



# **Student Handbook**

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# 1. Student Code of Conduct

## 1.1 All students enrolled with Integrated Training must adhere to the following code of conduct at all times:

- Engage actively and positively in the teaching-learning environment and maintain steady progress in their academic studies
- Demonstrate responsible attitudes towards staff and fellow students
- Be aware of, understand and comply with all Rules, By-Laws and Statutes relating to students
- Comply with course and workload expectations and notify appropriate mentor if difficulties are experienced
- Respond to reasonable requests from mentor without undue delay
- Honour the rules about cheating, plagiarism, fabrication or falsification of data, as well as the proper use of copyright material
- Refrain from willfully obstructing or disrupting any ceremony, activity, class or examination
- Refrain from willfully carrying out behavior that may be detrimental to the health and safety of themselves, other students or staff
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief will not be tolerated
- Refrain from willfully damaging or wrongfully dealing with any Integrated Training property, or the property of any person within the Integrated Training premises including the misuse of facilities
- Refrain from assaulting or attempting to assault any person within the grounds of any premises of Integrated Training
- Drunken and/or disorderly behavior on campus being under the influence of prohibited drugs and/or substances will not be tolerated

## 1.2 Communicating with staff and students:

- Communication with students and mentors must be professional, polite and courteous at all times
- Shouting, aggressive behaviour and verbal abuse is considered to be offensive and will not be tolerated

## 2. National Recognition/Credit Transfer

Integrated Training recognises Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO). Students who have already acquired an officially recognised qualification or Statement of Attainment for one or more units of competency may apply for a credit transfer for those units. Students who wish to gain credit for already acquired training must bring their original qualification, Statements of Attainment or Statement of Results or other evidence to Integrated Training to be evaluated and sighted as a true copy. Credit may be given for unit/s of competency that have been attained through other training programs where evidence may map directly into the unit/s enrolled in. Once the credit transfer is approved, these units will not need to be undertaken.

## 3. Language, Literacy and Numeracy

Integrated Training has adopted the policy that a basic language, literacy and numeracy screening will be carried out on all students enrolled in a course, for the purpose of identifying any learning needs. Where necessary and appropriate, reasonable adjustments will be made to methods of delivery and assessment processes to suit the needs of the individual, so that the student has a reasonable chance of success in their training to achieve a qualification.

## 4. Training Methods

Integrated Training utilizes Trainers and Assessors with many years of experience to deliver training in a face to face classroom environment.

However, we recognise the needs of our students, especially those who are unable to devote the time required to attend a class, or are unable to travel due to distances involved.

We have developed flexible delivery options for our students, with options that include:

- face to face (classroom)
- on the job training and assessment
- blended approach, where our Trainers/Assessors will develop a training plan individually to suit your needs.

Please make an appointment with one of our Trainers/Assessors to discuss your options

## 5. Assessment Requirements

Regardless of the unit, all assessments **must** meet the following criteria in order to earn a passing grade:

All questions in the assessment must be attempted and be marked correct by the Trainer/Assessor. The student must not submit another student's work, ideas, words, etc. as their own (Please see section 7– Plagiarism)

## 6. Plagiarism

Some questions require you to conduct independent research in order to find case studies, real world examples, best practices, etc. When you use words or ideas that are not your own to answer a question, you must give credit to the person or institution whose words you are using. This is not only a courtesy, but also a legal requirement should you be using material that is subject to copyright.

Failure to do so is called *plagiarism*.

**Plagiarism can be defined as passing another's work and/or ideas as your own. Plagiarism is a form of cheating, and will be treated as such.**

Any assessments containing plagiarised material will not be marked and the student will have to resubmit the *entire assessment* for that unit in their own words and without using the plagiarised material and/or sources of that material.

*Students are required to keep a reference list for their own records. Random reference checks will be conducted on a regular basis. A student who is asked to provide a reference list for a particular assignment must do so immediately.*

## 7. Disciplinary Procedures

In the case of misconduct by a student on premises, a member of staff may immediately suspend the student from attendance of the class/learning activity.

The staff member issuing the suspension will advise the Training Manager immediately and complete a student misconduct report.

## 8. Occupational Health and Safety

### Western Australia

[http://www.commerce.wa.gov.au/worksafe/content/about\\_us/legislation/OSH\\_Act/index.htm](http://www.commerce.wa.gov.au/worksafe/content/about_us/legislation/OSH_Act/index.htm)

The Western Australian Government believes it is important that the potential impact of the model work health and safety laws be fully and properly assessed, particularly in relation to the small business sector.

Integrated strives for safe workplaces, which also means providing safe classrooms and surrounds for all its students. Should you discover that something is not safe or have concerns please speak with your Trainer/Assessor. The above legislation should be able to provide further information.

## 9. Attendance Rules

1. Students are expected to phone the training center if they are absent from class for any reason.
2. Strict attendance records are maintained by the academy and involve:
  - Sign in/out Attendance
  - Record of daily absences as advised by students
  - Class rolls
3. All students are required to be on time for classes. Latecomers disturb and interrupt lectures and other students.
4. To show courtesy to teaching staff and other students, mobile phones must be switched off during class. Calls must only be made during break times.

It must be stressed that it is your responsibility to attend all timetabled classes and it is expected that all personal activities take place outside training hours.

If you are unable to attend a class, you may need to wait for the next available place on a course and you will be subject to pay a fee depending on the circumstance.

## 10. Dress Standards

Your presentation is important. For this reason we have established the following rules:

- neat and tidy clothes and enclosed footwear should be worn that is appropriate to the climate and venue
- personal hygiene is important; please consider your fellow students.

## 11. Issuing of Qualification

Upon completion of a training course (including activities, all assessments and all outstanding fees are finalised) and competency in each unit has been achieved, Integrated Training will issue you with a Statement of Attainment (for one or more units being completed) or in the case of a full qualification – a Certificate will be issued.

## 12. Refund Policy

- A refund can be granted by providing a notice period of three days prior to course commencement.
- If the student notifies Integrated Training within the appropriate period of time, a full refund can be given, minus a \$100 administration fee.
- Once the course has commenced there are no refunds permitted.
- Failure to attend the course will also result in the forfeit of the full fee.

## 13. Complaints & Appeals

- If you would like to lodge a formal complaint or an appeal on a subject matter. Please speak to any of Integrated Training's staff and they will give you a complaints & appeals forms.
- Alternatively please email [hylton@integratedtraining.com.au](mailto:hylton@integratedtraining.com.au) with your complaint and he will get back to you

## 14. Staff Responsibilities

Integrated Training staff must adhere to the following at all times. They will provide:

- Relevant qualifications/experience to deliver the course
- Certificate IV in Training and Assessment

- Delivery of effective teaching and administration which focuses on student outcomes
- Responsible attitudes towards students at all times
- All essential support to enable students to be successful in their studies
- Availability for consultation via email
- Participate in Integrated's Continual Professional Development Program (CPDP)
- Completion of administrative tasks and assignment marking in a timely manner and provision of constructive feedback to enable on-going improvement in the performance of all students