according to a rigid code of discipline, but it is expected that all students will behave in a mature and responsible manner.

#### General Guidelines

It is expected that all students will:

- Attend classes on each day they are scheduled
- Be respectful and courteous to student services staff, trainer/assessors and other students
- Dress and behave in an appropriate manner
- Contribute to the life of the college in a constructive manner
- Respect the property of the college and other students

#### Classroom behaviour

The classroom is a place of learning. It is expected that all students will:

- attend class on time
- bring the required learning resources, stationery and materials to class each lesson
- show appropriate respect toward the trainer/assessor and fellow students
- not disrupt the class or other students
- speak only English in class
- remain in the classroom throughout the class
- not eat or drink in the class
- turn off mobile phones during class time
- submit all class work and assessments
- leave the class room tidy after each lesson

#### Course Progress

It is the students' responsibility to be familiar with their course requirements and prepare a study plan that will assist them in meeting the course requirements. Students are required to make satisfactory course progress according to the IIPD course progress policy to finish their course and get the testamur.

#### Assault

Any form of assault in class or outside class is strictly forbidden. This includes assaults of a physical, oral, written, electronic, sexual or racial nature. Assault between students or between student and trainer/assessor will not be tolerated.

#### Carrying Weapons

Carrying knives and other weapons or objects that may be used as weapons on campus is forbidden and may constitute criminal activity.

#### Bullying

Bullying is unreasonable behaviour that is intimidating, threatening or humiliating and repeated over time or occurring as part of a pattern of behaviour. Bullying can be physical, verbal or indirect, and creates an unfriendly, threatening or offensive environment.

Examples of behaviour that could be bullying include, but are not limited to:

- excluding someone from workplace/learning activities
- giving someone the majority of unpleasant tasks
- verbal abuse
- abuse using electronic formats such as text messages, phone calls or posting messages or video recordings on websites
- humiliating someone through sarcasm or insults
- intimidation
- initiation practices
- sabotaging someone's work
- 'practical jokes'.

Any form of bullying in class or outside class is strictly forbidden. Bullying amongst students or between student and trainer/assessor or between staff will not be tolerated.

### **Cyber-bullying**

Cyberbullying is the use of information and communication technologies to support deliberate, repeated, and hostile behaviour by an individual or group, that is intended to harm others.

Students at IIPD have a responsibility to ensure that they:

- do not participate in cyber bullying
- do not use mobile phones, cameras or other digital devices to record audio and visual material unless they seek and receive authorisation to do so
- do not breach the privacy of students, staff and members of the IIPD community through any unauthorised recording or filming
- do not disseminate inappropriate information through digital media or other means
- report incidents of cyber bullying to a member of staff
- advise students being victimised by cyber bullying to talk to an adult

### **Harassment**

Harassment is behaviour (through words or actions) based on the personal characteristics listed above that is unwanted, unasked for, unreturned and likely to make IIPD an unfriendly or uncomfortable place by:

- humiliating (putting someone down)
- seriously embarrassing
- offending (hurting someone's feelings) or
- intimidating (threatening someone so they behave in a certain way).

Some examples of harassment are:

- name calling
- stereotyping jokes
- offensive comments.

Sexual harassment is an unwelcome sexual advance, request for sex or any other sexual behaviour that a reasonable person would know or expect would offend, humiliate, seriously embarrass or humiliate another.

Some examples of sexual harassment are:

- unwanted touching
- unwelcome sexual innuendo or jokes
- displaying sexually explicit material (posters, emails, internet sites).

#### **Racial and religious vilification**

Vilification is behaviour (through words or actions) that incites hatred, serious contempt or ridicule of another person or group of people because of their race or religious belief.

Some examples of vilification are:

- public threats of harm
- encouraging others to hate someone because of their religion
- racist statements made in a public meeting
- racist graffiti

#### **Discrimination**

IIPD will act quickly to ensure that unlawful discrimination does not occur, or continue to occur in the workplace for trainer/assessors, or in the provision of training and assessment to students.

Discrimination in employment and in the supply of goods and services is unlawful under various Victorian and Commonwealth laws.

Discrimination is unlawful, and will not be tolerated, on the grounds of:

- age
- breastfeeding
- carer status
- disability/impairment
- gender identity
- industrial activity
- lawful sexual activity
- marital status
- parental status
- physical features
- political belief or activity
- pregnancy
- race
- religious belief or activity
- sex
- sexual orientation
- personal association with someone who has, or is assumed to have, one of these personal characteristics.

#### **Food and Drink**

To ensure a tidy and comfortable learning environment:

- Food and drinks are to be consumed in the common areas only.
- No food may be consumed in the classrooms and computer lab.
- All rubbish is to be placed in bins provided
- Kitchen areas are to be kept clean and tidy.

#### **Alcohol and Drugs**

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79 Paisley Street, Footscray, VIC 3011 Telephone: +61 3 9077 6074  
222 Church Street, Parramatta, NSW 2150, Telephone: +61 2 9687 0411

The consumption of alcohol or illegal drugs is prohibited at IIPD.

### **Plagiarism, collusion and cheating**

Plagiarism, collusion and cheating are not acceptable practices. Please refer to the section in this document for definitions of plagiarism, collusion and cheating, and of the consequences of engaging in these practices

### **Classroom Behaviour**

The classroom is a place of learning. It is expected that all students will:

- attend class on time
- bring the required text book, stationary and materials to class each lesson
- show respect to the teacher and fellow students
- not disrupt the class or other students
- speak only English in class
- remain in the classroom throughout the class
- not eat or drink in the class
- turn off mobile phones during class time
- submit all class work and assessments
- leave the class room tidy after each lesson

### **General Behaviour**

#### **Assault**

Any form of assault in class or outside class is strictly forbidden. This includes assaults of a physical, oral, written, electronic, sexual or racial nature. Assault between students or between student and teacher will not be tolerated.

#### **Carrying Weapons**

Carrying knives and other weapons or objects that may be used as weapons on campus is forbidden and may constitute criminal activity.

#### **Bullying**

Bullying is unreasonable behaviour that is intimidating, threatening or humiliating and repeated over time or occurring as part of a pattern of behaviour. Bullying can be physical, verbal or indirect, and creates an unfriendly, threatening or offensive environment.

Examples of behaviour that could be bullying include, but are not limited to:

- excluding someone from workplace/learning activities
- giving someone the majority of unpleasant tasks
- verbal abuse
- abuse using electronic formats such as text messages, phone calls or posting messages or video recordings on websites
- humiliating someone through sarcasm or insults
- intimidation
- initiation practices
- sabotaging someone's work
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#### **Cyber-bullying**

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- do not participate in cyber bullying
- do not use mobile phones, cameras or other digital devices to record audio and visual material unless they have sought and gained authorisation to do so
- do not breach the privacy of students, staff and members of the IIPD community through any unauthorised recording or filming
- do not disseminate inappropriate information through digital media or other means
- report incidents of cyber bullying to a member of staff
- advise students being victimised by cyber bullying to talk to an adult

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- humiliating (putting someone down)
- seriously embarrassing
- offending (hurting someone's feelings) or
- intimidating (threatening someone so they behave in a certain way).

Some examples of harassment are:

- name calling
- stereotyping jokes
- offensive comments.

Sexual harassment is an unwelcome sexual advance, request for sex or any other sexual behaviour that a reasonable person would know or expect would offend, humiliate, seriously embarrass or humiliate another.

Some examples of sexual harassment are:

- unwanted touching
- unwelcome sexual innuendo or jokes
- displaying sexually explicit material (posters, emails, internet sites).

### **Racial and religious vilification**

Vilification is behaviour (through words or actions) that incites hatred, serious contempt or ridicule of another person or group of people because of their race or religious belief.

Some examples of vilification are:

- public threats of harm
- encouraging others to hate someone because of their religion
- racist statements made in a public meeting
- racist graffiti

### **Discrimination**

IIPD will act quickly to ensure that unlawful discrimination does not occur, or continue to occur in the workplace for teachers or in the provision of education to students. Discrimination in employment and in the supply of goods and services is unlawful under various Victorian and Commonwealth laws. Discrimination is unlawful, and will not be tolerated, on the grounds of:

- age
- breastfeeding
- carer status
- disability/impairment
- gender identity
- industrial activity
- lawful sexual activity
- marital status
- parental status
- physical features
- political belief or activity
- pregnancy
- race
- religious belief or activity
- sex
- sexual orientation
- personal association with someone who has, or is assumed to have, one of these personal characteristics.

#### **Food and Drink**

To ensure a tidy and comfortable learning environment:

- Food and drinks are to be consumed in the common areas only.
- No food may be consumed in the classrooms and computer lab.
- Chewing gum is banned.
- All rubbish is to be placed in bins provided
- Kitchen areas are to be kept clean and tidy.

#### **Alcohol and Drugs**

The consumption of alcohol or illegal drugs is prohibited at IIPD

### **34. Assessment Moderation on Appeal**

IIPD provides students with the opportunity to apply for moderation of assessment outcomes (referred to as moderation on appeal). This process involves an assessor checking the accuracy and integrity of the assessment outcomes of the student.

#### **Grounds for requesting moderation on appeal**

A student may request moderation on appeal for any assessment outcome if the student believes:

- The assessment procedures do not conform with the AQTF guidelines
- The assessment procedures do not conform with the IIPD's assessment policy
- There are any procedural or computational errors in the assessment outcome

#### **Application for moderation on appeal**

Students who wish to have one or more assessment outcomes for one or more units of competency moderated on appeal must lodge an application for moderation on appeal, which they may obtain from the reception desk. An application for moderation on appeal of an assessment will be accepted only if the student was assessed as not having satisfactorily completed the assessment. Students are provided with ten working days from the date of release of the assessment outcomes for the units of

competency undertaken in a given term to apply for moderation on appeal of their assessment outcomes.

#### **Fee for moderation on appeal**

There is currently no fee for the moderation on appeal of each assessment outcome to be moderated for each unit of competency. The fee must be paid with the submission of the application. Students are notified of the fee for moderation on appeal in the information they receive prior to enrolment and on the enrolment offer and acceptance agreement.

#### **Notification of outcome of moderation on appeal**

A student who has applied for moderation on appeal will be notified of the outcome of the moderation within ten working days of the closing date for submitting applications for moderation on appeal. The notification will be by use of the “Notification of outcome of moderation on appeal”. The student is to be given the opportunity for a meeting with the Academic Director and/or the moderating assessor to discuss the outcome of the moderation on appeal.

### **35. Student Safety and Security**

#### **Policy**

IIPD will proactively take steps to ensure the safety and security of its students. These steps include the provision to students of detailed advice about safety precautions and the implementation of a security plan for students.

#### **Personal safety**

- Take the time to consider where you might be at risk and what steps you can take to make it safe
- Consider pre-booking a taxi for the time you intend going home
- Walk purposefully and appear confident
- Whenever possible, travel with a friend, or as part of a group
- Program the emergency number 000 into your mobile phone
- Tell people where you are going and what time you will return
- Avoid carrying non-essential items such as your passport and too much money
- Carry your wallet only in a place where it is not in clear view and not vulnerable
- Always keep your briefcase or bag in view and close to your body
- Stay in well-lit areas as much as possible
- Report any incidents to police or IIPD staff

#### **Home security**

- Your house number should be clearly visible from the street in case of an emergency
- Keep your front door locked if you are at the back of the house
- Do not leave messages on the front door, it is an indication that you are not at home
- Avoid having parcels left at your front door
- If you need to have something delivered while you are out, ask your neighbours to take delivery for you
- Keep cash and valuables out of sight

#### **Safety whilst driving and parking**

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- Make sure you have enough fuel to reach your destination
- Do not respond to aggressive behaviour
- Avoid eye contact with people in other vehicles
- Drive with your car doors locked and windows closed at all times
- Keep valuables out of view
- Park in well lit areas
- Try to use car parks which have attendants

#### **Safety on public transport**

- Use a timetable to plan your travel and avoid unnecessary delays
- Choose well lit, busy areas rather than quiet spots
- Travel close to the guard or driver
- Where possible, exit public transport into well lit, busy areas
- When boarding a bus, don't open your purse or wallet – have your money or your metcard/myki already in your hand
- Be aware of who is around, including who gets off with you
- In a train, try to make sure that you in a carriage with a number of other people
- Consider carrying a personal alarm

#### **Taxis**

- Make a booking by telephone for a taxi in preference to hailing one on the street. Taxi companies keep records of all bookings made
- Tell the driver the route you wish to take to your destination. Speak up if the driver takes a different route to the one you have specified
- Take note of the taxi number and fleet number. This will help in identifying the taxi if required
- If you don't want your home address known, stop a few houses away from your destination

#### **Safety on the street**

- Stay alert, as awareness is your best defence
- Cross the street if you feel unsafe
- Be confident and aware of your surroundings
- Keep to well-lit major roads and paths at night, do not take short cuts through parks
- If approached by a stranger, keep a safe distance
- If approached for money, advise you have no cash, avoid eye contact, and move toward other people
- If you are being followed, change direction and seek a safe place
- Keep personal items such as wallets or bags close to your body or out of sight

#### **Safety at IIPD**

- Get to know the layout of the campus, including safe paths and exits
- Contact a staff member immediately if you observe anything suspicious in or around the campus

- Do not leave valuables such as wallets or mobile phones unattended
- Avoid isolated areas and move around the campus with other people where possible
- Avoid leaving the campus alone

### 36. Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, IIPD cannot issue Certificates or Statements of Attainment without a USI (except certain training like 1 day short courses). Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

### 37. Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for IIPD and other RTOs in the Standards for RTOs 2015.

If for some reason IIPD ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements.

### 38. Student Declaration

All students are required to sign the following declaration. You should hand the signed declaration to the designated member of staff at the completion of the orientation session. If you have any questions about the declaration, you should go to the IIPD reception desk to make an appointment for a meeting with the Student Services Manager. You will not be allowed to attend any classes until you have signed this declaration.

1. I have read and understood the information in this handbook
2. I have read and agree with the Refund Policy.
3. I agree to comply with the student code of conduct. I acknowledge that IIPD may cancel my enrolment should I not comply the student code of conduct.
4. I understand that IIPD will cancel my enrolment if:
  - I do not make satisfactory course progress, or
  - I do not pay my tuition fees according to the agreed payment schedule, or
  - I am found to have plagiarised, colluded or cheated in any submission in response to an assessment task.
5. I confirm that I have had the IIPD's Complaints and Appeals processes explained to me in detail at the student orientation session.
6. I have read the Complaints and Appeals policy and procedures in this handbook.

Name

Signature

Date