



# Student Handbook

ISS Training Pty Ltd

RTO 45519

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email: [rto.admin@au.issworld.com](mailto:rto.admin@au.issworld.com)

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## WELCOME TO ISS TRAINING

Congratulations on taking the first step to achieving your dream of furthering your education, your career and your future.

ISS Training is a wholly owned subsidiary of ISS Facility Services which currently operates across over 40 countries with approximately 375,000 staff worldwide. Our Pacific Division (Australia and New Zealand) have a portfolio of over 480 customers in the Health, Resources, Education, Aviation and Transport, Government and Commercial industries. ISS currently employs over 13,000 employees across Australia. ISS have set up ISS Training to deliver quality and compliant nationally recognised vocational education and training to ISS staff members, corporate clients, prospective employees and for some courses, the general public seeking to gain skills for employment.

ISS Training aims to provide courses which are:

- Practical
- Informed by industry needs
- Flexible
- Affordable
- Delivered by friendly, professional and supportive staff.

Throughout life we will gain experiences, knowledge and skills in a variety of ways. At ISS Training, you will learn to take control of your own studies. Our trainers and assessors will help you to develop new skills and guide you through the theory and practical components of your course. We will also work with you to assist you to integrate both workplace and study requirements.

At ISS Training, we value and recognise that each student has unlimited potential. We have created a supportive learning environment where students can feel confident and secure. Positive learning outcomes can be achieved from your regular participation and discussions with your trainers and assessors, your supervisors and other students. Your efforts can result in new skills and knowledge as you work towards achieving a nationally recognised qualification.

The purpose of this handbook is to provide you with all the information that you need to know about studying with ISS Training. From the team at ISS Training and myself, we would like to take this opportunity to thank you for trusting us with your education and your future. Best regards,

Stuart Blair



RTO Manager – ISS Training Pty Ltd

## **OUR OBLIGATION AS YOUR RTO**

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must always comply with the Standards for RTOs 2025 which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations, and we must participate in assessments with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and salespeople where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

ISS Training Pty Ltd is a Registered RTO in Australia. ISS Training Pty Ltd is not authorised to deliver training to International Students who travel to Australia as that is only permitted by CRICOS registered RTO's. If you are an international student, you are not able to enrol with ISS Training or your visa may be invalidated.

## **OUR CONTACT DETAILS**

Address: Level 7, 189 Grey Street, South Brisbane, 4101

Email: [rto.admin@au.issworld.com](mailto:rto.admin@au.issworld.com)

Office hours are 9am – 5pm Monday to Friday. AEST: Queensland time.

## **UNIQUE STUDENT IDENTIFIER (USI)**

### **Unique Student Identifier (USI)**

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognized training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

For information about exemptions for individuals please review this webpage:

[Exemptions from the USI | Unique Student Identifier](#)

If you provide us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

## **CREDITS AND CREDIT TRANSFER**

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

ISS Training can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit / module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront, and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

Suggestion to add:

A copy of the RTO organisation's policy for seeking credit transfer, including when and how credit transfer will be administered can be found on ISS Training's website

<https://www.isstraining.com.au>

## RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Recognition of Prior Learning is generally recommended where individuals have been working in a relevant job role for at least 2 years, however any student can also self-elect to undertake RPL.

The RPL model used by ISS Training is a Task based Model.

### A TASK-BASED MODEL FOR RPL

A process for RPL has been developed that promotes holistic, task-based assessment, and which focuses on relating assessment activities to actual job tasks.

The intention of this model is to streamline and simplify recognition processes for prospective candidates.

**RPL Assessment Tool Kit has been developed by ISS Training to support this task-based model.**

The focus of the new streamlined holistic assessment process is to focus on demonstrated skills and knowledge and is not reliant on documentary evidence as the main source of evidence.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. You may also need to have a past or current supervisor complete the Third-Party Supervisor Booklet to provide supplementary evidence of their skills and knowledge

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in the relevant RPL Self-assessment and return it with an RPL Application Form. Your application will then be assessed for suitability, and you will then be contacted by an assessor to progress the RPL process.

Fees are applicable for Recognition of Prior Learning, and you will be advised of these fees upon contacting us. For more information about applying for RPL, contact the head office.

## COURSE LOCATIONS

**AVI20118 Certificate II in Transport Security Protection** is a blended course consisting of an online eLearning block followed by a classroom and on-site practical training block conducted at an airport or Cargo Screening facility in many Australian locations. Please contact the RTO for information as to the locations currently available for training.

**AVI30319 Certificate III in Aviation (Ground Services and Operations)** is a blended course consisting of an online learning and assessment followed by workplace-based practical observations assessments.

**CPPSEC30318 Certificate III in Security Operations** is a blended course consisting of an online learning and assessment followed by workplace-based practical observations assessments.

**CPP30321 Certificate III in Cleaning Operations** is a workplace-based course and is delivered onsite at the student's workplace.

**SIT30622 Certificate III in Hospitality** is a blended course consisting of an online learning and assessment followed by workplace-based practical observations assessments.



## **COURSE INDUCTION**

At the start of your course, you will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainers and the other students in your course.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studied with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

Prior to your induction you will receive your first set of learning materials so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

## **STUDENT CODE OF CONDUCT**

### **Student Rights**

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimization.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimized.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information ISS Training holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to ISS Training on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how they affect them as soon as practicable.

### **Student Responsibilities**

All students, throughout their training and involvement with ISS Training, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimize, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.

- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to ISS Training in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify ISS Training if any difficulties arise as part of their involvement in the program.
- Notify ISS Training if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

## **COURSE EXPECTATIONS AND REQUIREMENTS**

The training and assessment offered by ISS Training focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Some courses have units of competency grouped into clusters. This means groups of similar units have been packaged together and to avoid repetition. You will receive training and assessment for all units in a cluster at the same time.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary from course to course but usually include written questions, projects and practical observations.

## **SELF-STUDY REQUIREMENTS**

There is an expectation that you complete a certain amount of self-study each week to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline.

## ASSESSMENT ARRANGEMENTS

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted.

Your assessor will go through all the arrangements with you, and you can ask them any questions you have.

### Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor.

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

### Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

### Submission, feedback, and re-assessment

- Students must submit each task with a completed and signed Assessment Task Cover Sheet within timelines specified in the assessment instructions in the LMS.
  - Online quiz assessments will be assessed within 48 hours of submission.
- Each task will be marked as Satisfactory or Not Satisfactory. A unit or module will be marked as Competent once all tasks for the unit or module have been marked as Satisfactory.
- Students have up to three attempts per written assessment task. Where a task is marked as Not Satisfactory, the student will be provided with feedback and be given the opportunity to resubmit/re-attempt the task.
  - Where a student exhausts their attempts at re-assessment, the student may be required to re-enrol in the unit or module, participate in further training, and undertake the whole assessment again.
  - Students will receive feedback for each task either in written or verbal form from their assessor.

## Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

*Appealing assessment decisions* If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

## STUDENT PLAGIARISM, CHEATING AND COLLUSION

ISS Training has a No tolerance policy for plagiarism, cheating and collusion. Students are expected to always act with integrity and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarized, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarized, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

## SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details and Teams online sessions
- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Online support sessions

Contact the RTO by emailing [rto.admin@au.issworld.com](mailto:rto.admin@au.issworld.com) to discuss your support needs

## EXTERNAL SUPPORT SERVICES

For students requiring additional support with their studies, work or life, ISS Training provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

### *Reading and Writing Hotline*

Telephone: 1300 655 506

Website: [Welcome to the Reading Writing Hotline - Reading Writing Hotline](#)

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

### *Centrelink*

Telephone: 131021

Website: [www.centrelink.gov.au](http://www.centrelink.gov.au)

If you are completing a full-time course, you may be eligible for benefits through Centrelink.

### *Australian Apprenticeship Centres (AAC)*

Telephone: 1800 639 629

Website: <http://australianapprenticeships.gov.au>

Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.

### *Lifeline*

Telephone: 13 11 14

Website: [Lifeline Australia](#)

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

### *Fair Work Commission*

Telephone: 1300 799 675

Website: [Fair Work Commission](#)

The Fair Work Commission is Australia's national workplace relations tribunal and registered organisations regulator. The Fair Work Commission was established by the Fair Work Act 2009. It sets the minimum wages for Australia and helps with issues in the workplace. It also regulates registered organisations.

### *Reach Out*

Website: [www.reachout.com.au](http://www.reachout.com.au)

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

### *Health direct Australia*

<https://www.healthdirect.gov.au/>

Phone: 1800 022 222

Symptom checker, medicines and health information.

**Mind Spot**

<https://mindspot.org.au/>

Phone: 1800 614 434

Free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood. Provides online screening assessments and treatment courses or can help find local services.

**Butterfly Foundation**

Phone: 1800 334 673 Website: [Butterfly Foundation](#)

Support for those experiencing an eating disorder and want to talk to someone.

When: 8am to 9pm M-F (no public hols)

**My Future**

Website: <https://www.myfuture.edu.au>

Career information and resources provided as a joint initiative of the Commonwealth, state and territory governments:

**Rape & Domestic Violence Services Australia**

<https://www.1800respect.org.au/>

Phone 1800 737 732 (1800 RESPECT) range of support services are available for people who have experienced sexual assault, domestic or family violence.

**The Anti-Discrimination Board of NSW**

Phone: 1800 670 812 Website: [Anti-Discrimination NSW](#)

The Anti-Discrimination Board of NSW promotes anti-discrimination, equal opportunity principles and policies throughout NSW. It administers the anti-discrimination laws and handles complaints under the Anti-Discrimination Act 1977 (NSW). It is part of the NSW Department of Justice.

**Legal Aid NSW**

Free legal helpline: 1300 888 529 Website: [www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au)

Statewide organisation providing legal services to socially and economically disadvantaged people across NSW. Provider of legal services in most areas of criminal, family and civil law.

## **YOUR FEEDBACK**

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

You may also be contacted by our regulating body ASQA (Australian Skills Quality Authority) to verbally interview or survey you regarding the quality of the course we have provided you with or your experience studying with us. It is your choice to participate, responses may be kept confidential on request.

We also welcome feedback from you at any time by email and phone or by completing a Suggestion for Improvement Form, available on request by email or at our head office.

## **ACCESS TO YOUR RECORDS**

You may access or obtain a copy of the records that ISS Training holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Administration Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records however there is a cost of 20c per page for photocopying or printing.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- emailing you reports or exports of data or by providing a link or portal to access records online.

### **Amendment to records**

If a student considers the information that ISS Training holds about them 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.

## **NOTIFYING YOU IF THINGS CHANGE**

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, ISS Training will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.



Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form.

## **LEGISLATION AND YOU**

As a student, you have both rights and responsibilities under applicable legislation.

### **Workplace Health and Safety**

Under the Workplace Health and Safety Act 2011, ISS Training must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. ISS Training has policies and procedures in place to ensure your safety and on commencement of your course you will provide with information about health and safety. You are also responsible to follow all workplace policies and procedures if involved in workplace-based training.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with the emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

### **Harassment, victimisation or bullying**

ISS Training is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. ISS Training will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per ISS Training Complaints and Appeals procedure and detailed in this Handbook.



## Equal opportunity

The principles and practices adopted by ISS Training aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with ISS Training.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

ISS Training provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

## National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organization registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

## Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognized training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organizations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organizations etc. as proof of VET achievements.
- It will be easier for training organizations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

## PRIVACY POLICY

In collecting your personal information ISS Training will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.

- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
  - We have made you aware that information of that kind is usually passed to that person or organisation.
  - You have given written consent.
  - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that 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.

A full copy of our Privacy Policy is available from the RTO at any time upon request.

## ***FEES, CHARGES AND REFUNDS***

Information about fees and charges

- ISS Training protects the fees that are paid in advance by students. ISS Training does not require a student to pay more than \$1500 in advance for training services not yet provided, either prior to course commencement or at any stage during their course.
- Fee information relevant to a course is outlined in detail in the Student Agreement and summarised in the Course Outline as well as the RTO's website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- Fee information includes:
  - All costs for the course including any materials fees
  - Any other costs payable to the RTO including costs for recognition for prior learning (RPL) if applicable
  - Payment terms and conditions including deposits, refunds and payment plans if applicable
- The Student Agreement and the Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are asked to sign the enrolment form in acknowledgement of the Student Agreement and the terms and conditions of the enrolment and this policy. This may be provided online as part of your online enrolment.
- Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.
- No cooling-off period applies unless required by State or Territory legislation as ISS Training does not use unsolicited consumer agreements (such as tele-marketing, door-to-door selling or direct approach marketing in a public places).
- ISS Training Pty Ltd and ISS Security Pty Ltd are two separate companies. All training costs are borne solely by ISS Training Pty Ltd.

## Course fee inclusions

- Refer to SC5-Fees and Refunds P&P for further details on all course fee inclusions, payments and refunds for fee-for service students.

## Publication

- ISS Training will publish in a prominent place on its website the following:
  - Costs for fee for service programs.
  - This Fees and Refunds Policy.

## ADDITIONAL FEES AND CHARGES

ISS Training has the following additional charges which may apply in some circumstances.

Type and circumstance in which it applies	Charge
<b>Re-issuing of test amur and statements of results</b> All course fees include the cost for issuing of one copy of the AQF test amur and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.	\$50 per document plus the cost of postage if required.
<b>Additional copies of learner guide and assessment resources</b> Where original provided is lost or misplaced. One copy of each required resource is included in course fees.	A fee of \$20 per learner guide and 20c per page for assessment resources
<b>Printing and photocopying</b> Printing costs may be required to complete assessments, or homework activities, or if students require a copy of any records that ISS Training holds about them.	ISS Training provides printing or copying for a cost of 20c per page, however students may use their own or other printing facilities.
<b>Re-enrolment fee (per unit)</b> Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, the student will need to re-enroll into the unit or units in question.	Pro-rata course fee based on the number of units required to be undertaken. Varies - refer to Course Outline and Student Agreement for applicable fees.
<b>Recognition of Prior Learning (RPL) Fees</b> Application Fee & Fee per unit assessed by RPL Total course fees may be reduced to account for the number of units undertaken via RPL or where Course Credit has been granted.	Varies - refer to Course Outline and Student Agreement for applicable fees.



## **COMPLAINTS AND APPEALS**

### **Nature of complaints and appeals**

- ISS Training responds to all allegations involving the conduct of:
  - The RTO, its trainers and assessors and other staff.
  - Any third-party providing Services on behalf of ISS Training.
  - Any student or client of ISS Training.
- Complaints may be made in relation to any of ISS Training's services and activities such as:
  - the application and enrolment process
  - marketing information
  - the quality of training and assessment provided
  - training and assessment matters, including student progress, student support and assessment requirements
  - the way someone has been treated
  - the actions of another student
- An appeal is a request for a decision made by ISS Training to be reviewed. Decisions may have been about:
  - course admissions
  - refund assessments
  - response to a complaint
  - assessment outcomes / results
  - other general decisions made by ISS Training

### **Principles of resolution**

- ISS Training is committed to providing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, ISS Training ensures that complaints and appeals:
  - Are responded to in a consistent and transparent manner.
  - Are responded to promptly, objectively, with sensitivity and confidentiality.
  - Can be made at no cost to the individual.
  - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- ISS Training will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- Nothing in this policy and procedure limits the rights of an individual to act under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

- Where a student chooses to access this policy and procedure, ISS Training will maintain the student's enrolment while the complaints/appeals handling process is ongoing.

### **Timeframes for resolution**

- Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

### **Records of complaints and appeals**

- ISS Training will maintain a record of all complaints and appeals and their outcomes on the Complaints Register, and the Appeals Register respectively, which will be securely stored according to the Privacy Policy and Procedures.

### **Making a complaint or appeal**

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals must be made in writing using the Complaints and Appeals Form, or other written format and sent to ISS Training's head office at Level 7, 189 Grey Street, South Brisbane 4101 attention to RTO admin
- When making a complaint or appeal, provide as much information as possible to enable ISS Training to investigate and determine an appropriate solution. This should include:
  - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
  - Any evidence you must support your complaint or appeal.
  - Details about the steps you have already taken to resolve the issue.
  - Suggestions about how the matter might be resolved.
- Your complaint or appeal will be acknowledged in writing via email or post within 7 days of receipt.

### **Resolution of complaints and appeals**

- Some or all members of the management team of ISS Training will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third-party delivering Services on behalf of the RTO is involved, they will be included in the process of resolving the complaint or appeal.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

### **Independent parties**

ISS Training acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. ISS Training will pay the costs associated with one mediation session of up to 2 hours.

Should further mediation be required to resolve a matter, the additional cost must be covered by the complainant/appellant unless the decision to include an independent party was made by ISS Training. ISS Training may also appoint the independent party to be involved in the resolution of a complaint or appeal where it is deemed necessary.

- The independent party recommended by ISS Training is the Australian Mediation Association, however complainants and appellants can use their own external party at their own cost.
- ISS Training will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The RTO Manager will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

### External complaint avenues

Complaints can also be made via the following avenues:

- National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- Email: [ntch@education.gov.au](mailto:ntch@education.gov.au)
- For more information about the National Training Complaints Hotline, refer to the following webpage: <https://www.education.gov.au/NTCH>

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to ISS Training's registering body, Australian Skills Quality Authority (ASQA).

ASQA can investigate complaints about ISS Training in relation to:

- the quality of our training and assessment
- our marketing and advertising practices

For students:

- ASQA may not be able to investigate a complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.
- If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.
- Please refer to the following webpage below before making a complaint to ASQA: <https://www.asqa.gov.au/complaints/make-complaint-domestic-students/before-you-make-complaint>

For other stakeholders:

- Information about the process and information you should provide is available here: <https://www.asqa.gov.au/complaints/make-complaint-other-stakeholders>

## ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (test amur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal if all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

ISS Training reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where ISS Training is not permitted to do so by law.

ISS Training must have a valid USI on file for the student for a qualification or Statement to be issued.

### Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

### Student Forms

Name of Form	Reason for use
Marketing Permissions Form	If we want to use your picture, testimonial or other details on our marketing material (e.g. website) we will ask you to complete this.
Credit Application Form	If you want to apply for Credit Transfer
Complaints and Appeals Form	If you wish to complain about our services, or appeal an assessment decision made
Refund Application Form	If you believe you have grounds for a refund
Enrolment Form	If you wish to apply to study with us - also contains the USI authority form which notifies us of your USI or allows us to request creation of a USI on your behalf (required for enrolment)
Suggestion for Improvement Form	If you would like to supply us with a suggestion to improve our services
Request to Access Records Form	To request access to the information we have in your file
Amendment to Records Form	If you believe the information, we have in your file is incorrect