



**International College of Advanced Education**.pty Ltd

**Registered Training Organisation 4546**

Level one, 46 Smith St Mall

Darwin NT 0800

GPO Box 2776 Darwin NT 0801

Ph. (08) 8941 5959

Fax. (08) 8941 5960

e-mail: [info@icae.edu.au](mailto:info@icae.edu.au)

[www.icae.edu.au](http://www.icae.edu.au)

# Participant Information Handbook



# Contents

<b>1. Welcome</b>	<b>3</b>
1.1 Programme delivery	3
1.2 Assessment	3
1.3 Issuing results and providing guidance on future options	4
1.4 Client support	4
1.5 Welfare and guidance services	4
<b>2. ICAE policies</b>	<b>4</b>
2.1 Fee structure- fee for service	4
2.2 Recognition of Prior Learning (RPL), Credit Transfer (CT) & National Recognition	4
2.3 Refund policy - fee for service	5
2.4 Appeals and complaints	6
2.5 Participant code of conduct	6
2.6 Privacy	6
2.7 Language, literacy and numeracy assistance	7
2.8 Code of Practice	7
<b>3. The range of ICAE programmes</b>	<b>8</b>
<b>4. ICAE contact details</b>	<b>8</b>

# 1. Welcome to International College of Advanced Education Pty Ltd

Welcome to ICAE. We aim to deliver the highest standard in education and development programmes. ICAE is committed to providing all participants with:

- quality and integrity in all educational services
- a secure and supportive learning environment in which to learn, free from harassment or discrimination
- resources and learning materials as required by the course, or the provision of accurate and timely information on how to obtain those resources and learning materials
- ethical and professional staff who take the time to understand each participant's and client's requirements
- the provision of timely and accurate advice
- integrity and quality of service that complies with all applicable State and Federal Government legislative requirements

International College of Advanced Education Pty Ltd is a Registered Training Organisation (RTO) with the Department of Employment Education and Training (RTO Number 4546). International College of Advanced Education Pty Ltd conducts Nationally Accredited training in accordance with the Australian Qualifications Training Framework (AQTF).

## 1.1 Programme delivery

Our experienced and qualified Trainers are very flexible in the delivery and design of training programmes and assessments. All training programmes and assessments are designed with the interest of the participant, and the requirements of industry, in mind. ICAE incorporates into all courses the individual learning needs of participants, including access and equity issues, numeracy and literacy, language barriers, personal disabilities and other needs as required. Training programmes are delivered either on or off the job, through online learning, lecture based training, or a suitable combination of these formats so that participants can participate and complete their programme in the most effective way.

We have sound management practises to ensure effective client service. ICAE is committed to providing a quality service and continuous improvement through feedback from participants, employers and our employees. An internal audit procedure is also conducted for all policies, services, training and assessments provided by ICAE.

We evaluate all feedback from participants, staff and employers and utilise this information to improve current programs and assist in the development of future programmes.

Participants are recruited in an ethical and responsible manner in consultation with local industry and the requirements of the curriculum or National Training Package. Our Access and Equity Policy ensures that participant selection decisions comply with equal opportunity legislation.

Our qualified staff conducts skills assessments with New Apprenticeship participants to assess their individual competence level prior to designing an appropriate training and assessment programme.

## 1.2 Assessment

Assessment procedures for each course are designed to meet AQTF standards and to suit the needs of each particular participant. Assessment criteria and details of the assessment procedure will be explained at the commencement of training. All assessments meet the National Assessment Principles, including Recognition of Prior Learning and Credit Transfer.

### **1.3 Issuing results and providing guidance on future options**

ICAE has service standards to ensure the timely issuing of results of assessments and qualifications. These will be appropriate to the competence achieved and will be issued in accordance with national guidelines. ICAE will issue results and provide guidance on future options through a medium appropriate to the programme, participant and result.

After achieving all competencies for an endorsed qualification, participants will be awarded with the relevant qualification e.g. THH51202 Diploma of Hospitality Management, within 14 days of completion of training.

Should the participant not achieve all of the competencies for a qualification, they will be awarded a Statement of Attainment identifying the units of competence that have been achieved.

### **1.4 Client support**

Should participants require support in relation to any component of the training, they should identify to the trainer the nature of the support they require. Should this not be possible or appropriate, participants should contact the ICAE Training Manager, and identify the nature of the support they require. Where possible, ICAE staff will provide the educational support necessary for a participant to successfully undertake their studies. Should ICAE not be able to provide the appropriate type or level of support necessary, participants will be provided with details of appropriate agencies that may be able to provide appropriate levels of support.

### **1.5 Welfare and guidance services**

ICAE is dedicated to providing a rewarding training and education experience in a safe, supportive and secure environment. ICAE is aware that participants may have particular welfare requirements at various stages of their course. ICAE will make all reasonable efforts to ensure that a participant's involvement in a course does not adversely affect their welfare requirements. ICAE does not provide welfare or guidance services for participants, but is able to provide the contact details for organisations that do provide welfare and guidance services that may be appropriate. Should a participant have a particular welfare requirement that may affect their ability to complete the course, they should notify the ICAE Training Manager as soon as is practicable and appropriate arrangements, such as suspending their training, can be made.

## **2. ICAE policies**

### **2.1 Fee structure- fee for service**

Fees vary from course to course and this will be discussed with the applicant prior to enrolment. All course participants are required to pay fees in full prior to the course commencement. Upon full payment a position will be secured on the course, and a receipt issued to the participant.

### **2.2 Recognition of prior learning (RPL), credit transfer and national recognition**

**Recognition of Prior Learning (RPL)** is a process that recognises learning regardless of how it has occurred. ICAE uses RPL in relation to industry competency standards to determine training needs, and give credit towards formal qualifications.

All RPL assessments with the company are carried out by workplace assessors, qualified in accordance with AQTF standards, and comply with the assessment guidelines contained within national training packages and the Australian Recognition Framework (ARF).

**Credit transfer** refers to Credit transfer assesses the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the client's initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the Australian Qualifications Framework.

All applications for RPL and/or credit transfer should be discussed with one of our trainers who can provide you with the information and application booklet required. Applications and relevant documentation needs to be provided to ICAE for assessment by a course content expert.

The applicant is notified whether the application is successful or whether further training is needed. If further training is needed, the procedures and requirements are then explained to the applicant. If RPL or credit transfer is not granted then an explanation is given to the applicant why it was not granted, and the appeal process is also explained.

We acknowledge and support **National Recognition** as one of the features of the Australian Qualifications Training Framework and we will recognise the credentials issued by any other Registered Training Organisation based in any State/Territory of Australia and in some instances, from overseas.

### 2.3 Refund policy - fee for service

Requests for refunds are required in writing. Upon receipt of the request, we will issue refunds when:

- We have cancelled a course
- We receive payment from another source (i.e. Centrelink, Job Network provider, employer, etc)
- A review of the RPL application indicates that the participant does not have to undertake the course/part of course
- The participant is unable to attend due to extended hospitalisation/illness, and/or pregnancy/childbirth
- A participant has paid a deposit and cancels **more** than two (2) working days prior to the scheduled course commencement (the deposit will be refunded in full)
- A participant has paid a deposit and cancels **less** than two (2) working days prior to the scheduled course commencement (the deposit will be refunded less the admin fee)
- A participant has paid for the course in full and cancels **more** than two (2) working days prior to the scheduled course commencement (the fee will be refunded in full)
- A participant has paid for the course in full and cancels **less** than two (2) working days prior to the scheduled course commencement (the fee will be refunded less the admin fee)

We will not issue refunds when:

- There has been no written request
- The course has commenced
- Participants are unable to attend due to a change in their work hours
- Participants unable to travel to class
- Participants move interstate
- Participants change employment status
- Participants leave without completing a course/unit

If the participant who originally registered cannot attend, they may defer their enrolment to a later date and the deposit will be retained, or another participant from the same organisation may take their place utilising the existing deposit.

The Chief Executive will consider all written requests for refunds, not covered above, on an individual basis.

## **2.4 Appeals and complaints**

ICAE is committed to the continuous improvement of its services for staff and students, and aims to provide adequate and easily activated procedures to deal with complaints. ICAE will treat complaints seriously and ensure that all processes are clear, confidential and fair to all parties.

### Procedure

Students and staff students are entitled to access the grievance procedures set out in this policy. The complainant and respondent will not be victimised or discriminated against at any stage of the grievance process. When making a complaint, staff and enrolled students have the right to:

- i. Be present or make a written presentation to any committee convened to hear the complaint;
- ii. Be accompanied and assisted by a third party (such as a family member, friend, counsellor or other professional support person) at any or each stage of the process;
- iii. Receive and respond to any documentation, as appropriate, that is submitted in connection with a complaint;
- iv. Have a complaint treated confidentially with details only disclosed with the staff's permission, unless ICAE has reasonable grounds for believing the use of the information will be a threat to the life or health of any person, or the use is authorised by law;
- v. At all stages of the process, reasons and a full explanation in writing for decisions and actions taken as part of the procedures must be given if so requested by the complainant and/or respondent;
- vi. Records of all grievances and applications for review of decisions must be kept and be accessible to all interested parties for a period of five years;
- vii. Records of grievances and their outcomes will be kept strictly confidential and filed in a separate file and stored in the office of the Chief Executive. Parties to the complaint will be allowed supervised access to these records.

### Possible outcomes from making a complaint

- a. A written undertaking or apology
- b. Written agreements in regard to future behaviours or actions
- c. Remedial action;
- d. The issuing of new or updated internal procedures or guidelines;
- e. Conciliation/mediation between two parties under the guidance of a mutually accepted impartial third party;
- f. Independent external mediation.

### Process Guidelines

- i. As part of its continual improvement process, ICAE recognises the right of staff and students to make complaints;
- ii. The following outlines available options when a problem or issue arises, and the stages for proceeding with a complaint;
- iii. The procedures set out in this policy do not replace or modify procedures or any other responsibilities which may arise under other ICAE policies or under statute or any other law.

## Internal Resolution

### Stage One

In the first instance, complaints should be discussed with the person/people involved. If this is impracticable, complainants should communicate with one of the staff listed below. This arrangement is free of charge and every effort will be made to make and communicate a decision within 14 days.

Staff and students should communicate with:

- The Registrar
- The Chief Executive Officer

Staff and students then have three options for proceeding:

- i. Take no further action
- ii. Make comments or suggestions;
- iii. Make a complaint

### Stage Two

If unsatisfied with the response to the complaint or the time taken to resolve the matter, the complainant may submit the complaint in writing to one of the staff listed below. The written complaint will be dealt with in a reasonable time, normally within 14 days of receipt of the complaint.

Staff and students making a complaint should communicate with:

- o The Registrar
- o The Chief Executive

Staff handling the complaint will make sure they:

- i. Listen and understand the nature of the complaint;
- ii. Explore all the options and possible implications for resolving the issue with the complainant;
- iii. Avoid any behaviour which might reasonably be interpreted as interrogative or judgemental.
- iv. Endeavour to find a resolution.

### Stage Three

If unsatisfied with the response to the written complaint or the time taken to resolve the matter, the complainant may request that the matter be dealt with through an external dispute resolution process.

## **2.5 Participant Code of Conduct**

Participants who attend training programmes with ICAE are expected to maintain a suitable standard of behaviour. This is required to ensure that all participants have access to quality training, and are not disrupted by other participants.

In maintaining the Participant Code of Conduct, participants are required to:

- punctually attend all training sessions
- advise the office if they are going to be late to the session, or will not be attending

- respect, and take care of all property within the training environment, including other participant's and ICAE property
- respect the learning styles of other participants
- not disrupt the training sessions in any way
- not engage in illegal activities during training sessions, or on Myriad Group premises
- not bring or consume alcohol or illegal drugs on the Myriad Group premises

Participants who do not comply with any of the standards listed above will be asked to comply, and any further non-compliance may result in their dismissal from the programme. Any serious breaches of these standards (determined solely by ICAE) will result in instant dismissal from the programme. Participants dismissed from the programme will not be eligible for a fee refund.

## **2.6 Privacy**

We will not disclose any information that we gather about our staff or clients to any third party. We use the information collected only for the services we provide. Staff and client information is not shared with another organisation other than for legal reporting purposes. If a third party requires staff or client information we will obtain written consent from the relevant staff member or client, prior to the release of any information. Should a member or client seek access to their information we have a documented procedure requiring authorisation before this can occur.

## **2.7 Language literacy and numeracy assistance**

ICAE endeavours to provide all participants with the language, literacy and numeracy assistance and support they require in order to complete their enrolled course. If you have any difficulties with language, literacy or numeracy, please notify the course trainer so they can assist you. If our trainers cannot provide you with the level of assistance you require, ICAE can refer you to an appropriate organisation for assistance.

## **2.8 Code of Practice**

The Myriad Group (Myriad Group Training, and the International College of Advanced Education) is committed to the principles of Access and Equity in all services provided to our students / clients. Our Chief Executive/Director, Advisory Board, Management and staff recognise the rights of our students / clients / employees and provide information, advice and support that is consistent with our Core Business Values. Regardless of cultural background, gender, sexuality, disability or age, students / clients / employees have the right to an environment that is free from discrimination and harassment and to be treated in a fair and considerate manner.

The company provides services in Nationally Recognised Training and Group Training. We will operate our services in a manner that demonstrates that we at all times:

- adhere to the highest standards of professional competence, integrity and honesty.
- behave ethically and professionally in all services delivered.
- ensure that any employee and/or company conflict of interest is identified and resolved in the most appropriate manner.
- comply with all relevant Australian laws and legislation, including privacy, fair trading, trade practices and anti-discrimination.
- are conscientious, efficient and courteous in the service we provide to our clients and colleagues.
- are flexible in the services we deliver and take great care to provide an environment free from discrimination and harassment.
- are committed to employing appropriately trained and skilled staff that are supportive to our clients in all services provided.

- are ethical and professional in relationships with other providers of Group Training services.

We will aim to provide welfare and guidance to all students / clients / employees. This includes, but is not limited to:

- adherence to high levels of Occupational Health and Safety
- providing learning pathways and possible RPL & RCC opportunities
- provision for special learning needs / cultural needs
- provision for learning and development

We are committed to providing equal opportunity to our students / clients / employees and ensuring they receive the maximum benefit from their time with us.

If you believe that we are not complying with our code of practice we have a documented procedure that covers any appeals, complaints, grievances and/or conflict of interest. Should you have an appeal, complaint, grievance or conflict of interest contact a staff member who will provide you with information to resolve the appeal, complaint, grievance or conflict of interest.

### 3. The range of ICAE programmes

ICAE offers a wide range of Nationally Recognised training programmes. Our training is focused on the requirements of the workplace and is designed to enhance communication and productivity, with a commitment to quality.

ICAE offers qualifications up to Advanced Diploma level, and also offers flexible programmes including one-subject Statements of Attainment. We offer Vocational Education and Training in areas including:

- Hospitality
- Tourism
- Business
- Retail
- Aquaculture
- General Construction
- First Aid
- Workplace English Language and Literacy
- Australian Apprenticeships and Traineeships
- Skills Analysis and Audits
- Food Safety (Hazard Analysis Critical Control Points)
- Overseas Aid Programs

All ICAE Nationally Recognised Training programmes are recognised under the National Training Framework.

### 4. ICAE contact details

If you have any questions about your course, please speak to your programme instructor during the course, or on the contact details below:

International College of Advanced Education Pty Ltd

Level One, Smith St Mall

Darwin NT.

Ph: 08 89415959

Fax: 08 89415960

GPO Box 2776

Darwin NT 0801

[www.icae.edu.au](http://www.icae.edu.au)

[info@icae.edu.au](mailto:info@icae.edu.au)