VET Student Loans (VSL)
Student Handbook

Contents

About Infinity Institute Australia

Infinity Institute Australia (Infinity Institute) sets out to do things a little differently. We want you, our students to not only aim for, but achieve, incredible things. Your future is our priority and to ensure that you maximise your potential, we have and will continue to structure our courses in a way that distinguishes them from 'the rest'. This means that upon completion, you will have the best opportunity to flourish in your chosen career. In addition, we set out to ensure that the foundation upon which your education is built at Infinity Institute allows leverage into the future, whether it be for further studies or specialisation in your field of choice.

Our lecturers and tutors are deliberately selected with the highest standards. This allows them to offer our students the highest levels of support in their journey of study. In providing learning support and ongoing assistance that is tailored to their studies our team will facilitate our students in achieving their best.

Critical thinking and inquiry, academic excellence, cultural and gender diversity and ethical behaviour all underpin the values of this institution. Just because we are not a 'big name' organisation, doesn't mean that the qualification you receive at the end of your successful studies carries any less weight.

We propose to challenge mainstream thinking with our model and invite you to join us to do so. Each member of our management, governance and academic team espouses excellence in all aspect of student life. If you want to be the best, come and be part of the team here at Infinity Institute.

VISION

To have an enduring positive impact on society through excellence in education and learning.

MISSION

To provide an educational experience of the highest calibre. To give our students a rich learning experience in a rich learning environment. To ensure our graduates continue to advance in their professional and academic careers. To demonstrate values that positively change the community around us with ever lasting impact.

VALUES

Integrity – expecting and applying the highest personal, professional and ethical standards in all our actions. This will be reflected in transparency and consistency in our conduct and practices.

Fairness – all dealings with and by Infinity Institute will be afforded with fairness as a cornerstone. Treatment of individuals will not be based on any particular attribute, rather will be equal, open and true to the highest ethical standards.

Excellence – every person at Infinity Institute, whether student, staff or board members will demonstrate this quality to ensure that the environment at and outcomes of being associated with, Infinity Institute is beyond reproach.

Accountability –to ourselves and our community. This will be reflected by holding each other to account, striving for optimal impact and relevance through working together and making a positive and valued contribution to the industry, society and community.

What is the VET Student Loans program?[1]

The VET Student Loans(VSL) is an income contingent loan program to assist eligible vocational education and training (VET) students to pay their tuition fees for selected courses at the Diploma level and above. The program is designed to provide financial loan support to students undertaking higher level training in courses that address workplace and industry needs, creating better opportunities for employment.

The VSL program is governed by the *VET Student Loans Act 2016* (the Act) and the VET Student Loans Rules 2016 (the Rules). The *VET Student Loans (Charges) Act 2016* allows for the imposition of an annual approved course provider charge on providers.

The VSL program has been designed to give VET sector students and providers the opportunity to meet industry needs and employment outcomes while ensuring only high-quality providers deliver training under the program. The VET Student Loans program is an Australian Government loan program that helps eligible students enrolled in approved courses at diploma level or above, at approved course providers pay their tuition fees. The loan has income-contingent repayment arrangements, which means you only need to make repayments if you are earning above the minimum repayment threshold. You can make voluntary repayments at any time.

If you are an eligible student, the department may approve your VET Student Loan for an approved course. The department will pay your loan directly to your approved course provider. You will be responsible for any gap amount in the tuition fees, which are not covered by the loan. You will owe a debt to the Australian Government for the loan, which will be managed by the Australian Taxation Office (ATO).

Am I eligible?

To be eligible for VSL, a student must meet the following requirements:

be studying an approved course [Act s 10(1)(a); 7(1)(b)]
be studying with an approved course provider
apply to the government using the approved form (eCAF) and include all relevant information [Act Part 2, Division 4]
confirm his or her engagement and continued progression to access the loan throughout the course, when required to do so by the department
has a HELP balance that is more than $0 (that is, has not used all their HELP loan limit

• meet the citizenship and residency requirements [Act s 11]:
o be an Australian citizen or
o a qualifying New Zealand citizen or
o a permanent humanitarian visa holder, who is usually resident in Australia or
o a Pacific Engagement visa holder, who is usually resident in Australia. Permanent humanitarian visas and Pacific Engagement visas are defined in the Migration Regulations 1994, Volume 1, Part 1, Regulation 1.03 – Definitions. See: Migration Regulations 1994 for the latest version of the Migration Regulations

• meet the academic suitability requirements: the student must have been assessed by you as academically suited to undertake the approved course on the basis of either [Rules s 80]:

o providing their Australian Year 12 Certificate4 or
o providing their International Baccalaureate Diploma Programme (IB) diploma or
o providing evidence of successful completion of a qualification that has been delivered in English and:
▪ was at level 4 or above in the Australian Qualifications Framework (that is Certificate IV or higher qualification), or at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF, or
▪ has been assessed by a federal, state or territory government agency which assesses overseas qualifications (or an organisation contracted by such an agency to undertake such assessments) as equivalent or comparable to: a

qualification at level 4 or above in the Australian Qualifications Framework, or a qualification at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF, or

o displaying competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy and Numeracy test (and the provider reasonably believes the student displays that competence) and

o in addition, the approved course provider must reasonably believe the student is academically suited to undertake the course; and the student must meet any other specified entry requirements for the course

• meet the enrolment and loan application requirements:

o be enrolled with an approved course provider in an approved course

o be undertaking the course primarily at a campus in Australia

Note: A student is not entitled to a VET Student Loan if the course is undertaken by the student primarily at an overseas campus [Act s 10(2)]. Similarly, a student may intend to study via online delivery while overseas for the majority of their course. However, this means they will not meet the requirement to undertake the course primarily at a campus in Australia. To clarify, 'primarily' indicates that the student will have an Australian residential address. They will also be intending to be in Australia for the majority of the course. The flexibility in this provision is intended to facilitate a student being able to continue their studies online. For example, they may study while visiting family overseas for a short period of time. It is not intended to provide VSL access for students who are primarily residing overseas.

o have applied for a VSL for the course in accordance with the loan application requirements. An application for a VSL must:

  ▪ meet the Tax File Number (TFN) requirements – that is, include the student's tax file number or a certificate from the Commissioner stating that the student has applied for a tax file number [Act s 17]
  ▪ include the student's Unique Student Identifier (USI) [Act s 17]
  ▪ have been submitted by 11:59 pm AEST on or before the Census Days for the first unit of the course for which the student is requesting a loan, and no less than 2 business days after enrolling [Rules s 10]
  ▪ be in the form approved by the Secretary for the loan [Act s 17] – which is an electronic Commonwealth Assistance Form or also known as an eCAF
  ▪ where a student is under 18 years old, must [Rules s 85(2)(b)]:

    o have a parental consent form signed by a responsible parent of the student; (you must obtain the signed parental consent form prior to submitting enrolment information into the eCAF system), or
    o have evidence of the assessment of receipt of youth allowance on the basis the student is independent within the meaning of Part 2.11 of the Social Security Act 1991; (you should receive from the student evidence of this assessment in the form of their Centrelink Income Statement noting this assessment).

A copy of the VET Student Loans – Parental Consent Form can be downloaded from Information for VET Student Loans Approved Providers.

Offered Courses

CHC51015 Diploma of Counselling

Course Overview

Diploma of Counselling at Infinity Institute Australia is a journey of self-discovery, providing deep insight into why you think and behave as you do. And when you graduate, you should be well prepared to pursue a career in counselling – employed or self-employed.

Diploma of Counselling at Infinity Institute Australia is extremely applicable to people from all sorts of backgrounds. Whether you are seeking a fresh start in a rewarding profession; or want to acquire counselling skills as an adjunct to you core profession.

Diploma of Counselling reflects the role of counsellors, who work with clients on personal and psychological issues using established counselling modalities. They use communication, micro -counselling and interviewing skills and draw on varied counselling therapies to assist clients. At this level, the counsellor will be working in defined and supported counselling roles in established agencies rather than in independent practice.

Course Outline

To be awarded CHC51015 Diploma of Counselling, an applicant must achieve competency in a total of 17 units of competency, comprising of thirteen (13) core units and four (4) elective units.

The thirteen (13) core units are as follows:

1. CHCCSL001 Establish and confirm the counselling relationship
2. CHCCSL002 Apply specialist interpersonal and counselling interview skills
3. CHCDIV001 Work with diverse people
4. CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety
5. CHCLEG001 Work legally and ethically
6. CHCCSL003 Facilitate the counselling relationship and process
7. CHCCSL004 Research and apply personality and development theories
8. CHCCSL005 Apply learning theories in counselling
9. CHCCSL006 Select and use counselling therapies
10. CHCCSL007 Support counselling clients in decision-making processes
11. CHCCSM005 Develop, facilitate and review all aspects of case management
12. CHCCCS019 Recognise and respond to crisis situations
13. CHCPRP003 Reflect on and improve own professional practice

The four (4) elective units are as follows:

1. BSBPEF501 Manage personal and professional development
2. BSBCMM412 Lead difficult conversations
3. CHCPOL003 Research and apply evidence to practice
4. CHCCOM003 Develop workplace communication strategies

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The Holistic Healing Company Pty Limited   Address: Level 1, 22 Somerton Rd, Somerton VIC 3062   Phone: +61 3 8339 0030
trading as Infinity Institute Australia   E-mail: admin@ii.edu.au

Entry Requirements

All applicants must satisfy the Academic Suitability Requirements and complete a Pre-Training Review.

1. Academic Suitability Requirements

To meet the Academic Suitability Requirements, applicant must satisfy one of the following:

- o providing their Australian Year 12 Certificate1 or
- o providing their International Baccalaureate Diploma Programme (IB) diploma or
- o providing evidence of successful completion of a qualification that has been delivered in English and:

  - was at level 4 or above in the Australian Qualifications Framework (that is Certificate IV or higher qualification), or at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF, or
  - has been assessed by a federal, state or territory government agency which assesses overseas qualifications (or an organisation contracted by such an agency to undertake such assessments) as equivalent or comparable to: a qualification at level 4 or above in the Australian Qualifications Framework, or a qualification at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF, or

- o displaying competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy and Numeracy test (and the provider reasonably believes the student displays that competence) and
- o in addition, the approved course provider must reasonably believe the student is academically suited to undertake the course; and the student must meet any other specified entry requirements for the course

For students that have attained a Victorian Certificate of Applied Learning (VCAL) – only the VCAL Senior and VCAL Intermediate levels meet this requirement.

2. Pre-Training Review Requirement

The purpose of the PTR is to ensure that the student understands the responsibilities, obligations and rights related to applying for and obtaining a VET Student Loan. Part of the process of the PTR is for the assessor to explain to the student all items contained within the PTR checklist.

A key component being that the student is required to complete an LLN activity to assess their language, literacy and numeracy ability to complete the course (unless otherwise satisfied in accordance with Rule 80 of the *VET Student Loans Rules 2016*.

The results of the LLN should be discussed with the prospective student during the PTR Interview. The results of assessing a student's competence in reading and numeracy under the procedure must be reported:

        (a) to the student as soon as practicable after the assessment; and
        (b) to the Secretary in the form, manner and by the time requested by the Secretary.

Skills, Knowledge and Experience Recognition

Your existing skills, knowledge and experience can help you get a recognised qualification or competency for some of the Unit of Competency, through an assessment process called Recognition of Prior Learning (RPL). You could be granted competency in full or part of a qualification, saving you valuable time and money, while enhancing your career prospects.

The process could suit you if you have:

- Paid or unpaid work experience
- Prior formal training
- Skills and knowledge gained on the job
- Counselling work experience
- Short course and work-based learning
- Trade skills
- Other life experience

Credit Transfer

Credit transfer is one of several processes for establishing credit. It provides a means for an applicant to gain credit in an AQF qualification on the basis of completed components of another AQF qualification or other formal learning.

The credit transfer process involves:

- Mapping, comparing and evaluating the extent to which the learning outcome, discipline content and assessment requirements of the individual components of one qualification are equivalent to the learning outcomes, discipline content and assessment requirements of the individual components of another qualification, and

- Making a judgment about the credit to be assigned between the matched components of the two qualifications.

Delivery Mode and Location

Predominately delivery will be Face to Face (classroom based) at Level 1, 22 Somerton Road, Somerton, VIC 3062.

Course Duration

- 12 months - Full time
- 24 months - Part time

Course Fees

Total course fees for CHC51015 Diploma of Counselling is $18,838.00 . Breakdown of the total course fees is as following:

- Tuition fees: $18,838.00
- Non-tuition fees: $0
- Total course fees: $18,838.00 $

Payment options for Total course fees are as follows:

- Up-front payments for Total course fees
- Initial deposit with payment plan
- VET Student Loans (Only applicable to eligible applicant's, for more information please visit Department of Employment and Relations website https://www.dewr.gov.au/vet-student-loans/vet-information-students or contact Student Administration Team of Infinity Institute Australia.)

Career Pathways

Graduates of this course may take up roles in a variety of settings including:

- agency counsellor

- case manager
- Welfare coordinator

- mental health support worker

- case coordinator.

- Counsellor

Further Study Pathways

On completion of this training, you may decide to gain specialist skills with related studies, such as a Diploma of Mental Health or Diploma of Community Services.

This diploma can articulate into higher education qualifications, such as a Bachelor's degree in Counselling, Social Work, or Psychology.

Contact Details - Infinity Institute Australia

E-mail - admin@ii.edu.au
Phone No - +61 3 8339 0030
Address - Level 1, 22 Somerton Road, Somerton, VIC 3062

*Note: CHC51015 Diploma of Counselling delivered by Infinity Institute Australia is a Nationally Recognised Training.

BSB50420 Diploma of Leadership and Management
Course Overview

Diploma of Leadership and Management reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

They may plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

Course Outline

To be awarded BSB50420 Diploma of Leadership and Management, an applicant must achieve competency in a total of 12 units of competency, comprising of six (6) core units and six (6) elective units.

The six (6) core units are as follows:

1. BSBCMM511 Communicate with influence

2. BSBCRT511 Develop critical thinking in others

3. BSBLDR523 Lead and manage effective workplace relationships

4. BSBOPS502 Manage business operational plans

5. BSBPEF502 Develop and use emotional intelligence

6. BSBTWK502 Manage team effectiveness

The six (6) elective units are as follows:

1. BSBOPS503 Develop administrative systems

2. BSBWHS521 Ensure a safe workplace for a work area

3. BSBOPS501 Manage business resources

4. BSBOPS504 Manage business risk

5. BSBLDR522 Manage people performance

6. BSBSTR502 Facilitate continuous improvement

Entry Requirements

All applicants must satisfy the Academic Suitability Requirements and complete a Pre-Training Review.

1. **Academic Suitability Requirements**

To meet the Academic Suitability Requirements, applicant must satisfy one of the following:
To meet the Academic Suitability Requirements, applicant must satisfy one of the following:

- o providing their Australian Year 12 Certificate2 or
- o providing their International Baccalaureate Diploma Programme (IB) diploma or
- o providing evidence of successful completion of a qualification that has been delivered in English and:

  - ▪ was at level 4 or above in the Australian Qualifications Framework (that is Certificate IV or higher qualification), or at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF, or
  - ▪ has been assessed by a federal, state or territory government agency which assesses overseas qualifications (or an organisation contracted by such an agency to undertake such assessments) as equivalent or comparable to: a qualification at level 4 or above in the Australian Qualifications Framework, or a qualification at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF, or

- o displaying competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy and Numeracy test (and the provider reasonably believes the student displays that competence) and
- o in addition, the approved course provider must reasonably believe the student is academically suited to undertake the course; and the student must meet any other specified entry requirements for the course

For students that have attained a Victorian Certificate of Applied Learning (VCAL) – only the VCAL Senior and VCAL Intermediate levels meet this requirement.

2. **Pre-Training Review Requirement**

The purpose of the PTR is to ensure that the student understands the responsibilities, obligations and rights related to applying for and obtaining a VET Student Loan. Part of the process of the PTR is for the assessor to explain to the student all items contained within the PTR checklist.

A key component being that the student is required to complete an LLN activity to assess their language, literacy and numeracy ability to complete the course (unless otherwise satisfied in accordance with Rule 80 of the *VET Student Loans Rules 2016*.

The results of the LLN should be discussed with the prospective student during the PTR Interview. The results of assessing a student's competence in reading and numeracy under the procedure must be reported:
  - (a) to the student as soon as practicable after the assessment; and
  - (b) to the Secretary in the form, manner and by the time requested by the Secretary.

Skills, Knowledge and Experience Recognition

Your existing skills, knowledge and experience can help you get a recognised qualification or competency for some of the Unit of Competency, through an assessment process called Recognition of Prior Learning (RPL). You could be granted competency in full or part of a qualification, saving you valuable time and money, while enhancing your career prospects.

The process could suit you if you have:

- Paid or unpaid work experience

- Prior formal training

- Skills and knowledge gained on the job

- Counselling work experience

- Short course and work-based learning

- Trade skills

- Other life experience

Credit Transfer

Credit transfer is one of several processes for establishing credit. It provides a means for an applicant to gain credit in an AQF qualification on the basis of completed components of another AQF qualification or other formal learning.

The credit transfer process involves:

- Mapping, comparing and evaluating the extent to which the learning outcome, discipline content and assessment requirements of the individual components of one qualification are equivalent to the learning outcomes, discipline content and assessment requirements of the individual components of another qualification, and

- Making a judgment about the credit to be assigned between the matched components of the two qualifications.

Delivery Mode and Location

Predominately delivery will be Face to Face (classroom based) at Level 1, 22 Somerton Road, Somerton, VIC 3062.

Course Duration

- 12 months - Full time

- 24 months - Part time

Course Fees

Total course fees for BSB50420 Diploma of Leadership and Management are $12,557.00 . Breakdown of the total course fees is as following:

- Tuition fees: $12,557.00

- Non-tuition fees: $0.00

- Total course fees: $12,557.00

Payment options for Total course fees are as follows:

- Up-front payments for Total course fees

- Initial deposit with payment plan

- VET Student Loans (Only applicable to eligible applicant's, for more information please visit Department of Employement and Workplace Relations website https://www.dewr.gov.au/vet-student-loans/vet-information-students or contact Student Administration Team of Infinity Institute Australia.)

Career Pathways

Listed below are some examples of career pathways after successful completion of BSB50420 Diploma of Leadership and Management, but are not limited to:

- Managers
- Professionals
- Administrative Workers
- Business Development Manager
- Business Services Manager
- Human Resources Manager
- Organisational Development Advisor

Further Study Pathways

On completion of this training, you may decide to gain specialist skills with related studies, such as Advanced Diploma of Leadership and Management, Graduate Diploma of Management.

This diploma can articulate into higher education qualifications, such as Bachelor of Business or a Bachelor of Management.

Contact Details - Infinity Institute Australia

E-mail - admin@ii.edu.au
Phone No - +61 3 8339 0030
Address - Level 1, 22 Somerton Road, Somerton, VIC 3062

*Note: BSB50420 Diploma of Leadership and Management delivered by Infinity Institute Australia is a Nationally Recognised Training.

NATIONALLY RECOGNISED TRAINING

Unique Student Identifier (USI) and Commonwealth Higher Education Student Support Number (CHESSN)

The Unique Student Identifier (known as a USI) is a reference number made up of a combination of ten numbers and letters. Your USI is used to connect your student loan information to your personal details. You can log in and check or update your details at any time. Your USI is your individual education identifier for life. It also creates an online record of your training attainments in Australia.

USIs have been in place since 2015. Therefore, if you have studied a VET course in the last five years, including while at secondary school, you will already have an existing USI. If you have an existing USI you must continue to use that same USI on your eCAF application. You can locate your USI easily at Get a USI

Applying for a USI is fast and free, and you keep the same USI for life. You can apply for a USI in as little as five minutes at Unique Student Identifier.

Where do I provide my USI?

You might be asked to provide your USI when you apply to enrol in your course with your provider. Your provider should request your USI as part of the enrolment process.

Students seeking VET Student Loans will be required to provide their USI on their eCAF application. This will either be pre-populated in the eCAF application form by your provider, or alternatively you should enter your USI in the USI field before you submit your eCAF application form.

Why do I need a USI on my eCAF application form?

You will need to apply for a USI and include your USI on your eCAF application form if you wish to be eligible for a VET Student Loan.

If you are undertaking either nationally recognised training, or a higher education qualification, you need a USI in order to receive Commonwealth financial assistance, as well as to obtain your qualification or statement of attainment.

You must include your USI on your eCAF application form so that your provider and the Australian Government can provide you with information about any VET Student Loans or HELP loans you may have used. Your CHESSN (if allocated) is also used to help provide this information. The CHESSN will be gradually decommissioned from 2021 and replaced by the USI.

Your USI and your CHESSN (if allocated) are printed on your Commonwealth Assistance Notice (CAN).

The USI is being extended in 2021 to higher education. You should only have one USI – this will create a single government identifier for your entire tertiary education journey. You should only have one USI for the duration of your studies – even if you change providers, or decide to start a new course a few years after completing one, or change your name. You should always use the same USI for all of your studies.

Students will be provided with Infinity Institute VSL Student Handbook and VSL Information Booklet will also include the detailed explanations of the following, but are not limited to:

1. Course Overview and delivery timetable

2. Units of Competency details

3. Information on Census Dates

4. Information on Vet Student Loan Statement of Covered Fees, Vet Student Loan Fee Notice, Commonwealth Assistance Notice, Progressions and other

5. Infinity Institute's Website (www.ii.edu.au)

6. Course progression and attendance

7. Detailed explanation of VET Student Loans

8. Course Total Tuition Fees

9. Infinity Institute's Policies and Procedures

10. Infinity Institute's Withdrawal and Refund policy and procedure

11. Student responsibilities including update of contact details

12. Infinity Institute's responsibilities

13. Infinity Institute's Complaints and appeals policy and procedure

14. Assessment Procedures & Evidence Collection

15. Infinity Institute's Student Administration and Support Team

Student Responsibilities

Irrespective of the type of training, all Student have a responsibility to:

- ➢ Adhere to Infinity Institute Policies and Procedures, a copy of which is accessible on our website and at your face to face training or can be sent to you in soft copy on request.

- ➢ Be responsible and accountable for their own behaviour and conduct,

- ➢ Conduct themselves with regard to the rights and welfare of other learners and Infinity Institute Staff

- ➢ Treat Infinity Institute staff and other learners with mutual respect,

- ➢ Behave in a responsible manner and refrain from:

  - Harassing or bullying behaviour

  - Direct or indirect discrimination towards others based on their race, religion, sex, disability or any other personal attribute and characteristic,

  - Sexual harassment,

  - Derogatory comments and slander,

  - Smoking in training areas,

  - Using mobile phones during classes,

  - Swearing,

  - Disruptive behaviour during classes,

- ➢ Be punctual and attend all scheduled classes,

- ➢ Actively participate in scheduled classes and learning provisions set by IIA,

- ➢ Submit assessment tasks by the due date,

- ➢ Prepare appropriately for all assessment tasks, visits and training sessions,

- ➢ Progress steadily through their course in line with their training plan,

- ➢ Refrain from all forms of plagiarism, cheating and collusion,

- ➢ Communicate to relevant Infinity staff, as soon as possible, when an illness or personal problem affects academic progress and performance in an enrolled unit,

- ➢ Observe WHS procedures at all times and report any identified hazards

- ➢ Observe the right to privacy and confidentiality of fellow learners

For detailed information, please refer to Infinity Institute Code of Conduct & Practice.

Infinity Institute Responsibilities

Infinity Institute will maintain and deliver high quality training courses, complying with the VET Quality Framework accreditation requirements as a Registered Training Organisation.

Infinity Institute will maintain Workplace, Health and Safety, Equal Opportunities, Harassment, Bullying and Discrimination Policies and relevant legislation.

Infinity Institute will provide support services to assist learners overcome the barriers to achieving competency.

Infinity Institute shall:

- Treat all learners equally

- Provide a learning environment free from harassment and bullying

- Respect learner's rights to privacy and confidentiality

- Provide information to all learners on how to lodge complaint or appeal without being victimized

- Deliver training and assessment services which are consistent with the relevant Training Package and needs of industry

- Seek students' feedback on the quality of our training and assessment services

- Communicate concise and timely information through letters, emails, telephone and website

- Advise students and all other stakeholders of any change to the training and assessment services including third party arrangements (including new and existing) and changes to ownership

For detailed information, please refer to Infinity Institute Code of Conduct & Practice.

Assessments

All programs delivered by Infinity Institute are assessed under the "Principals of Competency Based Training" therefore assessment is based on you demonstrating your practical skills. Your assessor will assess your competence (ability) in each unit and then you will receive an assessment of "Competent" or "Not Yet Competent".

When being assessed in the required skills and knowledge, you will be required to perform to a standard that is required in the workplace.

Mutual Recognition

Infinity Institute will recognise Qualifications and/or Statements of Attainment issued by all other Registered Training Organisations.

Recognition of Prior Learning/Current Competency

If you consider you are already competent in specific Units of competency, you may be granted an exemption from undertaking the assessment, upon:

- ➤ Proof of subject-relevant formal training (Conducted by industry or educational institutions in Australia), or
- ➤ work experience, undertaken in the last 2 years; and
- ➤ Submission of evidences such as authenticated documents or samples of work demonstrating relevance and currency; and,
- ➤ Participation in an interview to ascertain current skills and knowledge. A cost may be associated to undertake this assessment interview.

If you make a claim for RPL a number of things could happen:

- ➤ you may not be granted any exemptions
- ➤ you may be granted exemptions for some Units
- ➤ you may be granted exemptions for all Units

Plagiarism

Students should always submit evidence of competency that has been created by the student themselves. Plagiarism is not accepted by Infinity Institute and where plagiarism is detected Infinity Institute will assess the evidences as Not Yet Competent and further counsel the student on the requirements of student to submit their own evidences.

Overdue assignments

The due dates for the submission of assignments are mandatory and you are required to submit all the assignments to your assessor on or before the due date. Under extenuating circumstances, you may apply for an extension for the relevant assignment. It is your responsibility to apply for an extension prior to the assignment due date.

Determination of Not Yet Competent (NYC)

To be awarded a Nationally Recognised Qualification you must be deemed competent in all Units of Competency.

Whereby a learner is determined by the assessor to be Not Yet Competent (NYC) the learner may re-sit an assessment on a date provided by the college.

Whereby a learner is determined Not Yet Competent (NYC) and the learner does not apply or fails to present for a re-sit of the assessment, the determination of Not Yet Competent (NYC) shall stand as the final result.

Certificates and Statements of Attainment

For all Learners, on the successful completion of your training Infinity Institute will issue a Certificate/Diploma. This Qualification will record your name, date of completion, and the full name of the Qualification acquired. Your certification will include a transcript listing the units of competency achieved on the back. The Nationally Recognised Training logo (NRT) on your certificate indicates the course qualification is recognised throughout Australia. Therefore, your skills are transferable.

If you are unable to achieve the full qualification (or if only a part of the full qualification was offered at the time) you will be issued a Statement of Attainment. This will include results of the competencies achieved and can be added to at a later date if you wish.

In the event of a lost or stolen Certificate/Diploma requiring re-issue a no administration charge will apply.

Enrolment Pack

Enrolment Process Policy and Procedure

Policy

Enrolment Process Policy and Procedure ensures that Infinity Institute Australia ("IIA") provides appropriate information prior to enrolment that allows all potential students to make an informed decision to study with IIA. It also ensures a consistent enrolment process will be implemented for all domestic students and that appropriate records will be maintained in all student files.

Enrolment Process Policy and Procedure describes the application and enrolment process to ensure that:

- students are academically suited to undertake a VET student loan approved course at IIA;
- the course chosen meets students learning needs and aspirations;
- the selection process is conducted in an ethical, fair and equitable manner;
- appropriate access and equity principles are considered in selection criteria; and
- the application and selection process is consistent and compliant with the relevant standards and legislation.

IIA will assess all potential student enrolment applications to ensure they meet the enrolment requirements of the course and to confirm their ability to complete the qualification.

This policy and procedure applies to the admission, selection and processing of applications received from prospective students that are, or would be, entitled to a VET student loan, who wish to study the VET student loan approved course at IIA. It provides a framework and requirements for IIA to demonstrate compliance in meeting the regulatory and legislative standards and requirements, including the VET Student Loans Act 2016 and VET Student Loans Rules 2016.

Procedure

The following procedure explains the process that is to be undertaken to enrol a student into a course of study. The process related to application, enrolment and entry of a student must be conducted with honesty and integrity.

Pre-Application Information

Students must be provided with the Student Handbook, VSL Information Booklet, Quick Guide for VSL Applications (attached)and all other materials referred to in the pre-training review interview (PTR) checklist (attached) prior to applying. Student must also be directed to all policies and procedures contained within the Infinity Institute Australia website.

Application

All students must complete an enrolment form (as attached) and undertake and conclude the PTR to confirm their enrolment. The enrolment form shall be lodged prior to any student being accepted as a student within IIA

Student eligibility for VET Student Loans

To be eligible for VSL, a student must meet the following requirements:

- be studying an **approved course**
  - be studying with an **approved course provider**
  - apply to the government using the **approved form** (eCAF) and include all relevant information
  - confirm his or her engagement and continued progression to access the loan throughout the course, when required to do so by the department
  - has a HELP balance that is more than $0 (that is, has not used all their HELP loan limit)

- meet the citizenship and residency requirements:
  - be an Australian citizen or
  - a qualifying New Zealand citizen or
  - a permanent humanitarian visa holder, who is usually resident in Australia. Permanent humanitarian visas are defined in the *Migration Regulations 1994*, Volume 1, Part 1, Regulation 1.03 – Definitions.
    See: Migration Regulations 1994 for the latest version of the Migration Regulations

- meet the academic suitability requirements:
- The student must have been assessed by IIA as academically suited to undertake the approved course on the basis of either:
    - providing their Australian Year 12 Certificate[3] or
    - providing their International Baccalaureate Diploma Programme (IB) diploma or
    - providing evidence of successful completion of a qualification that has been delivered in English and:

        - was at level 4 or above in the Australian Qualifications Framework (that is Certificate IV or higher qualification), or at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF, or
        - has been assessed by a federal, state or territory government agency which assesses overseas qualifications (or an organisation contracted by such an agency to undertake such assessments) as equivalent or comparable to: a qualification at level 4 or above in the Australian Qualifications Framework, or a qualification at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF, or

    - displaying competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy and Numeracy test (and IIA reasonably believes the student displays that competence) and
    - in addition, IIA must reasonably believe the student is academically suited to undertake the course; and the student must meet any other specified entry requirements for the course.
    - For students that have attained a Victorian Certificate of Applied Learning (VCAL) – only the VCAL Senior and VCAL Intermediate levels meet this requirement.

- meet the enrolment and loan application requirements:

    - be enrolled with an approved course provider in an approved course
    - be undertaking the course primarily at a campus in Australia

Note: A student is not entitled to a VET Student Loan if the course is undertaken by the student primarily at an overseas campus. Similarly, if the student intends on studying overseas via distance education for their entire course, they will not meet the requirement to undertake the course primarily at an Australian campus.
    - have applied for a VSL for the course in accordance with the loan application requirements. An application for a VSL must:

        - meet the Tax File Number (TFN) requirements – that is, include the student's tax file number or a certificate from the Commissioner stating that the student has applied for a tax file number
        - include the student's Unique Student Identifier (USI)
        - have been submitted by 11:59 pm AEST on or before the **Error! Reference source not found.** for the first unit of the course for which the student is requesting a loan, and no less than 2 business days after enrolling
        - be in the form approved by the Secretary for the loan – which is an electronic Commonwealth Assistance Form or also known as an eCAF
        - where a student is under 18 years old, must:

            - have a parental consent form signed by a responsible parent of the student; (you must obtain the signed parental consent form prior to submitting enrolment information into the eCAF system), or
            - have evidence of the assessment of receipt of youth allowance on the basis the student is independent within the meaning of Part 2.11 of the *Social Security Act 1991;* (you should receive from the student evidence of this assessment in the form of their Centrelink Income Statement noting this assessment).

        - A copy of the VET Student Loans – Parental Consent Form can be downloaded from Information for VET Student Loans Approved Providers.

Pre-Training Review Interview (PTR)

The purpose of the PTR is to ensure that the student understands the responsibilities, obligations and rights related to applying for and obtaining a VET Student Loan. Part of the process of the PTR is for the assessor to explain to the student all items contained within the PTR checklist (as attached).

A key component being that the student is required to complete an LLN activity to assess their language, literacy and numeracy ability to complete the course (unless otherwise satisfied in accordance with Rule 80 of the VET Student Loans Rules 2016.)

The results of the LLN should be discussed with the prospective student during the PTR Interview. The results of assessing a student's competence in reading and numeracy under the procedure must be reported:

       a) to the student as soon as practicable after the assessment; and

       b) to the Secretary in the form, manner and by the time requested by the Secretary.

Unique Student Identifier

- It is a requirement that all learners must provide a Unique Student Identifier (USI) to Infinity Institute before a qualification or statement of attainment can be issued.

- Upon receipt of an enquiry from a prospective learner Infinity Institute will include in the information provided to the enquirer that they must provide a USI when they enrol, and will be directed to the USI website at https://www.usi.gov.au/students/get-a-usi

- Infinity Institute will include provision for the USI on the enrolment form

- Upon receipt of an enrolment form from a learner, Infinity Institute will confirm that the USI has been included on the enrolment form, and will verify that this USI is correct by using the Student Management System (Wisenet) to check the USI through the USI Registry System

- If the learner has not included the USI on the enrolment form, they will be contacted and advised that the USI is required before any qualification of statement of attainment can be issued

- If the USI check returns a "not valid" response, the learner will be contacted and the USI will be confirmed.

A further check will be made through the USI Registry System

- A notation will be made on the enrolment form that the USI has been confirmed as correct

- The confirmed USI will be included in the student details on the Student Management System(Wisenet)

Prior to the issuing of a Qualification or Statement of Attainment, the VET Manager will confirm that the student information on the Student Management System includes the learner's USI.

Records

- The signed enrolment form will be kept on the students file along with all other documents relevant to the student's enrolment such as the LLN Report (if applicable) and PTR Checklist (all collected documents).

- Any original documents submitted as part of the enrolment process will be copied and maintained on the student file. All originals will be returned to the student.

VSL Application Process

The attached 'Quick Guide – Applications' outlines the application process for VET Student Loans which a student is required to follow when applying for enrolment with Infinity Institute Australia on this basis.

Quick Guide – Eligibility

This quick guide provides information on the student eligibility requirements for VET Student Loans

Student eligibility requirements

Eligibility Tool
Prospective students can check their eligibility for a VET Student Loan using the VET Student Loans Eligibility Check on the Your Career website.

Citizenship requirements
Students must be:

- an Australian citizen or
- a permanent humanitarian or Pacific Engagement visa holder who is usually resident in Australia or
- a qualifying New Zealand citizen.

You must collect and verify information to confirm that students meet these criteria.

Evidence needed to confirm Australian citizenship
A current Australian passport is suitable evidence of Australian citizenship for VSL purposes. If a student does not have a current Australian passport the evidence needed to confirm their citizenship will differ depending on the situation. See section 4.7.1 Student Eligibility for Loans of the VET Student Loans Manual for Providers for more information.

Permanent humanitarian or Pacific Engagement visa holders
You should contact the Department of Home Affairs to confirm if the visa class a student holds is a permanent humanitarian visa. You may also use the Visa Entitlement Verification Online (VEVO) service.

Qualifying New Zealand citizen
To be a qualifying New Zealand citizen a student must:

- hold a Special Category visa and
- have been usually resident in Australia for at least 10 years and
- have been a dependent child when they were first usually resident in Australia and

- have been in Australia for periods totalling 8 years during the previous 10 years and
- have been in Australia for periods totalling 18 months during the previous 2 years.

Most New Zealand citizens who arrive in Australia are holders of a Special Category visa. This visa allows its holder to visit, live and work in Australia indefinitely.

Permanent residents or visa holders
Other permanent residents or visa holders are not eligible for VET Student Loans.

HELP balance
Students need a HELP balance of more than $0 to be eligible for VET Student Loans. There are 2 websites to help students keep track of this.

MyHELPbalance
myHELPbalance keeps track of how much a student has borrowed under the various HELP loans from 2005 onwards. It shows loans received under HECS-HELP, OS-HELP, FEE-HELP, VET FEE-HELP and VET Student Loans but not SA-HELP. myHELPbalance does not show how much VET Student Loan debt (VETSL debt) has been repaid or what is owed to the Australian Taxation Office (ATO).

Students can use their Commonwealth Higher Education Student Support Number (CHESSN), their provider issued student identity number and other personal details to access myHELPbalance.
Students are able to see details of their HELP and VSL transactions when they access myHELPbalance including the name of the VSL (or Higher Education) approved course provider they studied with, the course code and unit code details, as well as the loan amounts and any loan fees they have incurred for each unit.

If the commencing student has not previously studied, and is a new student commencing tertiary study for the first time, the student's USI will need to have been reported and verified in TCSI before the student is able to log into myHELPbalance.gov.au.

You can log into myHELPbalance.gov.au using your PRODA credentials and look up a student's details. If the student has not previously drawn on their HELP loan limit you will see that they have the full HELP balance available. myHELPbalance will display the remaining available HELP balance where a student has already used some of their available HELP balance.

MyGov
myGov allows students to get more information about their HELP debt. Once a student's myGov account is linked to the ATO it shows:

- all current VETSL debts
- any indexation that has been applied to the debt
- any repayments made to show how much is still owed.

Enrolment in an approved course with an approved provider
A VET Student Loan is only available for approved courses at the diploma, advanced diploma, graduate certificate and graduate diploma level. Approved courses are listed in Schedule 1 of the VET Student Loans (Courses and Loan Caps) Determination 2016. Only students studying with an approved course provider are eligible for a VET Student Loan.

Study at a campus primarily in Australia
Students cannot access a VET Student Loan for courses taught primarily at an overseas campus. Likewise, a student studying online while overseas for most of their course will not meet the requirement to be studying at a campus primarily in Australia.

Academic suitability
Students must be academically suitable to be eligible for a VET Student Loan. To show their academic suitability students can provide either:

- a copy of their state issued Year 12 Certificate[4], or

- their International Baccalaureate Diploma Programme (IB) diploma, or

- a copy of a certificate showing they have been awarded a qualification of Certificate IV or higher (level 4 or above in the Australian Qualifications Framework (AQF)).

If students cannot provide this evidence they must sit an approved Language, Literacy and Numeracy (LLN) test. They will be considered academically suitable if the test shows them to be competent at Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy.

You must report the results of an LLN test to the student as soon as practicable after the test.

A list of approved LLN tests, as well as information on how to get a test approved, can be found on Language, Literacy and Numeracy (LLN) tool information.

Tax File Number (TFN)

To be eligible for a VET Student Loan a student must have a valid TFN. If a student cannot remember their TFN they should call the Australian Taxation Office (ATO) on 13 28 61. You cannot access a student's TFN directly from the ATO.

A Certificate of Application for a TFN is required if students do not have a TFN. This certificate is available from the ATO after the student has applied for a TFN. If a valid Certificate of Application is used, this must be attached to the student's electronic Commonwealth Assistance Form (eCAF). A certificate of application for a TFN is only valid if it has been stamped by Australia Post to confirm the student has provided their documentation at a participating post office.

Once the student receives their TFN from the ATO they will need to contact you immediately. You should re-open the eCAF to let the student update their TFN.

To do this put the eCAF into 'revision' status. The student will receive an email telling them they can update their eCAF. After entering their TFN the student resubmits the eCAF. This process must be done within 6 weeks of the 'First census day of the loan application' in the eCAF. The student will not be able to use the loan to pay their fees without a TFN.

A student's TFN and personal information will be verified by the ATO once it is submitted. If the TFN cannot be verified by the unit's census day the student will be ineligible for a VET Student Loan.

Unique Student Identifier (USI)

Students need a USI to be eligible for a VET Student Loan. Students can create a USI at Unique Student Identifier.

Required documentation

Students must provide appropriate evidence to show their eligibility for a VET Student Loan.

You must retain all required information and documentation collected in relation to a VET Student Loan application for 5 years. Providers must be able to produce this evidence and documentation for us on request.

Further information

For further information on student eligibility requirements, refer to the following resources:

- VET Student Loans Manual for Providers (see Chapter 4.7 Student administration)

- VET Student Loans Information Booklet

- For the legislation governing citizenship and residency requirements, refer to section 11 of the VET Student Loans Act 2016, and section 85 of the VET Student Loan Rules 2016.

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[4] For students that have attained a *Victorian Certificate of Applied Learning (VCAL)* – only the VCAL Senior and VCAL Intermediate levels meet this requirement.

Pre-Training Review Interview Checklist (VET Student Loans)

Applicant Name	
Staff Name	
Interview Date	

Pre-Training Review Interview Checklist
(VET Student Loans)

Instructions for staff and applicants – Staff and applicants are required to discuss each item contained within this checklist and the obligations or burdens that they create on the college or the student. As each item is discussed, please tick and ensure that each of you sign the completed form. A copy of this form MUST be retained on the student file.

Items to discuss	Information Provided
Provide applicant with all of the following: a VSL Information Booklet for students; b IIA VSL Student Handbook; c eCAF Fact Sheet; d Student Obligations Fact Sheet; e Student Progression Fact Sheet; f Student Fact Sheet: Tax File Number (TFN) Mismatch g IIA Withdrawal and Refund Policy and Procedure h IIA Privacy Policy i IIA Complaints and Appeals Policy and Procedure Note to Staff: Staff can provide the list of above documents in hardcopy or by email to an applicant. Where provided by email, that must be noted in this form and the student must reply to the email confirming that they have received the information. If not, confirmation is receiving, staff are required to follow up with the student.	☐
Language, Literacy and Numeracy (LLN) Test result (if an applicant was required to attend the LLN test) Provide a copy of the LLN report extracted from the LLN Robot system to the applicant. Applicant's LLN test outcome: ☐ Pass ☐ Fail Note to Staff: If an applicant fails the LLN test, staff must advise the applicant that they are not eligible at this time to apply for a VET Student Loan. An applicant can re-sit the test after minimum of three (3) months from the day the original LLN test was conducted. In the meantime, an applicant should work on their Language, Literacy and Numeracy skills.	☐
All information required to be provided under the Standards for NVR Registered Training Organisations that relates to ensuring that each applicant is properly informed and protected. Information staff should provide the following information: • Total tuition fee of the applied course and the amount of tuition fee that is covered by the	

Items to discuss	Information Provided
Vet Student Loans. *(Staff note: refer to the IIA VSL Student Handbook for the tuition fee amount)* • Any non-tuition fee that the student needs to pay for their studies. *(Staff note: refer to the IIA VSL Student Handbook for the tuition fee amount)* • Fees Structure for the applied course *(Staff note: IIA courses have three terms each and course fee will be divided across three (3) terms, refer to the Tuition Fees and Census Dates for VSL Students for the relevant course)* • Course Structure and Delivery Timetable including holidays and weekly class timetable *(Staff note: refer to the IIA VSL Student Handbook and Course Delivery Timetable for the information)* • How can a student withdraw from the course or the course term and how will the refund be paid for both fee-paying students and students' accessing VET Student Loans? *(Staff note: refer to the IIA Withdrawal and Refund Policy and Procedure)* • How can a student make complaints and what are their appeal rights? *(Staff note: refer to the IIA Complaints and Appeals Policy and Procedure)* • Academic and non-academic support available to students at IIA and identify support that an applicant may need during their studies at IIA. Does an applicant need additional support during their studies at IIA? ☐ No ☐ Yes, provide details _____	☐
Confirm if an applicant is interested and considering accessing the VET Student Loans for the applied course? ☐ Yes ☐ No, discuss other payment options *Note to staff: **Must not** pressure an applicant to apply for the VET Student Loans.* *A breach of this requirement will have serious repercussions including potentially termination of employment with IIA.*	☐
Ask if an applicant is aware of their available HELP balance? ☐ Yes, provide the HELP balance amount _____ ☐ No, inform applicant that they can check the HELP balance on the myhelpbalance website at www.myhelpbalance.gov.au and must advise the IIA of the HELP balance amount once known, Or ☐ An applicant authorises Infinity Institute Australia to check an applicants' HELP balance using the information provided by an applicant during enrolment. Confirm if an applicant is accessing the VET Student Loans for a course or part of the course at	☐

Items to discuss	Information Provided
other VSL approved provider/s which has not been reported at the time of enrolment? ☐ Yes, provide the amount of VET Student Loan for that course/s_____ ☐ No ☐ Not sure *Note to Staff: Staff must inform an applicant that a VET Student Loan will only cover the amount of course fee equal to their available HELP balance. If there is a shortfall, an applicant will have to pay the gap. The details of gap fee will be provided in the VET Student Loan Statement of Covered Fees.*	
Information about the VET Student Loans, including that: a) it is a loan from the Commonwealth; and b) the loan will remain a personal debt until it is repaid to the Commonwealth; and c) the loan may, until the debt is repaid, reduce a student's take-home (after-tax) wage or salary and may reduce the student's borrowing capacity; and d) a student may wish to seek independent financial advice before applying for a loan. *Note to Staff: Staff should also refer an applicant to the VSL information booklet for students and IIA VSL Student Handbook.*	☐
Revise the criteria for being an eligible student for a VET Student Loan. *Note to Staff: Staff should also refer an applicant to the VSL information booklet for students and IIA VSL Student Handbook.*	☐
The application process for a VET Student Loan including information on eCAF. *Note to Staff: Staff should also refer an applicant to the VSL information booklet for students and eCAF fact sheet.*	☐
An explanation that the student may be required during the course to communicate his or her agreement that the Secretary continue to use the VET Student Loan to pay tuition fees for the course (student progression and engagement requirements).	☐
The maximum amount of a VET Student Loan that may be available for the course and an explanation that the amount of the loan cannot be greater than the student's remaining HELP balance.	☐
The total VET Student Loan debt (VETSL debt) a student may incur if the student receives the maximum VET Student Loan (including specifying the loan fee if applicable to the student). *Note to Staff: refer to the Tuition Fees and Census Dates for VSL Students for the relevant course.*	☐
An explanation that the tuition fees for the applied course will be apportioned across a period of three (3) terms and that each term contains one census day. *Note to Staff: Provide a copy of IIA Tuition Fees and Census Dates for VSL Students to an applicant for their applied course.*	☐
Information about census days, including: a) the meaning of a census day (in accordance with the definition of **census day** in the Provider Manual) *Note to Staff: Provide a copy of IIA Tuition Fees and Census Dates for VSL Students to an applicant for their applied course.* b) that a student may cancel the student's enrolment in the course or the term using the	☐

Items to discuss	Information Provided
IIA's *Withdrawal and Refund Policy and Procedure* available on IIA website www.ii.edu.au and provide a copy of it to an applicant; and c) if a student withdraws on or before the census day for a course or term, the student will not incur a VETSL debt for the course or term and will receive a refund for any tuition fees already paid for the course or term.	
Advice that it is important for an enrolled student to notify the provider of any change of contact details.	☐
Advice that the Department will contact the student to verify the student's enrolment in the course.	☐
Advise that an applicant may wish to receive independent advice in relation to any of the items contained in this checklist or otherwise.	☐
Information on how to access the following websites: a) My Skills website www.myskills.gov.au b) myHELPbalance website www.myhelpbalance.gov.au c) Study Assist website www.studyassist.gov.au d) Study and Training Support Loans Repayment Calculator (ATO website) www.ato.gov.au e) Department of Employment and Workplace Relations https://www.dewr.gov.au/ f) Australian Skills Quality Authority (ASQA) www.asqa.gov.au	☐

Applicant Declaration (please tick the statements that you agree with):

☐ I have received a copy of the following documents:

- VSL Information Booklet for students;
- IIA VSL Student Handbook;
- eCAF Fact Sheet;
- Student Obligations Fact Sheet;
- Student Progression Fact Sheet; and
- Student Fact Sheet: Tax File Number (TFN) Mismatch
- IIA Withdrawal and Refund Policy and Procedure
- IIA Privacy Policy
- IIA Complaints and Appeals Policy and Procedure

☐ I am interested and willing to apply for the VET Student Loans program for the applied VET Student Loan approved course at Infinity Institute Australia.

☐ No Staff at Infinity Institute Australia has forced me to apply for the VET Student Loans program at Infinity Institute Australia.

☐ I understand all the information discussed with IIA staff regarding the course and the VET Student Loans program during this PTR interview.

☐ I understand my obligations, responsibilities and rights under VET Student Loans program.

☐ I have been advised that I may wish to receive independent advice in relation to any of the items contained in this checklist.

Applicant Signature: **Date:**

If you have attended the LLN test at IIA, please complete the following declaration:

☐ I have been provided with my LLN test result.

☐ I have attended and completed the LLN test in person and under supervision of a staff at IIA campus.

☐ I have not cheated in any form such as using internet or any other resources to complete my LLN test.

☐ I was not provided assistance to answer my LLN test from any staff at IIA (or other person whosoever).

Applicant Signature: **Date:**

IIA Staff Declaration (please tick the statements that you agree with)

☐ I have provided a copy of the following documents to an applicant in a form requested:

- VSL Information Booklet for students;
- IIA VSL Student Handbook;
- eCAF Fact Sheet;
- Student Obligations Fact Sheet;
- Student Progression Fact Sheet; and
- Student Fact Sheet: Tax File Number (TFN) Mismatch
- IIA Withdrawal and Refund Policy and Procedure
- IIA Privacy Policy
- IIA Complaints and Appeals Policy and Procedure

☐ I have explained to the best of my capability, all the items listed above in the checklist to an applicant including their obligations, responsibilities and rights under the VET Student Loans program.

☐ I have not pressured the applicant in any way to apply for the VET Student Loan program for the applied course.

☐ I am confident that an applicant understood all the items discussed during this PTR interview.

☐ I am satisfied that an applicant meets the academic suitability criteria in accordance with Rule 80 of the VET Student Loans Rules 2016 for enrolling in the nominated course.

Staff Signature: **Date:**

If an applicant has attended the LLN test at IIA, complete the following declarations

☐ The applicant has attended and completed the LLN test in person and under my supervision.

☐ The applicant has not cheated in any form such as using internet or any other resources to answer the LLN test (including assistance from any other person).

☐ I have not provided assistance with an exception of clarifying questions, as required, to the applicant to answer their LLN test.

☐ I am satisfied with the applicant attending and completing their LLN test.

Staff Signature: **Date:**

Administration Manager Declaration and Approval

☐ I have reviewed the application and confirm that the application is complete.

☐ I have reviewed and assessed all documents provided by the applicant to assess their eligibility for the applied course and for access to a VET Student Loan for the course, including checking;

- Citizenship and residency requirements
- Academic suitability requirements
- Tax File Number requirements
- Unique Student Identifier requirements
- Age Proof requirements
- Domestic Student Enrolment Form
- Sufficient HELP balance requirement
- Applicant's VEVO outcome (where an applicant holds a permanent humanitarian visa)

Application Outcome

☐ Approved, I am satisfied that the applicant meets all eligibility requirements to study the course and apply to access a VET Student Loan for the approved course.

☐ Rejected, provide details

_____

_____

Administration Manager Signature: **Date:**

Domestic Student Enrolment Form

Instructions to applicants:

- Please complete all the relevant sections of this form and attach the evidence's required.
- Please submit this completed form and required evidence's either in person to Student Administration or via email at admin@ii.edu.au
- If you have any questions, please contact Infinity Institute Student Administration Team via phone call on +61 3 8339 0030 or via an email at admin@ii.edu.au

1. Student Details

Title	
Student ID (if known)	
Surname (Legal Family Name)	
First Name (Legal Given Name)	
Middle Name (Legal Middle Name)	
Date of Birth	
Nationality	
Gender	☐ Male ☐ Female ☐ Indeterminate/Intersex/Unspecified

2. Contact Details

Email Address		Email Address 2	
Mobile Phone		Home Phone	

3. Home Address (Must NOT be a PO Box)

Number and Street			
Suburb		State	
Postcode		Country	

4. Postal Address (If different from Home Address)

Number and Street			
Suburb		State	
Postcode		Country	

5. Course Choice (Please tick the Course you wish to apply for)

☐ CHC51015 Diploma of Counselling (Approved for VET Student Loan)

☐ CHC52015 Diploma of Community Services (Approved for VET Student Loan)

☐ BSB50420 Diploma of Leadership and Management (Approved for VET Student Loan)

☐ BSB60420 Advanced Diploma of Leadership and Management (Approved for VET Student Loan)

Do you wish to access VET Student Loan for the course you have chosen above?

☐ Yes ☐ No

If yes, We strongly encourage you to take your time in understanding you obligations under the VET Student Loans before making a decision to apply for it.

For further information on VET Student Loan, please visit the Department of Employment and Workplace Relations website https://www.dewr.gov.au/vet-student-loans/vet-information-students and Infinity Institute's website www.ii.edu.au or contact Infinity Insitute Australia student administration team by phone: 03 8339 0030 or email: admin@ii.edu.au.

6. Language and Cultural Diversity

Where were you born?	☐ Australia	☐ Other (Specify)

Do you speak a language other than English at home? (If more than one language, indicate the one that is spoken most often)	☐ No, English Only	☐ Yes, other (Please specify)

How well do you speak English?	☐ Very well	☐ Well	☐ Not well	☐ Not at all
How well do you read and write in English?	☐ Very well	☐ Well	☐ Not well	☐ Not at all

Are you of Aboriginal or Torres Strait Islander origin? (For persons of both Aboriginal and Torres Strait Islander origin, mark both 'Yes' boxes.)	☐ No	☐ Yes, Aboriginal	☐ Yes, Torres Strait Islander

7. Disability

Do you consider yourself to have a disability, impairment or long-term condition?	☐ Yes	☐ No

If Yes, please indicate the areas of disability, impairment or long-term condition:(You may indicate more than one area.)

☐ Hearing/ Deaf	☐ Mental illness
☐ Physical	☐ Acquired brain impairment
☐ Intellectual	☐ Vision
☐ Learning	☐ Medical condition

☐ Other (Specify)

8. Schooling

What is your highest COMPLETED school level? (Tick ONE box only)

☐ Never attended School	☐ Completed Year 12	☐ Completed Year 11
☐ Completed Year 10	☐ Completed Year 9 or Equivalent	☐ Completed Year 8 or Equivalent

In which year did you complete your highest school level?	

Are you still attending secondary school?	☐ Yes	☐ No

You will need to either:
- Provide a certified copy of your highest COMPLETED School level certificate. To know, who can certify a document, click here. OR
- Bring your original document to IIA. IIA staff member will sight the original document and will make a copy of the original document and confirm that they have sighted the original document.

9. Previous qualification achieved

Have you SUCCESSFULLY completed any of the following qualifications listed below?	☐ Yes	☐ No

If yes, please enter one of these Prior Education Achievement Recognition Identifiers for all qualifications, use the following priority order to determine which identifier to use:

	Australian	Australian equivalent	International
Bachelor's Degree or Higher Degree	☐	☐	☐
Advanced Diploma or Associate Degree	☐	☐	☐
Diploma (or Associate Diploma)	☐	☐	☐
Certificate IV (or Advanced Certificate/Technician)	☐	☐	☐
Certificate III (or Trade Certificate)	☐	☐	☐
Certificates II	☐	☐	☐
Certificates I	☐	☐	☐
Certificates other than above	☐	☐	☐

You will need to either:
- Provide a certified copy of your previous completed qualification. To know, who can certify a document, click here. OR
- Bring your original document to IIA. IIA staff member will sight the original document and will make a copy of the original document and confirm that they have sighted the original document.

10. Study reason

Of the following categories, which BEST describes your main reason for undertaking the course? (Tick ONE box only)

☐ 01 To get a job

☐ 02 To develop my existing business

☐ 03 To start my own business

☐ 04 To try for a different career

☐ 05 To get a better job or promotion

☐ 06 It was a requirement of my job

☐ 07 I wanted extra skills for my job

☐ 08 To get into another course of study

☐ 12 For personal interest or self-development

☐ 11 Other reasons

☐ 13 To get skills for community/voluntary work

11. Citizenship and Residency Details

Country of Birth		Year arrived in Australia (if not born here)	

Which of the following are you?

☐ Australian Citizen	☐ Permanent humanitarian visa Holder
☐ A Qualifiying New Zealand Citizen	☐ Other (please specify)

New Zealand Citizens ONLY		
(For Infinity Institute to assess if you are a qualifiying New Zealand citizen, please answer the following 5 questions. You must provide evidence.)	Yes	No
Do you hold a Special Category Visa?	☐	☐
Have you been in Australia at least 10 years prior to your enrolment date?	☐	☐
Did you enter Australia as a minor with no spouse or de facto partner?	☐	☐
Have you lived in Australia for at least 8 of the last 10 years?	☐	☐

Have you lived in Australia for a total of 18 months of the last two years before your enrolment day?	☐	☐

12. Employment

Of the following categories, which BEST describes your current employment status? (Tick ONE box only)

For casual, seasonal, contract and shift work, use the current number of hours worked per week to determine whether full time (35 hours or more per week) or part-time employed (less than 35 hours per week).

☐ 01 Full-time employee   ☐ 05 Employed – unpaid worker in a family business

☐ 02 Part-time employee   ☐ 06 Unemployed – seeking full-time work

☐ 03 Self-employed – not employing others   ☐ 07 Unemployed – seeking part-time work

☐ 04 Self-employed – employing others   ☐ 08 Not employed – not seeking employment

Which of the following classifications BEST describes your current or most recent occupation? (Tick ONE box only)

☐ 1. Managers   ☐ 6. Sales Workers

☐ 2. Professionals   ☐ 7. Machinery Operators and Drivers

☐ 3. Technicians and Trade Workers   ☐ 8. Labourers

☐ 4. Community and Personal Service Workers   ☐ 9. Other

☐ 5. Clerical and Administrative Workers

Which of the following classifications BEST describes the industry of your current or previous Employer?

☐ A. Agriculture, Forestry and Fishing

☐ B. Mining

☐ C. Manufacturing

☐ D. Electricity, Gas, Water and Waste Services

☐ E. Construction

☐ F. Wholesale Trade

☐ G. Retail Trade

☐ H. Accommodation and Food Services

☐ I. Transport, Postal and Warehousing

☐ J. Information Media and telecommunications

☐ K. Financial and Insurance Services

☐ L. Rental, Hiring and real Estate Services

☐ M. Professional, Scientific and Technical Services

☐ N. Administrative and Support Services

☐ O. Public Administration and Safety

☐ P. Education and Training

☐ Q. Health Care and Social Assistance

☐ R. Arts and recreation Services

☐ S. Other Services

13. Victorian Student Number (VSN)

To be completed by all students aged up to 24 years:

Since 2009 in schools and since 2011 for vocational education and training (VET) organisations and Adult Community Education providers, a Victorian Student Number (VSN) has been allocated upon enrolment to each individual student aged up to 24 years.

Students must report their VSN on all subsequent enrolments at a Victorian school or training organisation. In particular, all students who are currently enrolled in either a VET provider or a Victorian school (including those already participating in a VET in schools program) should obtain their VSN from their current education or training organisation and report their VSN on this enrolment form.

Students who are enrolling for the first time since the VSN was introduced will get a new VSN.

Do you have a Victorian Student Number (VSN)?

☐ Yes (provide your VSN) _____

☐ No

If no, have you attended any Victorian school since 2009 or done any training with a vocational education and training (VET) registered training organisation or an Adult and Community Education provider in Victoria since 2011?

☐ No - I have not attended a Victorian school since 2009 or a TAFE or other VET training provider since the beginning of 2011.

☐ Yes - I have attended a Victorian school since 2009. Most recent Victorian school attended:

_____

and/or

☐ Yes - I have participated in training at a TAFE or other training organisation since the beginning of 2011.

List the most recent training organisations with which you have participated in training in Victoria since 2011 (List up to 3 training organisations)

14. Unique Student Identifier (USI)

From 1 January 2015, you can be prevented from being issued with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). If you have not yet obtained a USI you should apply for it directly at http://www.usi.gov.au/create-your-USI/ on your computer or mobile device. Please note that if you would like to specify your gender as 'other' you will need to contact the USI Office for assistance.

Do you have a USI?

☐ Yes (provide your USI here):

☐ No, but I would like Infinity Institute Australia Australia to apply for a USI on my behalf.

If you would like Infinity Institute Australia to apply for a USI on your behalf, you must authorise us to do so and declare that you have read the privacy information at Australian Government website at https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf.

You must also provide some additional information as noted at the end of this form so that we can apply for a USI on your behalf.

I, (print your name) _____, authorise Infinity Institute Australia to apply, pursuant to sub-section 9(2) of the *Student Identifiers Act 2014*, for a USI on my behalf.

☐ I have read and I consent to the collection, use and disclosure of my personal information (which may include sensitive information) pursuant to the information detailed at
https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf , and NCVER policies, procedures and protocols published on NCVER's website at RTO Hub (ncver.edu.au)

Date: _____/ ___/ _____

Student Signature

Preferred contact method	☐ Phone	☐ Email	☐ Mail
Town/ City of Birth: (please write the name of the Australian or overseas town or city where you were born)			

We also need to verify your identity to create your USI. Please provide details (and copies) for one of the forms of identity below. Please ensure that the name written in 'Student Details' section is exactly the same as written in the document you provide below.

Australian Driver Licence

State/Territory	
Licence Number	

Medicare Card

Colour of your Medicare Card	☐ Green	☐ Yellow	☐ Blue

Medicare Card Number									Expiry Date	

Individual reference number (next to your name on Medicare card)	

Australian Birth Certificate

State/Territory	

Passport				
Australian Passport Number				
Non - Australian Passport Number (with Australian Visa)			Issuing Country	
Immicard				
Immicard Number				
Citizenship Certificate				
Stock number		Acquisition date		
Certificate of Registration by Descent				
Acquisition date				

In accordance with section 11 of the *Student Identifiers Act 2014 (s.11)*, Infinity Institute Australia will securely destroy personal information which we collect from individuals solely for the purpose of applying for a USI on their behalf as soon as practicable after we have made the application or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

15. Victorian Government's VET Student Enrolment Privacy Notice & Student Declaration

The Victorian Government, through the Department of Employment and Relations (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic).

Collection of your data
Infinity Institute Australia is required to provide the Department with student and training activity data. This includes personal information collected in the [RTO] enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI).

Infinity Institute Australia provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at: DEWR Website https://www.dewr.gov.au/vet-student-loans

Use of your data
The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning, including interaction between the Department and Student where appropriate.
The data may also be subjected to data analytics, which seek to determine the likelihood of certain events occurring (such as program or subject completion), which may be relevant to the services provided to the student.

Disclosure of your data
As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

Legal and Regulatory
The Department's collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

Survey participation
You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria. Please note you may opt out of the NCVER survey at the time of being contacted.

Consequences of not providing your information
Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy.

Access, correction and complaints
You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.
For further information, please contact Infinity Institute Australia administration team in the first instance by phone +61 3 8339 0030 or e-mail admin@ii.edu.au

Further information

For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to Victorian State Government Eduaction and Training Website: http://www.education.vic.gov.au/Pages/privacypolicy.aspx

For further information about Unique Student Identifiers, including access, correction and complaints, go to Australian Government website at: http://www.usi.gov.au/Students/Pages/student-privacy.aspx

Student Declaration:

☐ I acknowledge that I have read the Victorian Government's VET Student Enrolment Privacy Notice.

	Date: ___/___/_____

Student Signature

	Date: ___/___/_____

Parent/Guardian Signature (Parental/guardian consent is required for all students under the age of 18.)

16. Privacy Statement & Student Declaration

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

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Infinity Institute Australia for statistical, administrative, regulatory and research purposes.

Infinity Institute Australia may disclose your personal information for these purposes to:

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

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

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

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

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

For more information about NCVER's Privacy Policy go to https://www.ncver.edu.au/privacy

Student Declaration:

☐ I declare that the information I have provided to the best of my knowledge is true and correct.

☐ I understand that Infinity Institute Australia is required to submit data sourced from this enrolment form to the National Centre for Vocational Education Research Ltd (NCVER) as a regulatory reporting requirement. The information contained on my enrolment form may be used by Infinity Institute Australia or the following third parties for administrative, regulatory and/or research purposes:

> School – if I am a secondary student undertaking VET, including a school-based apprenticeship or traineeship.

> Employer – if I am enrolled in training paid by my employer.

> Government departments and authorised agencies.

> NCVER.

> Organisations conducting student surveys.

> Researchers.

☐ I may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. (Please note you may opt out of the survey at the time of being contacted.)

Date ___/___/_____

Student Signature

17. Terms and Conditions

1. Infinity Institute Australia is required to provide the Victorian Government (through the Department of Employment and Workplace Relations(DEWR)) with student and training activity data which may include information provided by the student in this enrolment form. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines, available at: https://www.vic.gov.au/training-data-collection

   The DEWR may use the information provided to it for planning, administration, policy development, program evaluation, communication, resource allocation, reporting and/or research activities. For these and other lawful purposes, The DEWR may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

2. Selection and enrolment at Infinity Institute Australia is carried out in an ethical and responsible manner. Individual interviews are conducted to ensure applicants meet the entry requirements, are well informed about our courses and provide the opportunity to identify any special requirements the applicant may have. All successful applicants must complete the orientation program to familiarise themselves with the college's services, facilities and procedures.

3. Infinity Institute Australia endeavours to create a positive learning environment and provide student support services which are free of coercion, unfair treatment and harassment of students. Students are encouraged to achieve their personal best through the provision of valid learning and assessment tools and methods that are most suited to their diverse needs. Infinity Institute Australia has a fair and open Complaints Policy to address student complaints and appeals, and ensures all outcomes are on record in writing.

4. All staff of Infinity Institute Australia abide by the principles of access and equity and ensures that they behave in a non-discriminatory manner. Equity issues are discussed and considered at a management level whilst updates and changes to equity legislation are communicated at manager's meetings.

   Where a student has a concern regarding their treatment, the student should refer to the Infinity Institue's Complaints and Appeals policy and procedure.

5. Infinity Institute Australia gives the guarantee to provide the training and/or assessment once the student has commenced study in their chosen qualification unless other factors prevent this such as non-payment of fees, Infinity Institute Australia withdrawal or suspension of the student.

6. Refunds will be in accordance with the Infinity Institute Australia's Withdrawals and Refund Policy & Procedure.

7. A Statement of Attainment of the completed units will be issued upon request at any time during the course. A full qualification will be issued once all units have been satisfactorily completed and there are no outstanding debts to Infinity Institute Australia.

8. Infinity Institute Australia is committed to protecting an individual's right to privacy in accordance with *Privacy Act 2001.*

9. Infinity Institute Australia will provide training and assessment in relation to the course. Infinity Institute Australia is responsible for the quality of the training and assessment in compliance with the *Standards for RTOs 2015*, and for the issuance of the AQF certification documentation.

10. Infinity Institute Australia must, during the course of delivering the training monitor and record training progress of each student. Infinity Institute Australia will provide both academic and non-academic support to each student, if required.

11. In the event of any change in contact details, the student must notify Infinity Institute Australia as soon as practicable by completing Update Student Record form and providing this to student administration team.

12. All students enrolled in and participating in programs or using the services of Infinity Institute Australia are expected to maintain appropriate standards of conduct at all times. Where behaviour is deemed to be improper or inappropriate, action may be taken as outlined in Infinity Institute's Code of Conduct & Practice.

13. Where a student is applying for a VET Student Loan, that applicant confirms they have been provided with, read and understand all documents in relation to applying for a VSL Student Loan. Further, they acknowledge and accept the responsibilities, obligations and rights that are associated with the applicant and grant of a VET Student Loan.

☐ I, (print your name) _____, agree to all the Terms and Conditions set out above, and to all Infinity Institute's Policies and Procedures.

Infinity Institute Australia policies and procdeures are available on our website: www.ii.edu.au . For more information, please contact Infinity Institute Australia student administration team by phone +61 3 8339 0030 or e-

Date: ___/___/_____

Student Signature

18. Student Declaration

In signing this form I acknowledge and declare that:

☐ I have read and understood and consent to the privacy statement and have completed all questions and details on the enrolment and eligibility forms.

☐ I agree to be bound by Infinity Institute's Code of Conduct & Practice, regulations, policies and disciplinary procedures whilst I remain an enrolled student.

☐ My participation in this course is subject to the right of Infinity Institute Australia to cancel or amalgamate courses or classes. I agree to abide by all rules and regulations of Infinity Institute Australia. I understand and have been provided with information by Infinity Institute Australia in relation to Credit Transfer and RPL.

☐ I confirm that I have been informed about the training, assessment and support services to be provided, and about my rights and obligations as a student at Infinity Institute Australia.

☐ I have also visited Infinity Institute Australia website to review Training and Assessment options available to me including but not limited to duration, location, mode of delivery and work placement (if any), fees, refunds, complaints, census dates and withdrawals.

☐ I authorise Infinity Institute Australia or its agent, in the event of illness or accident during any Infinity Institute Australia organised activity, and where emergency contact next of kin cannot be contacted within reasonable time, to seek ambulance, medical or surgical treatment at my cost.

☐ My academic results will be withheld until my debit is fully paid and any property belonging to Infinity Institute Australia has been returned.

☐ I acknowledge that from time to time Infinity Institute Australia may send me information regarding course opportunities and other promotional offers and that I have the ability to opt out to receiving this material.

☐ I confirm that I have been provided with, read and understood all documents in relation to applying for a VSL Student Loan. Further, I acknowledge and accept the responsibilities, obligations and rights that are associated with

Date ___/___/_____

Student Signature

Policies and Procedures

Academic Progress and Student At-Risk Policy and Procedure

Purpose and Scope

This policy and procedure provide a framework that Infinity Institute Australia ("IIA") implements to manage the academic progression of students and how students at risk of unsatisfactory progress are identified, managed, monitored, and supported. The intention of this policy is to provide all students with the best opportunity to meet their study goals and aspirations through early identification, timely intervention, and ongoing academic support.

This policy and its procedures apply to all domestic students at IIA, including those accessing VET Student Loans (VSL), and all academic and administrative staff associated with teaching, learning, and administration of their courses. It also incorporates mechanisms for collecting and evaluating student feedback to inform continuous improvement of training delivery, support services, and learner outcomes.

This policy is designed to ensure compliance with the VET Student Loans Act 2016, VET Student Loans Rules 2022, and the Standards for RTOs, ensuring that students accessing VET Student Loans are effectively supported, monitored, and engaged throughout their learning journey.

Policy

The following principles form the basis of this policy:

Early assessment of progress	In the early stages of any unit or the course, IIA academic staff aims at identifying students who are likely to have problems with their academic work. In the first instance, trainers /assessors are expected to contact students who are identified as having problems with their academic work to ascertain the nature of the problems they are experiencing and how they could be assisted to improve their performance. IIA will make available additional support to students, such as learning and counselling support, including arranging one on one extra support sessions with their trainers and assessors, as required.
Proactive Monitoring and Prevention and Review	IIA will monitor and report on student's' progression at the end of each term. Cohorts will be tracked in terms of gender, level of study, indigenous/non-indigenous, full time/part time enrolment, under 24/over 25, disability reported/no disability reported, first in family/not first in family, low/medium/high socioeconomic status in order to determine those groups likely to be at risk and to determine appropriate intervention strategies.
Academic empowerment	Students will have access to their academic record upon making a request so that they are empowered to make decisions about their academic progress. Students will have access to this policy so that they have a clear understanding of relevant requirements and procedures.
Clear expectations	Students will be informed of what constitutes satisfactory academic progress, including the requirement to pass at least 50% of units attempted per term and avoid failing any unit more than once..
Compassionate support	IIA acknowledges that unsatisfactory progress can be very difficult for students. While scrupulously maintaining academic standards, IIA will ensure that students have no cost supports available to them.
Completion	IIA aims to have all students who enrol complete the full Course within their scheduled course duration. Students who are off track will be supported with academic adjustments

	to meet this goal.
Fair	Fair and consistent treatment should be provided to all students by the processes and procedures of this Policy and Procedure. IIA will notify relevant students of satisfactory performance in a timely manner.
Recruitment	IIA will endeavour to ensure that each student recruited into a course will have a realistic chance of completion.
Transparency	Students will have access to this policy, their academic records, and information on how to appeal academic decisions.
Feedback and Continuous Improvement	IIA collects and uses student feedback to enhance the quality of training and support services. Feedback is gathered regularly through national and internal surveys and is used to inform continuous improvement, in line with VSL Rules and NVR Registered Training Organisations 2025.

Procedure

The following procedure explains the process that IIA will implement the Academic Progress and Student at Risk Policy and Procedure.

For all IIA Students, the following procedure applies:

Satisfactory Course Progress

A student's academic/course progress will be assessed using the results of their units studied for a term. At the end of each term, students deemed to have satisfactory course progress will have passed 50% or more of the units attempted in each term and not failed any unit of study more than once.

Unsatisfactory Course Progression

This arises when a student at risk:

- Fails 50% or more of the Units attempted at the end of a term.
- Fails the same Unit for a second time.
- Is unable to complete their course within the timeframe specified in the maximum time for enrolment. In such circumstances, the student will be referred to the VET Manager for counselling, further academic support, and assistance.
- Fails to improve, despite the intervention and further supports provided by relevant IIA staff.
- Fails to complete the Course on time.

If the intervention strategy does not lead to satisfactory progress in the course, further steps will be taken by the IIA.

Student at Risk Indicators

There are several risk indicators of students being unable to complete their course. They include:

1. Poor attendance in class Students are expected to attend 100% of classes and however for the purposes of this policy poor attendance is defined as missing at least 2 classes in succession or 3 classes cumulatively without good reason. Where poor attendance occurs the trainer and assessor is required to contact the student to stress the importance of regular attendance. Attendance should be recorded in the student management system (Wisenet), along with the unit results.

2. Extensions for submitting an assignment may indicate medical, mental health, personal issues beyond the control of the student, or the stress of undertaking the Unit or course. Where appropriate, trainers and assessors should advise the student of the study supports available. Extensions provided to the student should be recorded on the student database, along with the Unit results.

3. Deferral of a Unit: This may indicate a risk of non-completion of the Course and may put at risk on-time completion. It should be recorded on the student database.

4. Special Consideration: Students who gained admission to a IIA course with special consideration on the basis of having a mental or physical condition or disability and regardless of socioeconomic, educational, religious or cultural backgrounds may require additional support. With the written consent of the student academic staff will be made aware of these students in order to enable them to provide interventions, such as closer monitoring of performance and additional one-on- one time with these students. The students admitted under special consideration who have been provided with additional academic support will be considered high probability for early intervention.

5. Academic misconduct. This may be an indicator that a student is having difficulties in achieving the required academic standards of the Course. If academic misconduct is proven, this information should be included in the student database.

6. Failing a Unit: IIA staff in particular trainer and assessor should offer support the student in terms of showing them where they need to improve their performance if they are to re-submit the unit again.

Academic staff will be trained to detect students displaying any of these student risk indicators, and how to deal with them appropriately. Over time, IIA will gain large volumes of data on students and their performance. It will use this data to predict students who may become at risk of being unable to complete their Course.

Notifying At-Risk Students

Once students are identified as at-risk, the VET Manager will be responsible for writing to the student advising them that they are at risk of unsatisfactory progress within five (5) business days of so being identified. The VET Manager along with the trainer will organize an intervention meeting with the student and provide the required support (within their work boundaries) to help the student to progress in their course.

Completion Time

Students are required to complete courses within an appointed timeframe. All students will be monitored to ensure that they are on track to complete their courses within the required timeframe, and students at risk of not completing their course within the appointed timeframe will be referred to the VET Manager or other IIA staff for further counselling, support, and assistance.

Engagement (VET Student Loans)

Students accessing VET Student Loans for their enrolled course are required by the Department of Employment and Workplace Relations to demonstrate their course progression at regular intervals by completing the VET Student Loans – Confirming enrolment and continued course engagement and participation form (Progression form):

- IIA will login in to eCAF to trigger the progression point each year during February, June and October and send to students.
- Students will receive an invitation email with login details to the eCAF system requesting that students indicate their study intent and complete a short survey.
- Students are required to indicate that they are continuing to be a genuine student only after at least four

months have elapsed since their eCAF application was submitted, or they last indicated they are a genuine student. Students may be requested to complete this form three times in a calendar year during the length of the course in February, June and October.

- Students have two weeks to submit the progression form to confirm their continuity as a genuine student.

- If students do not complete the form and survey, students may not be able to continue accessing VET Student Loans to pay for the remainder of their course tuition fees.

These progression requirements are mandatory under the VET Student Loans Rules. Students who do not complete the forms may have their VET Student Loans access suspended or terminated and may be required to pay tuition fees directly to continue their studies.

Students are required to maintain communication with IIA and the Department of Employment and Workplace Relations for the duration of the course to verify their enrolment and continue using VET Student Loans to pay tuition fees.

It is important that for the duration of the course students notify IIA and the Department of Employment and Workplace Relations of any change of contact details, as it may impact on accessing VET Student Loans to pay for the remainder of their course tuition fees.

IIA will monitor student course progress to ensure course and assessment requirements are being met.

The VET Manager will use the following methods to check for students' engagement and progression:

- Attendance Records on Student Management System (Wisenet)
- Trainer/Assessor emails and progress notes on Student Management System(Wisenet)
- Assessment submission dates
- Unit Completion results recorded on Student Management System(Wisenet)
- Extensions applied for submitting an assignment

Feedback and Continuous Improvement Procedure

To ensure ongoing quality and compliance with the VET Student Loans Rules 2016, NVR Registered Training Organisations 2025, and internal benchmarks, IIA has established the following procedure for feedback and continuous improvement:

1. Collection of Feedback
Student and stakeholder feedback is collected through the following methods:
- Learner Questionnaire, completed annually in line with national data reporting requirements.
- Infinity Institute Australia Student Satisfaction Form for all Courses, issued to students at multiple points throughout the course and upon graduation.
- Annual Assessment of Student Satisfaction Report – A formal, internal evaluation completed annually across all courses to review key aspects such as training quality, trainer effectiveness, work readiness, support services, and learner engagement.
- Trainer feedback and informal student input, collected during classes, support sessions, and communication with student services.

2. Analysis and Review
- Feedback is aggregated and reviewed by the VET Manager.

- Results are analysed to identify trends, areas of concern, and opportunities for improvement in training, assessment, facilities, and student support.
- Where applicable, data is disaggregated (e.g. by course, cohort, funding type) to ensure tailored insights.

3. Continuous Improvement Action
- Any identified issues are addressed through the Continuous Improvement Register.
- Changes are proposed and actioned with clear timelines, responsible personnel, and follow-up review points.
- Relevant adjustments may include: trainer professional development, assessment redesign, updated student resources, or service delivery modifications.

4. Reporting and Communication
- Summary reports are prepared annually and and tabled at management and academic meetings..
- Staff are informed of outcomes relevant to their area (e.g. training delivery, student support).
- Where appropriate, students are informed of changes implemented in response to their feedback.

5. Compliance and Record-Keeping
- Feedback data and improvement actions are recorded and securely stored in the Student Management System (Wisenet) and Continuous Improvement Register.
- Evidence of feedback collection and response is maintained for internal audits and VSL compliance reviews.

Record Keeping for VSL

Student engagement, progression responses, and academic outcomes will be recorded in the student management system (Wisenet) and securely retained for audit purposes, as per VET Student Loans data retention requirements.

IIA provides a range of support services to support students' welfare and wellbeing. For further information on support services, refer to IIA Student Support, Welfare and Wellbeing Policy & Procedure.

Complaints and Appeals

Despite the best efforts of IIA to provide quality services and outcomes to its students, complaints may occasionally arise that require formal resolution. Students should refer to the *Students Complaints and Appeals Policy and Procedure* on IIA website or email IIA at admin@ii.edu.au. IIA staff will make every attempt to resolve their complaint or appeal as soon as practicable.

Bullying, Discrimination and Harassment Prevention Policy

Purpose and Scope

This policy affirms Infinity Institute Australia ("IIA") commitment in providing a study and work environment that is characterised by respect, collegiality and the provision of a diverse, equitable, inclusive and safe environment, free from any bullying, unlawful discrimination, harassment and violence for all staff and students. The policy confirms IIA's commitment in eliminating any behaviour that does not conform with its standards of respect as well as professional and responsible behaviour.

This policy applies to:

- all students enrolled in IIA who are studying any course, including those accessing VET Student Loans (VSL)
- all staff including permanent, sessional, casual, visiting, and volunteers at IIA
- people external to IIA including employers.

This policy extends to all functions and places that are work-related which are on campus, in transit to/from campus, off campus and online (e.g. student events, work lunches, conferences, Christmas parties, client functions, external meetings etc.). In line with the VET Student Loans Act 2016 and VET Student Loans Rules 2022, this policy ensures that students accessing Commonwealth assistance are protected from unsafe learning and work environments, and that breaches are handled swiftly and lawfully.

Definitions

Direct Discrimination - occurs when a person or group of people, is treated less favourably than another person or group because of their background or personal characteristics e.g. refusing to give an interview to a person of Indigenous or other ethnic background.

Bullying - repeated or unreasonable behaviour directed toward individuals or groups within the Institute, that creates a risk to their health or safety. This also includes workplace bullying. Bullying includes but is not limited to, conduct via the internet, email or other electronic means. Workplace bullying may include:

- Abusive, insulting offensive language or comments
- Criticism or complaints that are unjustified
- Withholding information that is vital for effective work or study performance.
- Setting unreasonable times or deadlines for work or study or setting tasks beyond or below a person's ability
- Denying access to information, supervision or consultation resources that would be detriment to a student or worker's performance
- Spreading misinformation or malicious rumors

Harassment - any type of repeated behaviour, explicit or implicit, verbal or non-verbal, that is unwelcome, unsolicited, offensive, abusive, belittling or threatening. Workplace harassment may include:

- Sending explicit or sexually suggestive emails
- Telling insulting jokes about particular racial groups, sexual preferences etc.
- Displaying offensive or pornographic posters or screen savers
- Asking intrusive questions about someone's personal life including their sex life
- Making derogatory comments or taunts about someone's race or religion

Indirect discrimination - applies when a policy or practice which applies to everyone has an unequal or disproportionate effect or result on particular groups, such as women or a person who is disabled.**Unlawful discrimination** - less favourable discrimination or treatment of a person based on their:

- Sex and intersex status
- Pregnancy or potential pregnancy

- Responsibilities as a carer
- Marital or domestic status
- Race, colour, nationality, descent or ancestry, and ethnic, ethno-religious or national origin
- Age
- Disability or presumed disability or impairment
- Sexual orientation
- Gender identity or expression
- Religious or political belief or activity

Sexual harassment - making an unwelcome sexual advance, or an unwelcome request for sexual favours, to another person, or, engaging in other unwelcome conduct of a sexual nature, including making statements to that person or in the presence of another person. This may be a single incident or a persistent pattern. *The Sex Discrimination Act* (2013) includes examples:

- Unwelcome touching
- Staring or leering
- Sexually explicit posters of pictures
- Unwanted invitations to go out on dates
- Requests for sex
- Intrusive questions about a person's private life or body
- Unnecessary familiarity, such as deliberately brushing up against a person
- Insults or taunts based on sex
- Sexually explicit physical contact, and
- Sexually explicit emails or SMS text messages

Policy

IIA is committed to fostering the right of individuals to be free from bullying, discrimination and harassment, while engaged in activities undertaken as part of their employment or study and has zero tolerance for any such behaviour. IIA is also committed to providing a learning and working environment where staff and students are able to work and study free from any unlawful discrimination, bullying and/or harassment and where the dignity and self-esteem or every student and employee is recognised.

- Bullying, discrimination and harassment may:
  o Lead to increased absenteeism, reduced employee productivity and motivation
  o Adversely affect the health and wellbeing of workers, students and visitors
  o Create a distressing, intimidating, offensive or hostile work or study environment
  o Result in the resignation of skilled and experienced employees
  o Adversely affect a person's access to and/or participation in educational opportunities provided by IIA
  o Adversely affect a person's recruitment, level of appointment, progression and promotion opportunities
  o Adversely reflect on IIA's reputation.
- Students and staff are made aware of behaviours that could constitute discrimination, bullying, harassment and victimisation and how to respond to these behaviours if observed during orientation and induction, respectively, and receive regular reminders and updates.

- IIA will not tolerate bullying, discrimination or harassment under any circumstances and will take all reasonable steps to eliminate behaviours or action of, or by, workers, students, or visitors in accordance with the Code of Conduct & Practice.

- IIA expects all members of the IIA community to work together to create a fair, inclusive and safe environment where all forms of discrimination, bullying and harassment are considered unacceptable. All members will behave in a reasonable and respectful way to prevent (as much as is safely possible) such behaviour. Any incidents of bullying, harassment or discrimination will be treated seriously and dealt with promptly.

- IIA staff are made aware of the confidentiality and privacy requirements of complaint handling during induction and that it is unacceptable to talk with other staff members, students or suppliers about any complaint of discrimination or harassment.

- IIA students and staff are entitled to confidential, professional counselling and/or support. Depending on the type of service, students may either benefit from in-house professional service or receive assistance from Student Services for arranging free external counselling services. Staff may also benefit from in-house resources or an external service.

- *The Work Health and Safety Act 2011* imposes an obligation on all workers and visitors to take reasonable care of their own health and safety, and to take reasonable care that their acts or omissions do not adversely affect the health and safety of others.

- *The Fair Work Act 2009* makes workplace bullying unlawful and provides protection for workers who believe they are being bullied where workplace measures have not satisfactorily addressed the behaviour.

- IIA will provide professional development and education strategies across its community to ensure that all members are aware of their rights and responsibilities in relation to the prevention of and effective response to any unlawful discrimination, bullying and harassment. IIA will ensure that both staff and students are informed of this Policy and that IIA management are aware of their responsibilities in accordance with this policy.

- IIA Management have a responsibility to ensure this policy is adhered to, and to take appropriate action in circumstances where they become aware of existing or possible bullying, discrimination or harassment.

- Should a complaint of alleged bullying, discrimination or harassment arise, IIA will take timely and appropriate action through the IIA Complaints and Appeals Policy.

- The complaint resolution process is carried out in good faith. Complaints that are vexatious will be rejected and may constitute an infringement of the Code of Conduct & Practice.

- If bullying, harassing or discriminatory behaviour involves violence, for example physical assault or the threat of physical assault, it will be reported to the police.

Rights and responsibilities

IIA staff, students and affiliates have:
- an entitlement to work or study in a safe and healthy environment free of bullying, harassment and discrimination;

- the right to make a complaint about any bullying, harassing or discriminatory behaviour they are subjected to, or witness, in accordance with the associated procedure
- a responsibility to not knowingly misuse this policy, including making a false or malicious accusation of bullying, harassment or discrimination
- a responsibility to ensure they do not promote or engage in bullying, harassment or discrimination
- a responsibility to comply with any reasonable instruction given by the IIA regarding the prevention of bullying, discrimination and harassment including complying with this policy
- a responsibility not to victimise any person who raises a complaint of bullying, harassment or discrimination.

Breach of this policy

If an individual breach this Policy, they may be subject to the relevant disciplinary action as outlined in the Code of Conduct & Practice. In serious cases this may include termination of employment or suspension for staff or suspension or expulsion for students. Agents and contractors (including temporary contractors) who are found to have breached this Policy may have their contracts with IIA terminated or not renewed.

If a person makes a false complaint, or a complaint in bad faith (e.g. making up a complaint to get someone else in trouble, or making a complaint where there is no foundation for the complaint), that person may be subject to the relevant disciplinary action as outlined in the Code of Conduct & Practice.

VSL Compliance and Student Safety

In accordance with IIA's obligations under the VET Student Loans Act 2016:
- IIA ensures students accessing VSL receive the same protections and avenues of redress as all students, and
- All policies dealing with student conduct, wellbeing and safety, including this policy, support VSL learners in completing their studies in a safe and respectful environment.
- Student complaints of bullying, harassment or discrimination involving any VSL student must be addressed in a timely, confidential, and documented manner in accordance with the IIA Complaints and Appeals Policy. Disciplinary action following a substantiated complaint may affect the student's progression and access to Commonwealth financial support, if it results in suspension or expulsion.

Record Keeping

All bullying, discrimination and harassment complaints involving students accessing VSL will be securely recorded in the Student Management System for monitoring and compliance purposes.

Appeals

Appeals concerning any decision taken in relation to this Policy should be made under the relevant *Complaints and Appeals Policy and Procedure.*

Code of Conduct & Practice

Purpose

The aim of this Code of Conduct & Practice is to ensure that Infinity Institute Australia ("IIA") advocates for learning, training and assessment practice that promote positive outcome for all who engage in its services.

This code is to guide the practices and conduct of all IIA staff and learners who work alongside one another for the sake of mutual benefit and the reaching of shared goals.

Rights and Responsibilities of Staff

IIA staff have a right to:

- Expect the co-operation of learners.

- Expect that they will be able to teach and assess in an orderly and co-operative environment.

- Expect the support of other staff in the administration of fulfilling their professional duties.

- Not be harassed, victimized, or discriminated against on any basis,

- Access the information IIA holds about them,

- Have their complaints dealt with fairly, promptly, confidentially and without retribution.

- Have access to supportive environment which is free from harassment, discrimination, and victimization,

- Work in a healthy and safe environment where the risks to personal health and safety are managed and minimized,

IIA staff have a responsibility to:

- Take care of learners under their supervision with the aim of ensuring their safety and welfare as reasonable practice,

- Implement training and assessment practices in line with IIA's policy, procedure as well as the requirements as stipulated within the Standards for Registered Training Organisations (SRTO) 2015,

- Respect confidential information relating to learners gained in the course of professional practice, unless the wellbeing of an individual or a legal imperative requires disclosure,

- Uphold the reputation and standing of the profession; act with honesty and integrity in all aspects of their work; and avoid direct conflict between their private interests and their professional work,

- Respect learners, colleagues and co-professionals; and interact with them in a way that respects individual differences and cultural or ethnic diversity,

- Maintain flexibility in their approach to all aspects of training and assessment in line with the legal requirements that guide Vocational Education and Training in Australia,

- Appreciate the unique and privileged relationships that exist between trainers and learners; and conduct these relationships in a way that is professional, respectful and appropriate,

- Provide complete and accurate information and authentic documents within all aspects of the job role,

- Not enter into any transaction or become engaged in any other situation, which may result in a conflict of interest with IIA,

- Be familiar with policies and procedures relevant to activities undertaken,

- Ensure professional development opportunities are identified and sought,

- Report to the VET Manager/CEO for any breaches of this Code of Conduct & Practice or any other unlawful activities of which he or she may become aware of.

Rights and Responsibilities of Learners

Learners have a right to:

- Be treated fairly and with respect by all learners and IIA staff,

- Not be harassed, victimized, or discriminated against on any basis,

- 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 managed and minimized,

- Have their personal details and records kept private and secure according to IIA's Privacy Policy.

- Access the information IIA holds about them,

- Have their complaints 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 IIA on the services, training, assessment, and support services they receive.

Learners have a responsibility to:

- Be responsible and accountable for their own behaviour and conduct,

- Conduct themselves with regard to the rights and welfare of other learners and IIA Staff

- Treat IIA staff and other learners with mutual respect,

- Behave in a responsible manner and refrain from:

- Harassing or bullying behaviour

- Direct or indirect discrimination towards others based on their race, religion, sex, disability or any other

personal attribute and characteristic,

- Sexual harassment,

- Derogatory comments and slander,

- Smoking in training areas,

- Using mobile phones during classes,

- Swearing,

- Disruptive behaviour during classes,

- Be punctual and attend all scheduled classes,

- Actively participate in scheduled classes and learning provisions set by IIA,

- Submit assessment tasks by the due date,

- Prepare appropriately for all assessment tasks, visits and training sessions,

- Progress steadily through their course in line with their training plan,

- Refrain from all forms of plagiarism, cheating and collusion,

- Communicate to relevant IIA staff, as soon as possible, when an illness or personal problem affects academic progress and performance in an enrolled unit,

- Observe WHS procedures at all times and report any identified hazards

- Observe the right to privacy and confidentiality of fellow learners

If any party breaches the expected rights and responsibilities as outlined in this Code of Conduct & Practice, IIA will be required to take disciplinary action to rectify and/or manage the behavior

- In all situations and circumstances, the breeching party will be given due time and opportunity to respond to any concerns about their conduct or failure to meet the expectations set upon them.

- Breeching parties have the right to make an appeal of any decision made under the IIA Complaints and Appeals Policy and Procedures.

Misconduct

Breaches of the Code of Conduct & Practice will be considered misconduct. The investigation of and potential disciplinary actions for misconduct will depend on the nature of the misconduct and who is alleged to have committed the misconduct.

Staff Misconduct

Allegations of staff misconduct will be dealt with under the terms of employment, engagement or letter of offer. Staff misconduct may have industrial relations implications and will follow the appropriate industrial relations

instrument.

Misconduct by Visitors

Allegations or breaches of the Code of Conduct & Practice by visitors will need to be reported to the CEO with relevant details of the allegations. The CEO will determine what, if any, investigation and/or disciplinary actions can be taken.

Student Misconduct

Allegations or breaches of the Code of Conduct & Practice by students will be investigated. Breaches of the Code of Conduct & Practice are considered misconduct and will be escalated to the CEO. Students found guilty of misconduct may be subject to disciplinary action that is appropriate, proportionate, fair and consistent with the principles of natural justice and IIA's policies and procedures. The following apply to allegations or breaches of the Code of Conduct & Practice by students:

Anyone can report an allegation of misconduct against a student by informing a IIA staff member.

- **Minor misconduct** is defined by the extent, seriousness or impact of the breach of the Code of Conduct & Practice where it is not substantial and where the student has not been previously counselled about the standard of conduct required. Minor misconduct will be dealt with through a process placing emphasis on resolving matters at the local level using a collaborative approach.

- **Serious misconduct** is defined as a misconduct that has caused significant impact and which, if substantiated, is likely to result in the imposition of a penalty under this Code of Conduct & Practice, and will be dealt with formally. Allegations or complaints of serious misconduct, including repeated breaches of the Code of Conduct & Practice, will be referred to the CEO for investigation, who may delegate responsibility for resolving the complaint to an appropriate IIA staff member depending on the nature of the complaint.

- **In cases of criminal offences** (for example violence, drug use, sexual assault or damage to property on IIA premises) the CEO (or senior most staff member available) will immediately refer the matter to the relevant authorities.

Complaints and Appeals Policy & Procedure

Purpose and Scope

This policy provides details processes as to how Infinity Institute Australia ("IIA") deals with complaints, grievances and appeals made by prospective and current students. It outlines the resolution of complaints or appeals in compliance with the relevant legislative requirements and without reprisal to the complainant or appellant.

This document sets out the processes and procedures for prospective and current students to lodge a complaint and the steps that will be taken by IIA to deal with the complaint and achieve the best possible outcome for the student.

IIA is committed to providing an effective, efficient, timely, fair and confidential academic and non-academic complaint handling procedure for all students.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a course of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include complaints in relation to personal information that the provider holds in relation to the Student. Non-academic complaints tend to arise from events occurring at a provider's premises or from non-academic decisions made by a provider.

This Complaints and Appeals Policy & Procedure applies to all students of IIA, current and prospective, and other affiliations as well as the staff who will deal with complaints and appeals. This includes students accessing VET Student Loans (VSL), in accordance with the VET Student Loans Act 2016 and the VET Student Loans Rules 2022.

Definitions

For the purposes of this document the following applies:

Appeal means the escalation and review of an outcome of a Formal Complaint where a Complainant is not satisfied with the result.

Complainant means a student who raises a Complaint and seeks a resolution to that Complaint.

Complaint means a problem, concern or feeling of dissatisfaction that a student has with an act, omission, oversight or decision made by another student or any IIA staff or contractor (Respondent) where the student seeks a resolution. A Complaint could be of an academic or personal nature.

Formal Complaint means a Complaint made in writing which cannot be resolved through the Informal Complaint mechanism.

Informal Complaint mean a complaint that is dealt with directly between the complainant and any other person involved, with the intention of a resolution prior to a Formal Complaint being raised.

Respondent means the person or people that a Complaint is made against.

Policy

IIA is committed to providing an effective, efficient, timely, fair and confidential academic and non- academic Complaint handling procedure for all students. including students accessing VET Student Loans.

All Complaints are taken seriously and will be investigated fully and thoroughly. At the compulsion of such investigation, any and all appropriate action will be taken. Complainants should feel completely comfortable in lodging complaints without fear of any reprisal or untoward consequences of doing so.

The principles of natural justice and procedural fairness underpins how IIA deals with Complaints and Appeals. These principles are adopted at every stage in the process. Complaints will be investigated in an honest and ethical manner to ensure that the outcome is fair and just.

This Policy sets out the framework for the complaints handling system which includes:

- Providing an impartial and fair mechanism for students to make a Complaint

- Providing students accurate information on how to make a Compliant

- Setting timeframes for Complaint resolution

- Providing or allowing support for the student

- Allowing the student to access independent professional advice at their own cost

- Informing students of their options if they are not satisfied with the outcome

- Providing an Informal Complaint and Formal Complaint process for dealing with their concerns

- The student is informed if costs may be incurred for Appeals, and these costs are reasonable

- Ensuring VET Student Loans students are not charged fees for accessing the complaints or appeals process

-

IIA maintains a Complaints and Appeals Register. This Register will include details of all Formal Complaints lodged, details of outcomes and any other relevant information. All Complaints will be dealt with in a manner which ensures privacy, and where necessary confidentiality, of the parties involved.

Responsibility

The CEO along with the VET Manager is responsible for implementation of this Policy and Procedure and ensuring that all staff are fully trained in its operation and students and complainants are made aware of its availability.

Procedure

Informal Complaint

IIA may receive complaints from students, employers, staff and other stakeholders through a variety of means, for example: verbally (by phone or in person), written documentation or electronically (email).

Where possible all non-formal attempts shall be made to resolve the issue within the shortest timeframe.
This may include advice, discussions, and general negotiation in relation to the issue.

For training and assessment-related issues, IIA recommends students to speak to their Trainer/Assessor in the first instance to resolve any concerns. If a satisfactory outcome cannot be reached, the student can then approach the VET Manager.

If no resolution can be reached, the student/complainant has the option to lodge a formal complaint.

Formal Complaint

The following procedure is to be applied to a formal complaint:

- The Complaint and Appeals form must be fully completed

- The complainant and respondent will have the opportunity to present their case at each stage of the procedure

- The complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire

- The process will be free of discrimination or victimisation

- At all stages of the process, discussions relating to complaints, complaints and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this Procedure will be provided to the Complainant and/or the Respondent if requested

- Records of all Complaints will be kept for least five (5) years from the time Complainant ceases to be a student. These records will be kept strictly confidential

Stage One (Internal)

Formal Complaints must be submitted in writing to the VET Manager via the following methods by
By electronic copy via email: admin@ii.edu.au
By hardcopy posted or delivered to: 22 Somerton Road Somerton VIC 3062

A copy should also be sent to the responsible trainer who taught the course.

VET Manager will assess the Complaint and determine the outcome. The Complainant will be advised of the decision in writing within 5 business days of the decision being made. The Complainant will be advised of their right to access Stage Two of this Procedure if they are not satisfied with the outcome of Stage One.

If the Stage One decision requires an action to be performed, it should be implemented within ten (10) business days of Complainant being informed of the decision. If this is not possible, the reasons for a longer period must be given to the affected parties.

Stage Two

If the Complainant is not satisfied with the outcome of Stage One, the complaint and the initial outcome determined by the VET Manager will be referred to the CEO of IIA for Stage 2 -Appeal. In this instance, the student will be requested to lodge   an Appeal in writing with the CEO of IIA. Complainants must lodge an Appeal in writing within twenty (20) business days of receiving the written decision for Stage One.

Appeals must be submitted in writing to the Chief Executive Officer via the following methods:
        By electronic copy via email: mosfeka.jomaraty@ii.edu.au

By hardcopy posted or delivered to: 22 Somerton Road Somerton VIC 3062

The CEO will conduct all necessary consultations with the Complainant and other relevant persons (VET Manager/trainer/ assessor and/or other staff involved) and once in receipt of their recommendation will decide the outcome of the Appeal. The Complainant will then be advised in writing of the outcome of their Appeal, including the reasons for the decision, within five (5) business days of the decision being made.

The Complainant will be advised of their right to progress to Stage Three of the Complaints and Appeals Procedure if they are not satisfied with the outcome.

If the Stage Two decision requires an action to be performed, it should be implemented within ten (10) business days of the Complainant being informed of the decision. If this is not possible, the reasons for a longer period must be given to the affected parties.

Stage Three (External)

If the Learner or Complainant is not satisfied with the outcome of Stage Two they must advise in writing that they are not satisfied with outcome of Stage Two and that they are escalating the matter to the Department of Employment and Workplace Relations) or the VET Student Loans Ombudsman.

To lodge a complaint with Department of Employment and Workplace Relations, please follow the following links: https://www.dewr.gov.au/national-training-complaints-hotline/national-training-complaints-hotline-complaints-form

To lodge a complaint with VET Student Loans Ombudsman , please follow the following link https://www.ombudsman.gov.au/complaints/vet-student-loan-complaints

VET Student Loans

For VET Student Loans students who are dissatisfied with IIA's response having been through the internal two- stage complaints process, students can refer to the VET Student Loans Ombudsman (contact details below). There are no charges from IIA to a VET Student Loans complainant or appellant for Stage Three.

The VET Student Loans Ombudsman will act as the external dispute resolution body to conduct investigations and make recommendations in relation to VET loan assistance (i.e., VET Student Loans and VET FEE HELP).

Contact details

VET Student Loans Ombudsman (Commonwealth Ombudsman VET Student Loans)

Tel: 1300 362 072
Web: https://www.ombudsman.gov.au/complaints/vet-student-loan-complaints

Record Keeping

Records of all Complaints will be kept for least five (5) years from the time Complainant ceases to be a student. These records will be kept strictly confidential and stored securely within the student management system. Complaints and appeals relating to students accessing VET Student Loans will be clearly marked and accessible for audit and compliance reporting under the VET Student Loans Rules.

Health and Safety Policy & Procedure

Purpose and Scope

This policy outlines the approach taken by Infinity Institute Australia ("IIA") to ensure a safe and healthy environment for staff, students, contractors and visitors during their participation in work and training activities within the organisation.

This Policy applies to all staff, students, contractors and visitors at IIA site. This policy also includes the collection and review of health and safety-related feedback from staff, students, and other stakeholders to support continuous improvement and ensure compliance with WHS obligations and NVR Registered Training Organisations 2025.

Definitions

Hazard means any potentially dangerous situation within the work/study environment provided by IIA

Incident means an event or circumstance that leads – or could have lead - to unintended or unnecessary harm during a person's participation in work and/or training activities with IIA

Injury means any incident that causes harm to a person during their participation in work and/or training activities with IIA

SRTOs means the Standards for Registered Training Organisations, as defined under the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025.

Standards means the current Standards for NVR Registered Training Organisations (2025), which can be accessed at https://www.asqa.gov.au/how-we-regulate/revised-standards-rtos

Policy

1. Compliance

- Through this policy and related procedure, IIA meets the requirements of the Work Health and Safety Act 2011 (Cth) and Work Health and Safety Act 2020 (WA)), Occupational Health and Safety Act 2004 (Vic), Workplace Injury Management and Workers Compensation Act 1998 (NSW) and Workers Compensation Act 1987(NSW) check for others in relevant states and territories (where applicable).

- IIA is committed to protecting staff and students from harm to health, safety and welfare through the elimination and/or minimisation of risks arising from work and study.

- IIA has appointed a Health and Safety Representative to liaise with individuals about health and safety matters and ensure the organisation's compliance with health and safety requirements at all times.

2. Working safely

- All staff have a responsibility to work safely, take all reasonable care for their own health and safety and always consider the health and safety of others who may be affected by their actions.

- IIA encourages active participation, cooperation and consultation with all staff in the promotion and development of a healthy and safe workplace.

- All staff will receive induction into their role which will include information about workplace health and safety. Training and updates to information will be provided to staff on a regular basis.

3. Workplace, delivery site and home office inspections

- All work and training environments will be routinely inspected to identify safety risks, hazards and identify areas for improvement.

- Staff who work from home are responsible for ensuring the environment they work in is safe and has hazards are controlled effectively.

4. Hazard identification and risk control

- All staff, students and other individuals are required to report any hazards and safety incidents as soon as they become aware of them. IIA will take immediate actions to respond to incidents, assess risks and control hazards where applicable.

5. Incidents

- Staff and students are expected to immediately report any incidents that occur at work or during training that impact on an individuals' health or safety.

- IIA will respond to, investigate and record all incidents that impact on the health and safety of any individual and will take steps to prevent recurrence

6. Safety records

- Records of the organisation's workplace hazards; risks and workplace injuries will be accurately maintained at all times.

Procedures

1. **Workplace, delivery site and home office inspections**

Procedure	Responsibility
A. Inspections • Training Facilities and Head Office will be inspected using the *WHS Inspection Checklist* at least annually by the Health and Safety Representative. • Staff members working from a home office must conduct this inspection themselves and send their report to the Health and Safety Representative. • Outcomes of the inspections will be logged on the *WHS Inspection Register.* • Any hazards identified will be treated according to the below section on hazard control and risk identification.	Health and Safety Representative Trainer/Assessor

2. **Incident reporting**

Procedure	Responsibility
A. Workplace incidents • If an incident occurs in the workplace where there is an injury, an *Incident Report* must be filled in. • In case of injury or risk of injury, the first person in attendance to a workplace injury should immediately call for help, seeking assistance from the Health and Safety Representative and an ambulance where needed. • *Incident Reports* will be used as the basis of an investigation into the incident, if required. • All incidents should also be logged on the *Incidents Register*. • All incidents are to be assessed for hazards that may lead to the incident recurring.	Staff and/or students Health & Safety Representative

3. **Risk assessment and hazard control**

Procedure	Responsibility
A. Identify and report hazards • All staff have a responsibility to report hazards in the workplace as they are identified. Students are also asked to report hazards that they notice. • All hazards must be reported using the *Hazard Identification Report*. • All reported hazards are to be recorded on the *Hazard Register*.	All staff Health and Safety Representative
B. Risk assessment • For all hazards identified, a risk assessment will be conducted to determine the	Health and Safety Representative

Procedure	Responsibility

likelihood of someone being exposed to the hazard and the impact of this exposure. The risk assessment is conducted to determine:
 	
  – How severe a risk is
 	
  – Whether existing control measures are effective
 	
  – What action should be taken to control the risk
 	
  – How urgently the action needs to be taken.
 	
• Review the information available about the hazard including any available information (including hazard reports, WHS legislation, Australian Standards, code of practice and personal experience).
 	
• In considering the risk, use the Risk Rating Matrix (see below) to determine:
 	
  – Likelihood
 	
  – Consequences
 	
  – Risk Level Rating – Critical, Major, Moderate, Minor, Insignificant	

C. Control risks and hazards
 	
• Hazards should be dealt with in order of priority. Use the Hierarchy of Controls chart (see below) to determine hazard control options. This determines the most effective controls. Risk control measures should always aim as high in the hierarchy as practicable.
 	
• Urgent action is required for risks assessed as Critical or High Risk. This may include:
 	
  – Cessation of work, process or activity
 	
  – Isolation of the hazard until a permanent solution is determined.
 	
• All hazards must be controlled to ensure staff and students are not injured, do not become ill and there is no damage to property and equipment.
 	
• Risks identified through this process must be recorded on the *Risk Management Register*.
 	
• Hazards and their controls must be recorded on the *Hazard Register*.
	Health and Safety Representative

Appendices

Risk rating matrix

		Likelihood				
		Rare	Unlikely	Possible	Likely	Almost certain
Consequences	**Catastrophic**	Moderate	Moderate	High	Critical	Critical
	Major	Low	Moderate	Moderate	High	Critical
	Moderate	Low	Moderate	Moderate	Moderate	High
	Minor	Very Low	Low	Moderate	Moderate	Moderate
	Insignificant	Very Low	Very Low	Low	Low	Moderate

Hierarchy of Controls

1	Eliminate the hazards – remove it completely from the workplace	**If this isn't practical then…**
2	Substitute the hazard – with a safer alternative	**If this isn't practical then…**
3	Isolate the hazard – as much as possible away from staff/students	**If this isn't practical then…**
4	Use engineering controls – adapt tools or equipment to reduce the risk	**If this isn't practical then…**
5	Use administrative controls – change work practices and organisation	**If this isn't practical then…**
6	Use Personal Protective Equipment (PPE) – this should be the last option after you have considered all the other options for your workplace	**If this isn't practical then…**

Privacy Policy

Purpose and Scope

In delivering VET courses Infinity Institute Australia ("IIA") may collect information from students or prospective students, either electronically or in hard copy format, including personal information that identifies individuals. IIA may also record various communications between individuals and IIA. This policy supports IIA's commitment to protection of personal information. This policy defines how IIA respects the privacy of information it collects, stores, uses and provides access to information. It ensures how IIA will satisfy legal responsibilities in privacy protection as it applies to all its directors, staff, students and contractors.

This policy applies to all individuals, including those accessing Commonwealth financial assistance under the VET Student Loans (VSL) program, and incorporates IIA's obligations under the VET Student Loans Act 2016, the VET Student Loans Rules 2022, and the Privacy Act 1988.

Policy

IIA's directors, staff, students, contractors and other stakeholders are entitled to the protection of their privacy. IIA recognises its obligation regarding the collection, storage and use of personal information and will take necessary measures to ensure privacy is protected. All personal information is collected for the operations of IIA. Personal information is collected directly from the individual, although in some cases, a third party such as a family member may also contact IIA and provide information on the individual's behalf. All students and staff have the right to access their personal information held by IIA.

This policy has been developed in alignment with the Australian Privacy Principle (APP) guidelines provided by the provided by the Office of the Australian Information Commissioner (https://www.oaic.gov.au/privacy/australian-privacy-principles-guidelines/). All staff members are made aware of the privacy obligations during induction and receive updates, reminders and training as required.

Open and transparent management of personal information

IIA will manage personal information in an open and transparent way. This includes having a clearly expressed and up to date *Privacy Policy* (this document) that is easily accessible, such as on the IIA website.

Collection, use or disclosure of personal information

IIA will collect, use or disclose personal information in accordance with the Privacy Act 1988. IIA will collect, use or disclose personal information where it is reasonably necessary for, or directly related to, IIA's functions or activities for educational, administration and regulatory Authority (ASQA) data reporting purposes.

IIA may typically collect and use information for handling enquiries, admissions, enrolments and administration, providing student services, conducting student assessments, conducting marketing campaigns, budgeting and forecasting, maintaining information technology facilities and transacting with other IIA related entities.

On rare occasions IIA, the Commonwealth including the TPS, or state or territory agencies, may be required by law to use or provide personal information to others for other purposes but will be done in in accordance with the Privacy Act 1988. In some cases, an individual's consent will be sought to use or provide personal information to others.

For students accessing VET Student Loans, IIA may disclose information to the Australian Government Department of Employment and Workplace Relations and other authorised bodies, as required under the VET Student Loans Act 2016. This includes student identifiers, enrolment information, loan details, and engagement data. All disclosures will comply with the relevant legislation and privacy standards.

IIA will only adopt or assign a unique identifier (e.g. student or employee numbers) for an individual if it is necessary, authorised by law or with consent. Any transfer of sensitive information outside of IIA will be managed in accordance with the law. Personal information will be collected from the individual concerned, unless this is unreasonable or impracticable. IIA will only solicit and collect sensitive information if the individual consents to the sensitive information being collected. When IIA solicits and collects sensitive information all reasonable steps will be taken to explain the reasons for the sensitive information to be collected; what will be done with the information; and the consequences (if any) if all or part of the information is not provided to IIA.

IIA are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

IIA are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.
For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

Unique Student Identifier (USI)
The Unique Student Identifier requirements came in place on 1st January 2015 as a result of the passage of the Student Identifiers Act 2014. Students undertaking nationally recognised training delivered by a Registered Training Organisation (RTO) must have a Unique Student Identifier (USI). The USI creates a secure online record of nationally recognised training that the holder can access16. The USI is linked to the National Vocational Education and Training (VET) Data Collection.

The Student Identifiers Registrar collects personal information that is reasonably necessary for, or directly related to, its functions and activities pursuant to the Student Identifiers Act 2014. The Registrar will only use and disclose personal information for the purposes it was collected for and in accordance with the Privacy Act17
In addition to the above, the Student Identifiers Amendment (Enhanced Student Permissions) Act 2020 came into effect in May 2020 and amended the Student Identifiers Act 2014.
The amendments allow a student or person who has studied a VET course after 1st January 2015 to choose whether a licensing body, employment agency or potential employer views their authenticated VET transcript.
The student controls:
- Whether to share their transcript or not
- Who gets access
- Which of their VET achievements are displayed
- How long the transcript can be looked at
The student can remove this access at any time.
The amendments also introduce civil penalties to protect the integrity of the student identifier and authenticated VET transcript and to deter persons from doing the wrong thing. For more information on how Unique Student Identifier (USI), will handle your personal information please refer to the USI – Privacy Notice for

students at https://www.usi.gov.au/documents/privacy-notice.

Quality and security of personal information

IIA will ensure that the personal information it collects, uses or discloses is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.

If an individual considers their personal information to be inaccurate, incorrect, incomplete, out of date or misleading, they can request that personal information to be amended. There is no charge for making a request to correct personal information.

IIA will take reasonable steps to protect personal information it holds from misuse, interference and loss, and from unauthorised access, modification or disclosure. IIA relies on individuals to provide accurate and current information in the first instance, and to notify IIA when circumstances or details change. Personal information may be stored in hard copy documents, as electronic data, or in IIA software, databases or systems. IIA protects personal information via various means including, but not limited to:

- Controlling physical access to IIA premises and hard copy documents and

- Controlling electronic access to IIA's website, software, databases or systems with

  security measures such as password protection.

Information access

Staff who needs the personal information to carry out their responsibilities will be able to gain access

to that information. IIA will also provide individuals with the right to access or obtain a copy of the personal information that IIA holds about them at no charge. However, there may be a fee to make a copy of this information. Requests to access or obtain a copy of their personal information must be made in writing. Once a written request to obtain a copy of their personal information is received by IIA, the requesting individual will be advised how this will occur and if any applicable fees apply, within 10 working days of receiving the written request. Access to the personal information will be provided in a manner requested by the individual if it is reasonable to do so.

Written requests for access to, or to obtain a copy of, or correct personal information held by the IIA should be sent to: admin@ii.edu.au

Certain types of sensitive personal information may be subject to confidentiality standards beyond this Policy. In certain cases, the confidentiality requirements in this Policy will be overridden by legal or legislative obligations of disclosure.

Questions or complaints about Privacy at IIA

IIA takes all complaints seriously, including privacy-related complaints. IIA is committed to investigating and resolving privacy complaints in a timely, open, fair and transparent manner.

To raise any concerns or complaints in relation to privacy at IIA, please email admin@ii.edu.au

Records and Information Management Policy & Procedure

Policy

This policy is designed to ensure that Infinity Institute Australia ("IIA") effectively manages administrative, record management and reporting requirements in accordance with the requirements of the *Standards for NVR Registered Training Organisations 2025*.

This Policy and Procedure applies to all student and organisational records collected and maintained for the delivery of nationally recognised training and assessment, including for students accessing VET Student Loans (VSL).

This Policy is written to comply with the Australian Privacy Principles.

The Policy and Procedure also provide the processes ensuring IIA maintains compliance with all external reporting responsibilities (for example AVETMISS, Quality Indicators and VSL progression reporting).

Correction – students have the right to seek that erroneous records are corrected in accordance with this policy and procedure.

Responsibility

Business and Financial

The Chief Executive Officer has the responsibility to ensure that all business and financial records are accurately maintained. This includes but is not limited to:

- Financial and annual reports

- Business plans

- Minutes of meetings relating to business operations and governance arrangements

Delivery and Training

The VET Manager has responsibility for ensuring that all records relating to the delivery of training and assessment services are maintained appropriately. This includes but is not limited to:

- All records of delivery and assessment arrangements

- Staff records

- All required records to ensure compliance against the Standards for NVR Registered Training Organisations 2025

Student records

Student Administration has the responsibility for the storage, maintenance and archiving of all training, assessment and other student records. This includes but is not limited to:

- Student records database

- Records and evidence of training and assessment services

- All related administration paperwork and records relating to student enrolment, progress, and completion of any training and assessment services provided

IIA maintains a Student Record Management System that is able to collect AVETMISS data as required by the regulatory framework.

Retention of Student Training Resources and Assessment Instruments
IIA maintains master copies of all training resources and assessment instruments for all staff to access as required. These training resources and assessment instruments are maintained for a period of no less than one year from the date the materials cease to be used within IIA. Documents and records may be kept in archived format.

Retention of Student Records and Assessments
IIA retains all student assessment and other records of training securely for the duration of the student's enrolment and a further 2 years from the date of completion or cancellation of the student's enrolment.

Retention of AQF certification

IIA retains records of all AQF certification documentation issued to VET students for a period of 30 years. This includes all qualifications and statements of attainment issued.

For VSL students:
Records related to engagement, progression forms, tuition fee notices, CANs, and re-credit decisions are retained for 5 years as required under the *VET Student Loans Act 2016*.

Procedure
Documentation and records will be maintained by IIA depending on the format of the record in accordance with this procedure as outlined below.

Hard Copy Student Files

Currently Enrolled Students
All student records are maintained in hard copy while a student is enrolled with IIA, including but is not limited to:

- Enrolment Form

- The assessment schedule for each unit included in the enrolment (Training Plan)

- Pre- Training Review (including LLN testing, and any CT/RPL applications)

- Assessments and results documentation

- Financial and fee related documentation (copies of CAN and prescribed fee notices)

Completed/Cancelled Students
Hard Copy student records will be retained in full for a period of two years after the completion of training and assessment. These files may be archived as per the archiving processes in place.

Each individual student file will include the following:

- Enrolment Form

- The assessment schedule for each unit included in the enrolment (Training Plan)

- Pre- Training Review (including LLN testing, and any CT/RPL applications)

- Assessments and results documentation

- Financial and fee related documentation (copies of CAN and prescribed fee notices)

- Assessment Outcome Record Sheets for each unit

- Copy of the Statement of Attainment or Qualification issued

Electronic records
Full electronic student records (including all documentation referred to under the completed/cancelled students for hard copy records) for all students will be retained for a period of thirty (30) years. This will be maintained in a format that is able to be retrieved for purposes of student, staff or other lawful access as required.

Enrolments and participation
All details of enrolment and ongoing participation in training and assessment are entered on the AVETMISS compliant Student Records Management System. This database shall also contain records of student progress that shall be maintained by Student Administration.

Student data shall be entered in a timely manner that reflects the student's current status (but no less that required by the regulatory reporting requirements). This includes identifying the training and assessment that has been undertaken as it occurs and maintaining an ability to provide up to date student records at any time.

Provision of student records to regulator
Transfer of records will be consistent with contractual and legal requirements and the requirements of the National VET Regulator (Australian Skills Quality Authority). This may include regular reporting of various data (i.e. Quality Indicators) relating to the training and assessment services provided by IIA.

Document disposal

Student Records
All student records are stored securely in line with the timeframes above. The manner of disposal after the retention period will be the responsibility of Student Administration. To ensure confidentiality, documents containing personal details or other sensitive information will be destroyed securely before disposal.

Other documentation
The document retention period of all other documents relating to the operations of IIA, if not contractually or legally required, shall be seven (7) years other than where in accordance with this Policy and Procedure. The manner of disposal after the retention period will be the responsibility of the Chief Executive /VET manager. Officer. To ensure confidentiality, documents containing personal details or other sensitive information will be destroyed before disposal.

Secure storage of electronic records
Student records and results are stored on IIA's Student Record Management System (Wisenet). All electronic records are kept on a secure server that is backed up daily.

Privacy and Student Access
Please refer to Privacy Policy for detailed information.

Except as required under the Standards for NVR Registered Training Organisations 2025or otherwise by law,

information about a student will be kept confidential and not disclosed to a third party without the written consent of the student.

Access by a student to their personal records is available upon request to the Student Administration. A student may contact Student Administration in writing to discuss a suitable time to view their file. Access will only be granted once a student can confirm their identification. Student Access to the file will be granted only once written notification is received and Student Administration has validated the student's identification. Access shall be provided within two days of confirming the student's identification. Information that may be accessed includes progress, personal details and any relevant details of the student's enrolment that IIA has collected.

Monitoring and review of records

On an annual basis IIA will conduct an internal audit against the Standards for NVR Registered Training Organisations 2025 and this will include reviewing all records to ensure compliance is being maintained. This process is supported within the Quarterly Review Schedule and the Quality Management Policy and Procedure. Student files will also undergo regular reviews to ensure information is included as required. This includes use of the 'Student File Checklist'.

Correction

Students have the right to seek that erroneous records are corrected in accordance with this policy and procedure. Where a student forms the view that a record (whether it be personal information, student assessment or related records or financial and fee related records) is incorrect, the student may apply for a correction of that record by completing the attached form and providing it in writing to Student Administration.

Upon receipt of the application for correction, Student Administration will consider the request and make a decision regarding the application within 7 business days. Student Administration will advise the student in writing of the outcome along with reasons for the decision.

Where the student feels aggrieved with the outcome, the student may, in writing seek a review of the decision. This application for review must be presented to Student Administration, who will in turn provide the application and a copy of all materials pertaining to the original application and the reasons for refusal, to the Chief Executive Officer.

The Chief Executive Officer will review the materials and make a determination within 7 business days. The decision along with reasons for the decision will be provided to the student in writing. The decision of the Chief Executive Officer will be final and no further correspondence regarding the decision will be entered into.

Nothing in this procedure affects, removes or diminishes the rights of the student to seek any and all remedies that are otherwise available to the student at law
.

Application to correct student record

Student Name:

Student ID:

What is your application in respect of? (please indicate)

☐ Personal record

☐ Academic record

☐ Financial/fee record

☐ Review of refusal decision

Please identify the nature of the record which you are applying to have corrected. Please provide all details to sufficiently identify the record in question (including course; trainer; unit; assessment number or type; fee or notice etc). Please clearly identify why the record is incorrect and the reason required for correction:

Where appropriate or applicable, please identify what the corrected record should state:

Signed:

Date:

Statement of Tuition Assurance for Exempt VET Student Loans (VSL) Providers

Introduction

1. Tuition assurance protects students in the event a course provided by an approved VSL provider ceases to be provided after it starts but before it is completed. Affected students are offered a replacement course with another provider and where this is not possible, the students' FEE-HELP balance for the affected part of the course will be re-credited.

2. As an approved provider under the *VET Student Loans Act 2016*, The Holistic Healing Company Pty Limited trading as Infinity Institute Australia (Infinity Institute) ABN: 34 097 426 303 ACN: 097 426 303 must be a party to an approved tuition assurance arrangement or have an approved exemption in place.

3. It is intended that, from 1 January 2018, Infinity Institute will be exempted from the requirement to be a party to an approved tuition assurance arrangement. Instead, Infinity Institute is required to comply with interim arrangements which ensure similar tuition assurance protection is provided to students.

4. This statement sets out the interim arrangements for tuition assurance that will apply from 1 January 2018 and Infinity Institute's obligations from that date.

5. If any changes occur to the proposed arrangements outlined below, a revised statement will be provided on Infinity Institute's website and advised to all students that have enrolled in the intervening period.

What happens if Infinity Institute ceases to provide a course after it starts but before it is completed?

Information for affected students

6. Infinity Institute will notify affected students in writing that an approved course is no longer provided within 2 business days after The Infinity Institute ceases to provide the course after it starts but before it is completed.

7. As soon as practicable, Infinity Institute will also update its website to reflect that the course is no longer being delivered and to give students information about the tuition assurance arrangements.

Replacement courses

8. The Commonwealth Department of Employment and Relations (the Department) (or a consultant engaged by the Department) will work with affected students to identify a replacement course and arrange for students to be placed with replacement providers.

9. Replacement courses must meet the following requirements:

    - the course must lead to the same or comparable qualification as the original course;

    - the mode of delivery of the replacement course must be the same as or, with the student's consent, similar to the mode of delivery for the original course;

    - the location of the replacement course must be reasonable, having regard to the costs of, and the time required for, a student's travel; and

- the student will not incur additional fees that are unreasonable and will be able to attend the replacement course without unreasonable impacts on the student's prior commitments.

10. Affected students will be offered a replacement course and may seek a review about whether the course offered to them meets the requirements for replacement courses.

11. A student who accepts the replacement course offered will not be required to pay the replacement provider for the replacement components of the replacement course. However, the fees payable for the remainder of the replacement course may be different from the fees payable for the original course.

12. A student who accepts the replacement course offered will also receive course credits for parts of the original course successfully completed by the student, as evidenced by:

- a copy of a statement of attainment or other Australian Qualifications Framework certification document issued by the course provider or an authorised issuing organisation in accordance with the Australian Qualifications Framework; or

- a copy of an authenticated VET transcript issued by the Student Identifiers registrar.

13. Each affected student will have a period of six (6) months in which to accept the replacement course offer. The Department may extend that period in circumstances that justify an extension.

14. If an affected student enrols in a course that is not a replacement course, the student may be required to pay additional tuition fees, and might not receive the course credits the student would have received if the student had enrolled in a replacement course.

Re-crediting of students' FEE-HELP balances

15. Where there is no suitable replacement course for a student, Infinity Institute will re-credit the student's FEE-HELP balance for the affected parts of the original course. The amount re-credited will be equal to the amount of VET student loan used to pay tuition fees for the student for the course, or parts of the course.

Prepaid fees

16. For tuition fees paid up-front greater than $1500, Infinity Institute has in place a Tuition assurance bank account

17. For tuition fees paid up-front below $1500, students should be aware that there is no formal protection in place and students will be responsible to seek a refund for these fees directly from Infinity Institute if Infinity Institute fails to provide the agreed services. Infinity Institute has in place Refund Policy. If the provider is under external administration, this may require the student submitting a proof of debt with the external administrator.

Record keeping

18. It is suggested best practice for students to retain assessments, records of competencies or statements of attainment that they receive from their education provider.

Student Support, Welfare and Wellbeing Policy and Procedure

Purpose and Scope

This policy and procedure addresses the principles and practices that Infinity Institute Australia ("IIA") undertakes to provide support students to ensure their wellbeing, whether it be mental, physical or emotional. This will ensure a positive overall welfare during the student experience. This policy and procedure outlines the processes through which IIA identifies student welfare needs, ensures support services adequately address these needs, and informs students of the support services available at IIA.

The policy and procedure applies to all current students and prospective students at IIA and to the Staff who are responsible for ensuring the safety and welfare of students including academic staff.

Policy

IIA considers that wellbeing and support services are important sources of easing students into vocational learning, helping them adjust to their new living environment and enabling them to achieve their academic goal. All students have the right to a safe and supportive learning environment that promotes student welfare and accommodates the requirements of their course of study. This document provides a clear statement on the wellbeing and support services at IIA. All students will have equal access to IIA's support services.

IIA is concerned about the physical, emotional, mental, intellectual and cultural safety of its students and their wellbeing. All staff have a strong duty to ensure that students are in a position to be safe and secure when on its premises. Support and advice are provided to all students so that they can achieve academic success. IIA also provides support for student wellbeing whilst off campus.

All commencing students at IIA will be provided with the following information:
- an introduction to IIA's academic and administrative services including support services
- campus facilities and resources, including learning resources
- an opportunity to be introduced to key academic and administrative staff and meet fellow students.

IIA students will be advised on the actions they can take to enhance their personal security and safety. Information will be provided to all students about general safety, as well as how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents and isolated events involving an individual such as assault or sexual harassment.

Students will have access to further support as required. Students may be given special consideration during the admission process if the following or any of them apply:

- Applicants with a disability
- Any person with a learning or language difficulty
- Socioeconomically or disadvantaged applicants
- Applicants of Aboriginal or Torres Strait Islander descent.

Academic staff are also required to pay particular attention to the progress and participation of students throughout their course. This is in keeping with the *Academic Progress and Student At-Risk Policy and Procedure*. If students are found to be at risk, they will be given additional support or mentoring which may include:

- Encouraging students with academic or personal support needs to access support from relevant internal and external support services
- Improving staff understanding to assist in the development of informed views, behaviours and attitudes towards students requiring additional academic or personal support
- Supporting the mental health and wellbeing of students through a range of educational and support initiatives
- Making available information about support services to staff and students, which can be readily accessed

To ensure the best possible support for the wellbeing of students IIA will provide:

➢ Personal Support

➢ Administrative Support

➢ Academic Support

➢ Technology support

➢ Disability Support

Refer to the procedure below for detailed description on all the above-mentioned supports.

Procedure

The following procedure explains the process that IIA will implement the Student Support, Welfare and Wellbeing Policy.

The Student Support, Welfare and Wellbeing Procedure sets out the following key areas of support that will be provided to students:

➢ Academic support

➢ Administrative and Technology support

➢ Personal support

➢ Disability support

Privacy

In addition to IIA's Privacy Policy, student information related to VET Student Loans will be managed in accordance with the Privacy Act 1988 and the requirements set out in the VET Student Loans Rules 2016 and TCSI data reporting obligations.

In providing support to students, they may disclose personal or private information to IIA. The student's Privacy will be respected, and the information will be handled in accordance with the *Privacy Policy*. Student information will remain confidential except where the information is required to be provided by law, or where the student's or someone else's health, safety or security are at immediate risk.

Identification of Individual Student Needs

IIA will monitor various aspects of each student's engagement to identify students who require support. This monitoring will be both formal and informal. IIA, at a minimum, will use the following methods to identify students who may require support:

- ➢ Student academic performance reporting

- ➢ Staff observations of student behavior

- ➢ Student progression data

- ➢ Student attendance and absenteeism reporting

- ➢ Complaints from students or staff

- ➢ Students approaching staff requesting support for themselves or other students

Once IIA identifies that a student requires support, the nature of the type of levels of support will be addressed. This will be communicated to the student to ensure that they understand what support is being offered, and what outcomes IIA expects with the provision of the support.

More than one support mechanism may be offered to a student at the one time. This may be due to the different factors that have led to the student requiring support and may include a combination of academic and non-academic support measures. IIA wants to take a holistic approach to ensure that the overall needs of students are being met.

All support services must be consistent with the requirements under the VET Student Loans Rules 2016, including ensuring access to support for students identified as "at risk," and assisting students to meet course progression requirements to remain eligible for VSL.

1. ACADEMIC SUPPORT

IIA recognises that quality education includes one-on-one time between students and academic teaching staff.
Academic staff will be required to pay special attention to the participation and progress of students who have been admitted with special consideration and provided additional academic support. Students who have received special consideration and additional academic support at admission will have additional monitoring from academic staff, providing them the opportunity to engage in early intervention strategies to get the student back on track if they are having difficulties.

The CEO will be provided with regular reports on student attrition, progression and completions. These reports will include subcategories of student cohorts, particularly for ATSI students and student who have been admitted with additional support. The CEO will receive these reports at least on quarterly basis and will use this data for continuous improvement and enhancing academic quality.

IIA will offer academic support to students if the need is identified at no cost to the student. Academic support includes the following:

- ➢ Direct support from academic staff

- ➢ Language, literacy and numeracy support

> ➤ Early intervention for students who are identified as on a risk of not progressing in their enrolled qualification.

IIA academic staff will also provide academic support to the student outside of the normal scheduled class times at no cost to the student. If required, and where reasonable, IIA may seek external assistance to provide specialist academic support to students the cost of which may be passed on to the student.

Academic support may be provided on a one to one basis, or where appropriate, in a group setting. Examples of academic support that can be offered to students who have been identified as requiring it include, but are not limited to, the following:

> ➤ Assistance from academic staff for unit/course specific issues.

> ➤ Assistance from staff for referencing techniques.

> ➤ Assistance in assessing additional learning material for a specific unit/topic etc.

The VET Manager will be responsible for assessing a student's need for academic support and for supporting students' who have been admitted with special consideration and need additional academic support.

Information provided during enrolment will include: the VSL Statement of Covered Fees, the VSL Fee Notice, and the Commonwealth Assistance Notice (CAN) as per VSL requirements. Students will be informed about their HELP balance, re-crediting procedures, and progression requirements.

2. ADMINISTRATIVE AND TECHNOLOGY SUPPORT

IIA will offer administrative and technology support to all students on a needs basis. This includes the provision of information or services prior to students who are encountering difficulties. IIA is proactive in its support services offered to students that remedial actions are not required at a later stage.

Examples of administrative and technology support that IIA will offer to students includes, but not limited to, the following:

> ➤ Information and resources in relation to support services

> ➤ Assistance with enrollment

> ➤ Access to internet and network on campus

Assistance With Enrolment

The Administration Manager and Student Administration staff will be responsible to provide students with assistance with enrolment. Assistance with enrolment will include:

> ➤ Providing information and assistance during the enrolment and admissions process

> ➤ Providing information and assistance with unit and course enrollment activities

> ➤ Providing information and assistance with total tuition fee of the applied course and the amount of tuition fee that is covered by the Vet Student Loans.

> ➤ Providing information and assistance through the credit transfer and RPL process

Providing students with the Student Handbook, VSL Information Booklet, Quick Guide for VSL Applications and all

other materials referred to in the pre-training review interview (PTR) checklist prior to applying

3.   PERSONAL SUPPORT

IIA will seek to identify students requiring personal support, ensuring that early intervention is provided to protect the welfare and wellbeing of the student. Staff and students are encouraged to be alert to students who are consistently disruptive, aggressive, intimidating or may be in breach of the Code of Conduct & Practice.

A student may be identified as requiring personal support and intervention where their physical or mental welfare and wellbeing is at risk.

If a student is identified as requiring personal support, staff (within the limits of their personal and professional experience or training) will need to assess the individual needs of students.

Where support is available internally, IIA staff will provide the necessary support. Where IIA staff do not possess the skills to adequately provide support to the student, IIA will obtain external specialist support to ensure the safe welfare and wellbeing of the student.

Personal Support available to students will include:

> Counselling on non-academic matters

> Assistance for students transitioning into their courses

> Assistance with health issues

> Welfare and disability support

> Providing information regarding specialist services

All staff will be responsible for monitoring student behaviour and identifying incidents or students that require IIA's to provide personal support. Once Identified, the Administration Manager, VET Manager (as appropriate) will be responsible for ensuring that identified students receive the appropriate support services.

4.   DISABILITY SUPPORT

IIA ensures that students who have a disability are afforded every opportunity to succeed at their academic endeavours. Reasonable adjustments will be made for students who have been identified as requiring disability support.

During the admissions and enrolment process, students are asked if they have disabilities or a long-term medical condition that may require addition support from IIA. Students identified as requiring additional disability support will be consulted to determine what reasonable adjustments IIA can provide to the student.

Where a student has been identified as requiring additional disability support, it will be the responsibility of the Administration Manager to ensure that it is provided(if possible within IIA capacity).

Reasonable adjustment for a student with a disability could include:

> Reasonable adjustment to the teaching environment for students with a disability

- Reasonable adjustment to assessment conditions during assessment periods

- Reasonable adjustment to facilities (wherever possible to accommodate) for students with a disability

- Temporary assistance due to short term illness/hospitalisation

	Responsibility	Support Available
Academic Support	VET Manager Trainers and Assessors	- Direct support from academic staff - Language, literacy and numeracy support - Early intervention for "At Risk" students
Administrative and Technology Support	Administration Manager VET Manager Student Administration Staff	- Information and resources in relation to support services - Assistance with enrolment
Personal Support	**Identification:** All staff **Implementation:** Administration Manager VET Manager	- Counselling for non-academic matters - Assistance for students transitioning into their course - Assistance with health issues - Welfare and disability support
Disability Support	Administration Manager VET Manager	- Reasonable adjustment to the teaching environment for students with a disability - Reasonable adjustment to assessment during assessment periods - Reasonable adjustment to facilities (wherever possible to accommodate) for students with a disability - Temporary assistance due to short term illness/hospitalisation

Withdrawal and Refund Policy & Procedure

Infinity Institute Australia ("IIA") understands that in some circumstances, students may wish, or in rare cases, have no option to withdraw from a course of study. IIA intends to support students in fulfilling all educational aspirations with the greatest level of support and ease. Stress can play a significant role in the life of a student and where IIA is able to reduce that stress, it will endeavour to do so. Ultimately however, the onus must be on the student to understand the rules and processes around both withdrawals and as a consequence, seeking a refund or re-credit of fees.

On occasion there will be a situation where, although at first instance withdrawal would seem to be the natural next step, alternative arrangements will be instituted. An example is where a course is cancelled if, for example, minimum numbers are not met. In such cases, students will be offered a place in the next available course rather than simply provided with an immediate withdrawal and refund. This is to ensure the academic interests of the student is protected by continuing the educational goals without unnecessary delay.

In usual circumstances, the policy of IIA Australia will be to consider, on the merits, the application for withdrawal and further, to determine the level of fees, if any, that are properly refundable (or subject for re- credit). Of course, IIA considers special circumstances in accordance with this policy and procedure document where applicable.

In any case, students are required to make a formal application to withdraw and/or request a refund using the Application to Withdraw Form and Refund Request. Grounds for a refund may, for example, include withdrawal from a course prior to commencement and special circumstances such as serious illness or other matters beyond the student's control which have a serious, adverse effect on the student's ability to complete the course.

Documentary evidence and a statutory declaration may be required in support of applications for withdrawal and/or refund due to special circumstances. Approval of an application for a refund is the decision of IIA Australia. Review and appeal procedures apply as set out in this document. Eligible VET Student Loans students may choose to defer a portion of their course fees and in such cases, the following conditions will apply:

- If a student chooses to withdraw from a course after a census date the relevant proportion of the course fees will be applied inclusive of upfront fees and VSL fees

- Students are required to make a formal application to withdraw using the Application to Withdraw Form;

- no requirement to complete a Refund Request Form for fees deferred to VET Student Loans.

Withdrawal Procedure

Students who wish to withdraw from a VET Course or Unit of Study must provide in writing their Application to Withdraw Form and Refund Request to withdraw to the student services officer.

If the Application is made on or before the VSL census date:

- The student will be advised that they will not incur a VSL debt;

- Any tuition fees paid up-front, any gap fees paid via payment plan or a loan from the provider will be refunded; and

- IIA Australia will NOT charge:

    o a withdrawal fee;

- o an administration fee;

- o a fine or penalty;

- o a fee determined to be a disincentive to withdrawing from a unit, part of a course or whole course.

IIA will ensure there is no penalty for withdrawing enrolment on or before census day where:

- IIA enrols a student in a course on the basis that some or all of the tuition fees for the course are covered fees (covered by a VET student loan); and

- on or before a census day for the course the student requests in writing that the provider cancels the enrolment (a student may understand this to be an application to withdraw).

If a student requests to be withdrawn from a VET Course or Unit of Study **after** the census date:

- The student will incur a VSL debt for that VET Unit of Study; and

- No refund is applicable to any fees paid up-front (subject to the Special Circumstances provisions outlined below).

If IIA cancels a student's enrolment, it will:

- Inform the student concerned of a proposed cancellation;

- Provide the student with at least 28 days to initiate complaint procedures before the cancellation takes final effect;

- Provide for the cancellation to take effect only after the complaint procedures initiated by the student have been completed;

- Set out the circumstances in which fees for the course, or the part of the course concerned will, or will not be refunded.

If a student elects to enrol in part of an approved course where the student had earlier withdrawn from a part of the course, the student must request to re-enrol in writing to IIA Australia's student services officer.

In all circumstances, IIA will provide confirmation to the student of their withdrawal, including the date and time of the student's withdrawal, the unit of study, part of a course or whole course from which the student withdrew and the relevant census day upon completion of the decision regarding withdrawal and fee refund. Further, confirmation will also be provided as to whether the student has incurred a debt for the unit, part of the course or whole course.

Special Circumstances

IIA will only consider applications for remitting a VSL debt after the census date where there are special circumstances for doing so. To assist students with making their application the following definitions and guidelines are to be applied in determining special circumstances:

Special circumstances will allow IIA to re-credit a student's fees where it is satisfied that they prevented, or will prevent, the student from completing the requirements of the course or the part of the course. Some factors may

include:

- medical;

- family;

- personal;

- employment; or

- course related.

In determining whether the student's circumstances meet the required special circumstances threshold, IIA will have regard to the following:

- whether the student could do enough of the following to meet course requirements:

    o private study;

    o attending training sessions and other activities;

    o engaging online;

    o complete any assessments, or demonstrate any competencies, required;

    o complete any other requirements which would assist meeting the course requirements.

Special circumstances need to be:

- beyond a person's control; AND

- do not make their full impact until on or after the census date for the unit of study in question; AND

- make it impracticable for a person to complete the requirements for the unit of study.

For circumstances to be beyond a person's control, the situation should be that which a reasonable person would consider is not due to the person's action or inaction, either direct or indirect, and for which the person is not responsible.

IIA needs to be satisfied that a person's circumstances did not make their full impact on the person until on or after the census date for a unit of study if the person's circumstances occur:

- before the census date but worsen after that day; or

- before the census date, but the full effect of magnitude does not become apparent until on or after that day; or

- on or after the census date.

The situation must be unusual, uncommon or abnormal to be considered special circumstances. Students do not need to demonstrate they were unable to withdraw from the course prior to the census day.

IIA will consider whether the person's circumstances changed on or after the census day and when the full effect or magnitude of the circumstances became apparent, taking into account any additional circumstances, including continuation of a pre-existing condition that may have affected the person on or after the census day.

Payment Plan Arrangements and Refunds

Where a student has an approved payment plan arrangement and requests to withdraw, IIA will, for students supported by a VET Student Loan:

- PRE-census date, refund any monies paid through this payment plan arrangement, and

- Post-census date maintain the debt for any monies owed to IIA for the previous census period until repaid in full, at which time the debt will be reduced to a zero balance for the payment plan arrangement.

Re-crediting of a VSL Debt

A student may apply in writing to have their FEE-HELP balance re-credited under Part 6 Division 2 of the VET Student Loans Act 2016 pursuant to the following requirements:

- a student may apply in writing to the provider for the student's FEE-HELP balance to be re-credited under section 68 of the Act because of special circumstances;

- a student may apply to the Secretary for the student's FEE-HELP balance to be re-credited under section 71 of the Act because:

  o the provider, or a person acting on the provider's behalf, engaged in unacceptable conduct in relation to the student's application for the VET student loan;

  o the provider has failed to comply with the Act or an instrument under the Act and the failure has adversely affected the student;

- that special circumstances are circumstances that:

  o are beyond the student's control;

  o do not make their full impact on the student until on or after the census day for a course, or the part of a course;

  o make it impracticable for the student to complete the requirements for the course, or the part of the course, during the student's enrolment in the course, or the part of the course;

- that applications for re-crediting under section 68 of the Act must be made within 12 months after the census day for the course, or the part of the course, concerned, or within that period as extended by the provider;

- that applications for re-crediting under section 71 of the Act must be made within 5 years after the census day for the course, or the part of the course, concerned, or within that period as extended by the Secretary.

The processes available to students in relation to reconsideration and review of decisions whether or not to re-credit FEE-HELP balances carry no charge for reconsideration or review of decisions, other than review by the Administrative Appeals Tribunal.

The Secretary may re-credit a student's FEE-HELP balance in relation to special circumstances if a course provider

- is unable to act or is being wound up or has been dissolved; or

- has failed to act and the Secretary is satisfied that the failure is unreasonable.

In requesting a remittance of the VSL debt, a student must provide relevant and appropriate evidence that they are unable to continue their study in the unit due to special circumstances. Students can obtain further information about special circumstances from the student services officer.

Once a request to remit a person's VSL debt is approved, a student's VSL debt is removed for the relevant unit/s studied.

IIA will refund to the Commonwealth the amount of VSL paid to the IIA on behalf of the student, if the student's request is successful. IIA Australia will notify 'the Secretary' of variation if the student's request is successful.

IIA may refuse an application to withdraw from a unit or units of study after the Census Date if it considers the student's request is not based on special circumstances, f it believes there is not sufficient and relevant evidence or if it believes the student's request does not fall within the relevant timeframes for the application and processing of requests for remittance of VSL debt.

IIA will consider the student's application as soon as practicable. Applications will be considered within twenty (20) business days after submission of all final material/evidence. Applicants will be notified of the decision in writing, within a further fifteen (15) business days.

Students will not be victimised or discriminated against for:

- seeking review or reconsideration of a decision; or

- using the provider's processes or procedures about dealing with complaints; or

- making an application for re-crediting of the student's FEE-HELP balance under Part 6 of the Act.

Review of Decision

Where IIA decides NOT to re-credit a student's FEE-HELP balance, that decision is subject to review. This means an affected person may request the decision maker to review the decision and further apply to the AAT for a review of the reconsidered decision.

If a Student is not satisfied with the decision made by IIA, the Student may apply at no additional charge, within 28 days of the receipt of the original decision, for a review of the decision. The application for review must:

- be made within 28 days of receipt of the original decision;

- include the date of the original decision;

- state fully the reasons for applying for the review; and

- include any additional relevant evidence.

Applications should be made in writing to the CEO (IIA Australia, Level 1, 22 Somerton Rd, Somerton VIC 3062) as the designated Review Officer of any decisions relating to a request for re-crediting of a VSL balance.

Note: The Review Officer is senior to the designated student services officer responsible for the original decision and was not involved in making the original decision to be reviewed.

The Review Officer will:

- acknowledge receipt of the application for review of a decision in writing within ten (10) business days; and

- inform the Student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision.

The Review Officer will then:

- review the information from the original decision and then assess any new evidence provided by the Student;

- provide written notice to the Student of the decision, setting out the reasons for the decision; and

- inform the Student of their right to apply to the Administrative Appeals Tribunal if they disagree with the Review Decision, and timelines involved (see below).

In circumstances where an application for review is made outside the application period (that is, 28 days after the person was notified of the decision), and the provider has not extended this time, the applicant will be advised the application has been refused on the basis the person is out of time. In these circumstances, it is not necessary for IIA to address whether the special circumstances test has been satisfied.

Reconsideration by the Administrative Appeals Tribunal

At the time of the original decision, and at the time of the subsequent Review Decision, the student will be notified of their review rights and responsibilities. The student services officer will inform a student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome and provide the contact details of the closest AAT office and the approximate costs of lodging an appeal.

The Application must be lodged at the AAT within 28 days of receiving written notice of the Review Decision. This time limitation can be extended in limited circumstances by order of the AAT.

AAT Details and Approximate Costs

AAT Registry
GPO Box 9955
MELBOURNE VIC 3000
Telephone: 1300 366700

Full details of the application process and fees payable are available on the AAT Registry's website www.aat.gov.au

An application fee may have to be paid in the amount of $816 and is subject to change. Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT directly. Students are informed of the AAT website and payment arrangements as part of the written notification of the student's right for an external review and through publishing of this Policy & Procedure on IIA's website.

Upon receipt of notification from the Commonwealth Department of Employment and Workplace Relations (DEWR)of a lodged AAT appeal, IIA Australia commits to the provision of copies of all the documents that are relevant to the appeal within ten (10) business days.

Notification of Withdrawal from a VET Student Loans approved course.

Students who have been withdrawn from a VET Student Loans approved course will be sent a Confirmation of Withdrawal letter, via e-mail, within 30 days of the withdrawal being entered into the system.

The letter will contain the following information:

- confirmation to the student of their withdrawal, including the date of the student's withdrawal, the unit of study, part of a course or whole course from which the student withdrew and the relevant census day;

- confirmation as to whether the student has incurred a debt for the unit, part of the course or whole course (noting that no debt may be incurred if the student withdraws prior to the census day);

- advice to the student regarding the special circumstances requirements (if applicable to the student's circumstances);

- information about the refund of upfront payments (if applicable to the student's circumstances)

Deferral, Suspension or Cancellation of Enrolment

IIA may defer student's commencement on the following grounds when a course is not offered.

IIA may suspend a student enrolment on the following instances:

- When a student is deemed to be in breach of the Student Code of Conduct & Practice; or

- When a student is deemed not making satisfactory course progress and fails to comply with the requirements of the Intervention Plan.

IIA Australia may cancel a student enrolment on the following instances:

- When a student demonstrates serious breach of the Student Code of Conduct & Practice;

- When a student is in breach of the Academic progress and student at-risk policy & procedure;

- When a student is continually absent from scheduled course hours;

- Non-payment of outstanding fees (if applicable)

In the event that a student enrols on the basis that some or all of the VET tuition fees will be covered by a VET student loan, and if the student does not submit an eCAF on or before the census date (or is not approved for a VET student loan) and does not voluntarily pay for the part of the course (eg. unit) upfront IIA may cancel or defer the student's enrolment for the course in whole or in part on the census day.
In cases where suspension or cancellation of the student's enrolment is initiated by the IIA, students will be notified and given 30 business days to access the IIA's complaints and appeals policy & procedure.

There will be no change in enrolment status and the student will not be reported to the department until the appeals process is completed. Upon cancellation of the course, student fees for the remaining proportion of the study period will be reimbursed in full.

Contacts and Additional Information[2]

Your provider

The student administration/enrolments office at your provider will be able to help you with:

- ➢ enrolments
- ➢ tuition fees
- ➢ census days
- ➢ eligibility criteria for VET Student Loans
- ➢ applying for a VET Student Loan
- ➢ the correct withdrawal procedure
- ➢ getting your FEE-HELP balance re-credited and your HELP debt removed under special circumstances
- ➢ complaint procedures for student complaints.

My Skills website www.myskills.gov.au

My Skills is the consumer directory for VET. Using My Skills you can compare courses and providers to choose the course that best suits your needs.

My Skills lists all the nationally registered training providers, their contact details, the publicly available courses they are approved to deliver and where they are being delivered. Students can use My Skills to search for VET Student Loans approved courses and approved course providers. Course price and course duration information can also be entered by training providers to assist students in assessing value for money.

My Skills features:

- ➢ course price information: all approved course providers are required to enter on My Skills the fees a student can expect to pay for a course accessed with VET Student Loans
- ➢ a VET Student Loans calculator to assist you to understand how your debt will grow after five and ten years if unpaid
- ➢ information collected from previous students about their satisfaction with training and their employment outcomes.

Study Assist website www.studyassist.gov.au

The website provides information about options for financing your tertiary study, including:

- ➢ HELP loans available in both the higher education and VET sectors
- ➢ courses and providers that offer Australian Government assistance
- ➢ student income support
- ➢ Australian Scholarships and Awards.

VET Student Loans Ombudsman

The VET Student Loans Ombudsman began operating on 1 July 2017. The Ombudsman manages and investigates complaints about the VET FEE-HELP scheme and VET Student Loans program. For more information, visit www.ombudsman.gov.au/vslo.

National Training Complaints Hotline

The National Training Complaints Hotline (13 38 73) is a joint Australian and state and territory government initiative which protects students and makes it easier for consumers, such as app rentices, students, employers and others, to lodge complaints if they are concerned about any aspect of the training system.

The National Training Complaints Hotline directs complaints to relevant authorities, connecting consumers to the appropriate organisation.

For more information, visit https://www.dewr.gov.au/national-training-complaints-hotline

Australian Taxation Office (ATO)

The ATO can help you with:

- ➢ your HELP debt
- ➢ compulsory repayments
- ➢ voluntary repayments
- ➢ overseas repayments
- ➢ the best time for you to repay your debt.

Contact details:

- ➢ visit www.ato.gov.au/getloaninfo,
- ➢ visit https://www.ato.gov.au/individuals-and-families/study-and-training-support-loans/view-your-loan-account-online for information on viewing your loan account online,
- ➢ use ATO online services to view loan accounts and other information such as Payment Reference Number (PRN) and voluntary repayment options
- ➢ call 13 28 61 for information about your HELP account and personal tax topics
- ➢ call 13 36 77 TTY or 1300 555 727 TTY for hearing or speech impaired students
- ➢ write to Australian Taxation Office PO Box 1032, Albury NSW 2640.

Note: Do not send voluntary repayments to this address.

Department of Human Services (DHS)

DHS can help you with Youth Allowance, Pensioner Education Supplement, Austudy, and ABSTUDY and other forms of student income support assistance.

Contact details:

> ➤ visit www.humanservices.gov.au
>
> ➤ call 13 24 90 for information on Youth Allowance and Austudy
>
> ➤ Freecall™ 1800 132 317 for information on ABSTUDY
>
> ➤ Freecall™ 1800 810 586 for TTY* enquiries
>
> ➤ call 13 12 02 for information in languages other than English.

*TTY is only for people who are deaf or who have a hearing or speech impediment. A TTY phone is required to use this service.

Public Holidays

Date	Day	Holiday
Public Holidays in Victoria for 2025		
01 January 2025	Wednesday	New Year's Day
27 January 2025	Monday	Australia Day [i]
10 March 2025	Monday	Labour Day
18 April 2025	Friday	Good Friday
19 April 2025	Saturday	Saturday before Easter Sunday
20 April 2025	Sunday	Easter Sunday
21 April 2025	Monday	Easter Monday
25 April 2025	Friday	ANZAC Day
09 June 2025	Monday	King's Birthday
26 September 2025	Friday	Friday before the AFL Grand Final [ii]
04 November 2025	Tuesday	Melbourne Cup
25 December 2025	Thursday	Christmas Day
26 December 2025	Friday	Boxing Day

[i] As Australia Day falls on a Sunday, the public holiday is on the following Monday.
[ii] Friday before AFL Grand Final typically falls on the last Friday in September. The AFL have announced the 2025 Grand Final will take place on Saturday 27 September 2025.