



icon
TRAINING ACADEMY • RTO: 32126

STUDENT HANDBOOK



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FORWARD

Welcome,

On behalf of Icon Training Academy, we would like to welcome you to our ever growing family of students, trainers and industry professionals.

The staff at Icon Training Academy are committed to ensuring your learning experience is second-to-none, and aim to prepare you for the next steps on your life journey. Whether it may be upskilling to further your current career, training in new skills to embark on a brand new journey in a new industry, or simply refreshing and enhancing your existing skill sets, Icon Training Academy has the right pathway for you with industry-experienced trainers and comprehensive training materials.

Please take the time to read through this Student Handbook as it contains a range of information that relates to your studies with Icon Training Academy. Please familiarise yourself with the information contained herein, and if there is anything that you still wish to know, a member of our friendly team will be more than happy to answer any questions you may have.

We hope you enjoy your time with us at Icon Training Academy, and we wish you every success with your studies and your future pathways.

ICON TRAINING ACADEMY TEAM



ICON TRAINING ACADEMY

Icon Training Academy is a Registered Training Organisation (RTO: 32126) dedicated to providing a high standard of training to meet the personal and career objectives of students.

Since 2009, Icon Training Academy has worked with thousands of aspiring and talented students as part of the apprenticeship and traineeship system; now boasting the title of the leading training company for Commercial Cookery and Hospitality in all South East Queensland.

With consistent efforts to improve the training experience for students and organisations alike, Icon Training Academy leverages its large network of industry contacts to provide industry leading training with state-of-the-art premises and equipment.

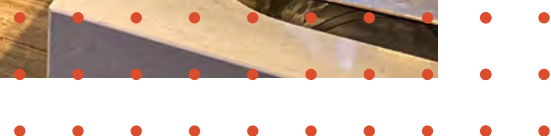
At Icon Training Academy, we strive to provide flexible specialised training, to meet the needs of both an individual and their workplace, providing the students with the opportunity to gain the essential knowledge and skills to achieve their full culinary potential.

Successful completion of our nationally recognised qualifications provides opportunity for further study throughout Australia.

MISSION STATEMENT

To cultivate a positive learning experience by providing ethical and industry focused training, resulting in well-informed future industry leaders.





PROGRAMS WE OFFER

Icon Training Academy offers Nationally Recognised Training in numerous areas within the Hospitality sector, including:

- Hospitality.
- Kitchen Operations.
- Commercial Cookery.
- Catering Operations.

Our full scope of registration can be accessed and verified via the training.gov.au website, listing the details of each Registered Training Organisation in Australia.

Our training programs and our options for delivering these courses can be viewed via our website, www.icontraining.com.au.

Course flyers are available for each course listed, which will give you course subjects, dates, course durations, learning outcomes, prices and some other relevant information for the course.

For further information regarding courses and fees please visit our [website](https://www.icontraining.com.au).

DELIVERY MODES

Icon Training Academy offers Nationally Recognised Training in areas such as:

FACE-TO-FACE DELIVERY

For those who prefer the personal interactivity and experience sharing gained from attending a 'group' training program, our face-to-face delivery option may be the answer.

Led by dedicated and experienced trainers, these sessions promise to be interactive, interesting, stimulating and exceptional value for money.

SELF-PACED / ONLINE

Ideal for candidates who are comfortable with self-directing their studies, or for whom attending traditional 'classroom sessions' is problematic, including those who are existing workers who still want to upskill. Learners opting for self-paced progress will receive a full suite of learning materials, workbooks and associated assessment instruments.

Supported via phone and email, students then progress at their own pace, submitting completed assessments and associated evidence electronically.

BLENDED COURSE MODES

Some programs allow students to access a combination of face-to-face and self paced delivery modes. This is ideal for students who are well organised and self-driven, but who still want to 'check in' occasionally to ask questions, ensure that they are on track and perhaps interact with fellow students.

WORKPLACE BASED TRAINING (TRAINEESHIPS/ APPRENTICESHIPS)

Apprenticeships and traineeships combine training with working in a real job, with a workplace mentor/supervisor while earning a wage. Apprentices and trainees work towards the completion of a nationally recognised qualification while learning valuable skills at work and under the guidance of a training organisation.



ENROLMENTS

To undertake a course with Icon Training Academy within Australia, you are required to be an Australian citizen or permanent resident. Icon Training Academy does not carry CRICOS registration to cater for students on study visas. Questions on the enrolment form MUST be answered truthfully to ascertain if you are eligible to enrol in a course.

Our friendly and experienced administration team are available to assist all students with their enrolment. From our comprehensive range of offerings, you simply need to choose your course, consider when you might like to commence and give us a call – we will take care of the rest.

We recognise the importance of enrolments as an induction into the learning journey. To ensure a consistent level of learner knowledge and understanding of their undertaking, this formal enrolment procedure has been designed to:

- Provide clear upfront information.
- Outline expectations of the student and Icon Training Academy.
- Improve learner retention levels.
- Increase learner completion rates.
- Ensure high levels of learner satisfaction.

Our commitment to learner satisfaction spans both accredited and non-accredited training and as such, this procedure must be followed for every new enrolment.



STUDENT FEES & CHARGES

HOW DO I CALCULATE FEES PAYABLE?

Our administrative team are on hand to provide assistance in this area. Unless stipulated, all course fees are inclusive of:

- Administration charges.
- Training delivery.
- Training assessment.
- Learner course material (online materials only for online training).

PAYMENT PLANS

Icon Training Academy does offer payment plans to students where course fees are in excess of \$500. Where such agreements are formed, these shall be documented to ensure that all fees and associated payment schedules are fair and transparent to all parties.

CREDIT TRANSFER FEES

Application for credit transfers will not incur any additional fees.

UPFRONT PAYMENT OF FEES EXCEEDING \$1500

For personal enrolments (non-corporate), Icon Training Academy are only authorised to accept course fee deposits **up to \$1,500** prior to training/RPL services being delivered. Payment plans for the remaining amount will be developed in conjunction with the student and Icon Training Academy representative.



STUDENT FEES & CHARGES CONTINUED.

TRAINING COMMITMENT

Icon Training Academy is wholly committed to ensuring that all learners can complete their chosen qualification pathway once commenced. We guarantee that all enrolled and commenced learners, with fees paid up-to-date, will be given every opportunity to complete their training and assessment within the agreed apprenticeship/traineeship or training timeframe. Your trainer and assessor will support you to stay on track through your learning journey. You will be responsible for submitting sufficient evidence and assessments required for each unit/module.

All actions required to facilitate this will be undertaken in a timely and professional manner.

If for any reason Icon Training Academy is unable to provide the training outlined in your course enrolment information, Icon Training Academy will assist you in finding a suitable alternative solution.

STANDARD ASSOCIATED FEES	COST
Re-print of Statement of Attainment.	\$50
Re-print of Certificate.	\$50
Postage and Handling.	\$5

HOW DO I PAY STUDENT FEES?

When a service in the standard associated fees list is requested by a student, Icon Training Academy will send out an invoice with a link to make your payment online. For individual cost breakdowns, please refer to our [website](#).





YOUR LEARNING

INDUCTION AND ORIENTATION

To ensure you are ready to commence, and are completely comfortable with the journey you are about to embark on, your trainer and assessor will guide you through the program. This is your chance to ask questions, and to work with the trainer/assessor to identify specific needs you may have. You may want to choose elective units of competency specific to the workplace or industry you represent, or you may have a workplace project you may want to include as part of the assessment.

If you are participating in an apprenticeship/traineeship, the Training Plan is signed by you, your employer and the RTO, and will reflect the skills and knowledge required by that workplace. Icon Training Academy has pre-determined delivery schedules and units that designed to suit the industry skill requirements to assist in gaining the required skills and knowledge for the selected qualification, however on a needs basis some units may be able to be swapped or substituted to meet the individual needs of the student, industry or workplace. Credit Transfers may also alter the course delivery.

TRAINER/ASSESSOR

When your enrolment has been completed you will be assigned a trainer to monitor, guide and assesses your work. If you require assistance you are able to contact your trainer via email to make your request.

STUDY PERIODS

Specific course durations and required attendance times are specified in each course information guide. Your trainer will monitor your progress and provide you with adequate support to ensure your success, as required, to allow every possibility to meet the required timeframes.

DEFERRAL/EXTENSION

Course deferment/extension can only be granted by the trainer and is only granted in cases of illness/injury, or other extenuating circumstances. If you wish to extend your period of study please contact Icon Training Academy. Additional fees may apply for extension of the course completion date. See our Fee's policy for more information.

ASSESSMENT

EXAMS AND ASSESSMENTS

If you are doing a qualification on-line you may require access to a digital recorder to record practical observations/tasks for your assessor to assess. You will find a list of resources you will require for each qualification on the course information brochure/flyer.

Qualifications issued in the Vocational Education and Training sector certify the achievement of competency. Competency based training focuses on what the individual can do, and unlike other methods of learning, competency based training is based on work-related skills and requirements, and the application and performance of the individual in the workplace.

In awarding competency, criteria to measure skills and knowledge against are needed. Competency standards provide those criteria. In the context of national training packages, a competency standard is an agreed statement of skills and knowledge required to perform a specific job or job function. In order to gain competency, the learner must be able to demonstrate that they have the skills and the knowledge, and that they can apply these to the standards of performance required.

Assessment is the process of collecting evidence and making valid, reliable and consistent judgements.

All assessments can be conducted open book.

It can be established a number of ways that include, but are not limited to:

- Workplace observations.
- Assignments, research or projects.
- Case studies.
- Written questions.
- Portfolios of evidence (with explanation of the documents).
- Oral presentations (if undertaking online, a digital recording).
- On the job assessment by your supervisor.
- Role playing.

OUR ASSESSMENT PRACTICES

We offer flexibility and incorporate alternative approaches to suit people who may otherwise be disadvantaged by cultural background, language ability or personal disabilities. Special needs discussions held directly with your assessor or Icon Training Academy in relations to special needs will be;

- Flexible and encourage learning to occur in a wide variety of learning settings.
- Conducted in an open, accountable and transparent manner.
- Fair and equitable.
- Conducted by qualified staff.
- Integrated into the learning process rather than being separate from it.

ASSESSMENT RESULTS

Results of competency assessment is indicated by either:

For the unit as a whole:

C = competent; or
NYC = not yet competent.

For the individual assessments:

S = satisfactory; or
NS = not satisfactory.

PLAGIARISM

Plagiarism is a form of dishonesty that occurs when a person passes off someone else's work as his or her own and is a serious academic offence. This can range from failing to cite an author for ideas incorporated into a learner's paper to handing in an assessment piece downloaded from the internet.

All plagiarised assessments will instantly be assessed as not yet competent and learners will be required to resubmit their work. Further actions may occur depending on the circumstances and will be communicated to you in writing by your trainer.

All assessment submissions must be your own work. All quotes from reference sources (e.g. books and websites) must be acknowledged and listed within your assignment.

Please refer to our Assessment Policy for further details.



ASSESSMENT CONTINUED.

SUBMITTING ASSESSMENTS

Prior to submitting the assessments, it is advantageous for the learner to recheck their work to ensure that all activities have been completed. There may be additional assessments that your trainer has emailed through or a link to an online learning portal that you are required to complete and submit with the online materials. Once this has been checked and you are satisfied that you have met all the requirements, please submit and email any additional assessments to your trainer.

You must complete a Icon Training Academy specific coversheet for each unit and submit these with your assessments. If the coversheets are not supplied with the assessments, they cannot be assessed.

Learners are expected to keep copies of their assessments at a minimum until such time as the course has been completed and you have been issued your qualification.

REASSESSMENT

Reassessment for an assessment or unit of competency may be a result of an exam or practical class or a re-submission of a piece of written work. Assessment re-submission will only be allowed within a four (4) week period from the original result of assessment date, unless otherwise permitted.

The trainer and assessor will provide detailed comments of the areas that are not satisfactory for you to rectify.

Assessment Submissions:

- 1st submission is the primary submission.
- 2nd submission is the re-submission.
- 3rd submission is the final submission.

If you are still unsuccessful after the 3rd submission you may be asked to re-enroll in the unit of competency and will be charged the fees as indicated.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) takes into account skills and knowledge you may have already gained through life and/or work experiences and previous study.

If you believe you may qualify for RPL your trainer can provide further information and associated forms, and support you through the process.

NATIONAL COURSE CREDITS

It is our policy and a legislative requirement that we formally recognise all AQF qualifications and statements of attainment issued by another RTO across the country. This process is called mutual or national recognition.

Please contact us should you wish to obtain credit for any qualifications or statements of attainment that you already hold.

CLIENT FEEDBACK

Feedback we receive from our clients, our learners and our colleagues is invaluable to us because it provides us with an opportunity to improve the products and services we offer and the level of service we provide.

As a learner you will be required to provide feedback. At the end of the course you will be required to complete a mandatory questionnaire required by the regulating bodies (ASQA, NCVET and if applicable Department of Employment, Small Business and Training).



ACADEMIC RECORDS

At the completion of all the assessments and confirmation by your trainer and assessor that you are competent, a qualification will be issued in your name. If you have not completed the program, yet you have completed some units of competency, a Statement of Attainment will be issued to you. All competencies and/or qualifications you achieve will automatically be linked to your USI profile. For more information on USI see page 19.

COURSE AWARD

To be eligible for an award (e.g. Certificate or Diploma) a learner must have completed all the program work and assessments as set out in the course information guide. You must complete all required core units and the appropriate elective units determined by Icon Training Academy to align with the training package and qualification.

STATEMENT OF ATTAINMENT

If for any reason you are required to cancel or withdraw from your training a Statement of Attainment will be awarded to you for any units completed in full and a competency has been achieved. You will be also awarded an Statement of Attainment if you complete any short course or skill set training.

ACADEMIC TRANSCRIPT

When a qualification has been completed the learners will also receive a transcript of their academic history which aligns to the units of competency (subjects they have completed).

STATEMENT OF ATTENDANCE

Statements of Attendance are supplied to students who decide not to proceed with the assessment component of a course but still require documented evidence of attendance, or for students who attend non-accredited training.

ACCESSING ACADEMIC RECORDS

As a Registered Training Organisation (RTO), we are obliged to provide you with timely access to your academic records.

Following submission and marking of your assessments, your student records will be updated within 30 days. Students are required to provide a written request (Icon Training Academy form to obtain a printout) of their current records.



STUDENT RIGHTS & OBLIGATIONS

LEARNER RIGHTS

- To expect course(s) be of high quality that meet current industry standards, practice and accreditation requirements.
- To be informed of the course outcomes, assessment requirements and rights of appeal explained at the commencement of training.
- To have their training outcomes assessed and be provided with regular feedback on their progress.
- To appeal against an assessment decision.
- To be treated fairly and respected by fellow learners and staff.
- To have their personal records kept private, secure and confidential, and only made available to authorised users.
- To learn in a safe and supportive environment.
- To expect that administrative matters such as enrolments, payments, course notes and awards are handled efficiently.
- To expect Icon Training Academy staff and Third Parties, both educational and administrative, will respond promptly and accurately to reasonable enquiries with regard to their educational progress.
- In the event that we cease to operate as an RTO, we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

GUIDELINES FOR INAPPROPRIATE BEHAVIOUR

We expect that fair and equitable treatment is a reciprocal arrangement and as such have documented guidelines for management of inappropriate student behaviour.

FIRST INSTANCE

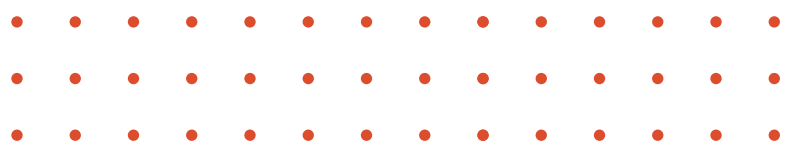
Students will be asked to cease any behaviour considered inappropriate either by trainers, assessors, the workplace or other students. If student behaviour has offended, then it will be considered offensive and is therefore inappropriate.

SECOND INSTANCE

Failure to desist will result in a second request for behaviour to cease and may include temporary and short-term ejection to allow for reflection and cooling off and/or written advice. These interventions will be used at trainer/assessor discretion.

THIRD INSTANCE

Failure to cease inappropriate behaviour will result in ejection from class for timeframes to be determined by the trainer based on the situation/incident. We reserve the right to permanently eject students for ongoing inappropriate behaviour without refund. This decision will be made on a case-by-case basis considering evidence and level of inappropriate behaviour.



HEALTH & SAFETY

We value the health and safety of our learners, clients and employees alike and strive to provide a healthy and safe working and learning environment.

Within the legislation specific to WHS/OHS legislation (refer to Legislation section) document requirements for parties that include you, your fellow students, your trainers and a host of other personnel and stakeholders. Practically speaking, you are required to:

- Notify those in charge of the work space (trainer, manager etc) of any identified hazards, risks or danger.
- Not willfully damage equipment.
- Not willfully cause harm to self or others.
- Wear personal protective equipment as required.

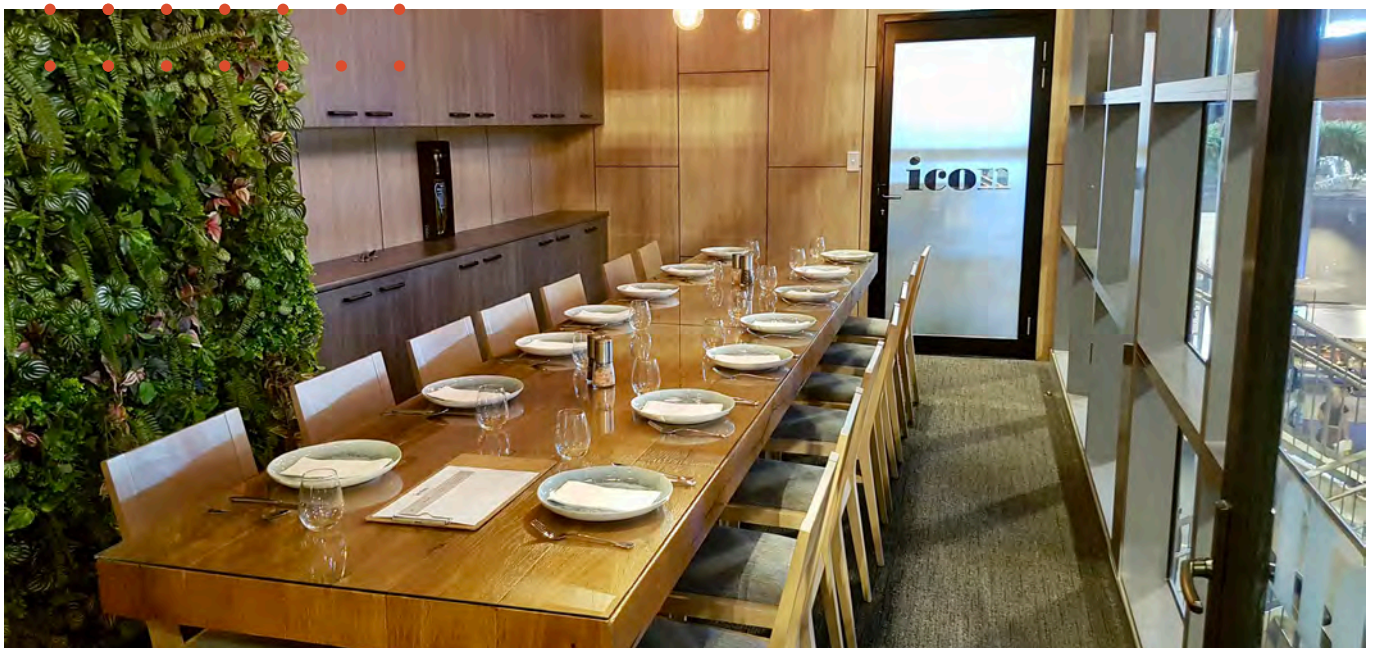
FIRST AID

Please inform your trainer, or our administration team upon enrolment or arrival of any medical conditions such as allergies. Learners are encouraged to subscribe to the local ambulance service as, in the event of emergency assistance being required, an ambulance will be called on your behalf.

Injuries or accidents should be reported to a member of staff immediately and recorded.

EVACUATIONS

The introductory component of every public training program begins with a review of emergency evacuation procedures. In the event of an alarm sound, please don't panic and follow the directions of your trainer calmly.





STUDENT SUPPORT

LANGUAGE, LITERACY AND NUMERACY (LLN) ASSISTANCE

Our course standard material contains written documentation and as required by the course there may be numerical calculations. We recognise that not all people are able to read, write and perform calculations to the same Standards. We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or Numeracy.

If a participant's needs exceed our skill we will refer the participant to external support providers.

PARTICIPANT LEARNING NEEDS

We will assist all participants in their efforts to complete our training programs.

If you are experiencing any difficulties with your studies, we would recommend that you see your trainer, or another member of Icon Training Academy's staff.

We will make every effort to support you in your studies; this could be through additional coaching or mentoring or through any other identified way. Should you be experiencing any personal difficulties you should make contact directly with your trainer and assessor who will assist you to the full extent of our capacity.

If your needs exceed Icon Training Academy's support capacity, we will refer you onto an appropriate external agency.

You can seek immediate support by contacting:

INTERPRETING SERVICES:

TIS 13 14 50
www.tisnational.gov.au

LITERACY AND NUMERACY SUPPORT:

Australian Council of Adult Literacy
 03 9546 6892
info@acal.edu.au

STUDENT SUPPORT CONTINUED.



UNIQUE STUDENT IDENTIFIER

As from 1st January 2015, participants, wishing to graduate from a Vocational Education and Training course (a VET Course) are required to obtain a Unique Student Identifier (USI).

An RTO cannot issue a qualification unless that participant provides the RTO with their USI. The USI will allow the Government to permanently record the awarding of this qualification to the individual.

Unless exemptions apply, all training successfully delivered will be recorded by the Government.

To obtain a USI the participant will need to:

- Visit www.usi.gov.au and providing information about themselves similar in content to that on their driver's licence (An Australian Drivers Licence has enough information); or
- Authorise a Third Party, such as Icon Training Academy as the RTO, to obtain the USI on their behalf.

To enable this to happen the participant will need to:

- Accurately complete this enrolment form, ensuring that the details they provide match their ID.
- Provide Icon Training Academy with one of the following forms of unique identification:

- Nominate their preferred method of contact so that the USI activation notice can be sent to them, options include, email, phone or mailing address.
- Complete the authorisation form included in the Enrolment Form.

Once their USI has been generated, they should:

- Write down their USI somewhere safe.
- Activate their USI account at some stage soon.
- If they do not activate their account, their USI still works.
- When they do activate their account, they will be required to add some security questions and choose a password.

PLEASE NOTE: The USI System checks for duplicate entries and will report any suspected duplicates.

Any USI provided to use by a participant will need to be verified as being accurate through the student management system. Any USI's indicated as not being correct, or 'rejected' are to be returned to the participant with the advice that the RTO cannot issue a Statement of Attainment or a Testamur without a valid USI.

Any copies of participant personal information obtained for the purposes of determining or confirming a USI shall be securely stored with the learners individual student file in line with Icon Training Academy's document retention policy.

Icon Training Academy must verify the legitimacy of the participant USI. At time of enrolment, or when the participant offers their USI, Icon Training Academy will verify the participant's USI through the student management system. Participants whose USI cannot be verified, will be notified by Icon Training Academy administration staff. The participant will then be requested to rectify the issue. This must be done before a Statement of Attainment or Certificate can be issued to the learner.

USI PERMISSION

Within the enrolment form a learner can give permission for Icon Training Academy to obtain records of any prior studies or unit completion with other RTO's for the purpose of issuing Credit Transfers towards any qualifications being enrolled into.

REFUND POLICY

FEE FOR SERVICE



PURPOSE

Icon Training Academy is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Icon Training Academy is required to have and provide detail of a fair and reasonable refund process.

The purpose of this policy is to provide the appropriate handling of student refunds.

POLICY STATEMENT

Icon Training Academy is committed to ensuring fair and reasonable refund practices.

Icon Training Academy will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals/students, where training and assessment activities have not been delivered in line with training refund schedule on the next page.

POLICY PRINCIPLES

The following principles underpin this policy.

- Details of Icon Training Academy Refund Policy are to be publicly available.
- Payment of all refunds is made within 28 days of application for refund.
- With regard to all withdrawals, Icon Training Academy will firstly encourage a student to enrol on another course date, prior to processing refund applications.
- Written notification of withdrawal from a training program must be provided by a student to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- There is no refund applicable where a student has commenced their course/unit.
- There is no refund to participants who do not obtain their qualification after assessment.
- There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the student.
- Icon Training Academy does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
- Icon Training Academy provides a full refund to all students, should there be a need for Icon Training Academy to cancel a course. In the first instance Icon Training Academy will (where possible) provide an opportunity for the student to attend another scheduled course.
- Refunds for cancellation of enrolments are granted on a sliding scale (see page 20).
- A written request for all refunds must be completed by the student using the Cancellation & Refund Request Form.

REFUND POLICY

CONTINUED.

SHORT COURSES & SKILL SETS

Refunds for enrolments in individual classroom-based courses will be calculated in accordance with the following sliding scale.

REASON FOR REFUND	NOTIFICATION REQUIREMENTS	REFUND
Client withdraws.	In writing, eight (8) calendar days or more prior to the course commencement.	100% of the course fee (paid by the client).
Client withdraws.	In writing, within seven (7) calendar days prior to the course commencement.	75% of the full course fee.
Client withdraws.	In writing, less than 24 hours prior to course commencement.	Nil refund.
Client withdrawn from the course by Icon Training Academy.	After course commencement, due to inappropriate behaviour.	Nil refund.
Course cancelled by Icon Training Academy.		100% of the course fee (paid by the client).

QUALIFICATIONS/ACCREDITED COURSES

Refunds for enrolments on nationally recognised qualifications (workplace-based/traineeships) and accredited courses are subject to the following refund formula.

FEE TYPE	DESCRIPTION TYPE	FEE \$\$
Cancellation administration fee.	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation.	\$250 per qualification.
After commencing training refunds are determined on a sliding scale based on commencement of training of units.	25% of units commenced. 50% of units commenced. 75% of units commenced.	50% refund less admin fee. 25% refund less admin fee. 0% refund.

COMPLAINTS & APPEALS POLICY

PURPOSE

Icon Training Academy is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Icon Training Academy is required to have a policy and processes in place to manage and respond to allegations involving the conduct of staff and learners.

This policy is based on providing and maintaining training and assessment services that are fair and reasonable and afford a forum where issues or inadequacies can be raised and resolved. This process provides opportunity for complaints to be recorded, acknowledged and dealt with in a fair, efficient and effective manner.

The object of this policy is to ensure that Icon Training Academy staff act in a professional manner at all times. This policy provides students with a clear process to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.



POLICY STATEMENT

Icon Training Academy acknowledges the clients' right to lodge a complaint when they are dissatisfied with the training and/or assessment services and experiences that they have been provided by Icon Training Academy.

Icon Training Academy will ensure that clients have access to a fair and equitable process for expressing complaints, and that Icon Training Academy will manage the complaint with fairness and equity.

In doing so, Icon Training Academy:

- Has written procedures in place for collecting and managing complaints in a constructive and timely manner;
- Ensures that these procedures are communicated to all staff and clients;
- Ensures that all necessary documentation and resources are in place to enable clients to submit a complaint;
- Ensures that each complaint and its outcome is recorded in writing; and
- Ensures that customer complaints and their outcomes are fed into continuous improvement initiatives.

COMPLAINTS & APPEALS POLICY

CONTINUED.

POLICY PRINCIPLES

In managing complaints, Icon Training Academy will ensure that:

- The principles of natural justice and procedural fairness are adopted at every stage of the complaint process.
- The complaints policy is publicly available.
- There is a procedure for making a complaint.
- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All clients have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided or the behavioural conduct of another learner.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the Compliance Manager of Icon Training Academy or an independent party to the complaint.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint, the matter will be referred to an independent Third Party for review, at the request of the complainant. All costs incurred for the Third Party review will be advised to the complainant.
- If the complaint will take in excess of 60 calendar days to finalise, Icon Training Academy will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.

- Victimisation of complainants, respondents or anyone else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the client in any current or future training.

TYPES OF COMPLAINTS

A complaint may include allegations involving the conduct of:

- Icon Training Academy, its trainers, assessors or other staff; or
- A learner of Icon Training Academy.

ICON TRAINING ACADEMY RESPONSIBILITIES

The Compliance Manager of Icon Training Academy is the Complaints Resolution Officer. The Compliance Manager may delegate responsibility for the resolution of the complaint if necessary.

Details concerning the scope of the Complaints Policy are to be clearly displayed throughout the organisation and contained within the Staff Induction Process, Client Handbook and Icon Training Academy website.

COMPLAINTS

If a client has a complaint, they are encouraged to speak immediately with the trainer/assessor/staff member to resolve the issue. If the complainant is not satisfied that the issue has been resolved they will be asked to complete to lodge a formal complaint using the Complaints Form. Icon Training Academy will then investigate the complaint and advise the complainant of the outcome.

If the complainant is not satisfied with the outcome they may write to the Compliance Manager, setting out in detail the issue of concern. This may lead to occasions where an industry training representative may be invited to act as an objective party in order to negotiate a satisfactory resolution.

COMPLAINTS PROCESS

All complaints shall follow the below process:

- Where the matter has not been resolved locally with the trainer/assessor complaints should be made in writing within 10 days of the incident using the Complaints & Appeals Form.
- The Compliance Manager of Icon Training Academy must be informed of receipt of all complaints immediately.
- The Compliance Manager of Icon Training Academy may delegate responsibility for the resolution of the complaint.
- In the case of a complaint, the Compliance Manager of Icon Training Academy will initiate a transparent, participative investigation to identify the issues.
- Complaints will be processed in accordance with the Complaints flowchart (see page 4).
- Complaints, where possible, are to be resolved within 14 calendar days of the initial application.
- In all cases the final conclusion will be assessed by the Compliance Manager of Icon Training Academy.
- The client will be advised in writing of the outcome of their complaint, within seven (7) days of resolution.
- If the outcome is not to the satisfaction of the client, they may seek an appointment with the Compliance Manager of Icon Training Academy.
- Should the issue still not be resolved to the student's satisfaction, Icon Training Academy will make arrangements for an independent Third Party to resolve the issue and outline any costs that may be involved with this to the student. The student will be given the opportunity to formally present his or her case.

The time frame for this process may vary, but should take no longer than 14 days. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period. If the process is taking longer than 60 days from the complaint or appeal being received the student will be notified in writing of the reason for the delay and kept informed about all progress. If the student is still not happy with external mediation, he/she may take his/her complaint to the Queensland Training Ombudsman. All documentation relating to complaints or appeals should be archived for audit purposes.

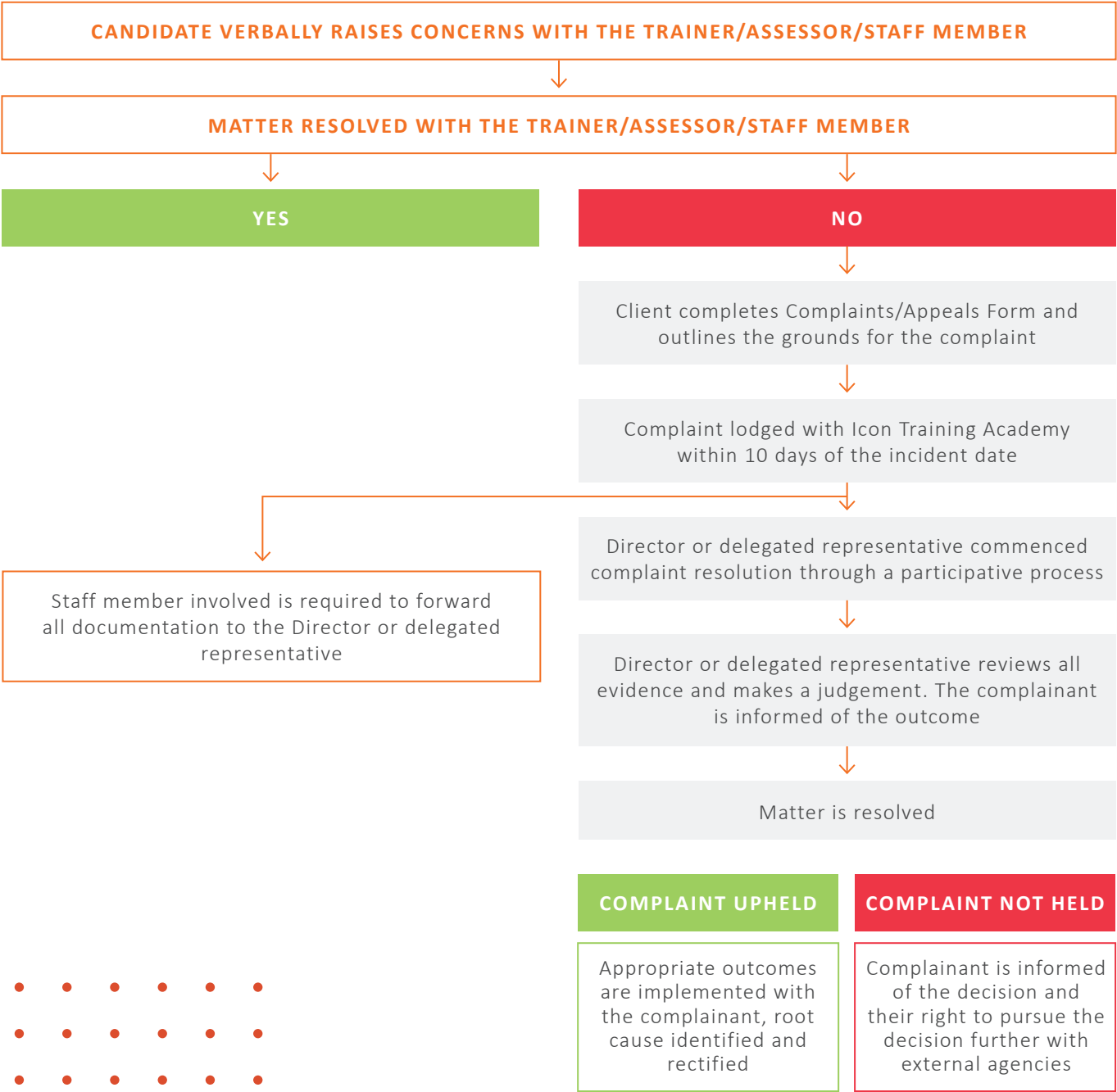
- ASQA accepts complaints about training providers such as Icon Training Academy from all members of the community and takes a risk-assessment approach to student complaints, which allows them to focus on risks to the quality of vocational education and training in Australia. ASQA is not a consumer protection agency and cannot act as an advocate for individual students, however, ASQA highly values complaints about training providers—all complaints are used as intelligence to inform regulatory activities. For more information on how ASQA handles complaints, refer to ASQA's policy on [Managing complaints about training providers](#).
- A further option available to students and organisations is the National Training Complaints Hotline. This number is 13 38 73 and is staffed Monday–Friday, 8am to 6pm nationally. More details on the National Complaints Hotline can be found at [here](#). The Queensland Training Ombudsman can provide students with advice about rights and responsibilities within the VET sector, [click here](#) for more information.

COMPLAINTS & APPEALS POLICY

CONTINUED.

MONITORING AND IMPROVEMENT

All complaints practices are monitored by the Compliance Manager of Icon Training Academy and areas for improvement identified and acted upon.



ACCESS & EQUITY POLICY

PURPOSE

The purpose of this policy is to provide a frame of reference in providing and maintaining training services that reflect fair and reasonable opportunity for all students, regardless of their diversity; allowing everyone to freely participate in the learning environment free from discrimination, harassment, bullying and vilification.

POLICY STATEMENT

- Icon Training Academy is committed to providing quality training and assessment products and services in compliance with the Standards for Registered Training Organisations (RTOs) 2015.
- Icon Training Academy promotes, encourages and values equity and diversity with regard to students. Icon Training Academy will ensure services offered are provided in a fair and equitable manner to all students, free from bias.
- Icon Training Academy is committed to providing flexible learning and assessment options, allowing students alternatives which recognise the diversity of their individual needs and circumstances aiding them in their learning goals.
- Icon Training Academy will ensure:
 - All training and assessment policies and procedures incorporate access and equity principles.
 - All learners have equitable access to the benefits of training and assessment irrespective of their gender, age, race, religion, culture, linguistic background, marital status, geographic location, socio-economic background, disability, sexual preference, family responsibility or political conviction.
 - All nominations and enrolments into training courses and programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with Equal Opportunity legislation.
 - All learners/students have equitable access to training resources, facilities, equipment, support services, information, training and assessment personnel, materials, assessment opportunities, training opportunities.



ACCESS & EQUITY POLICY CONTINUED.

DEFINITIONS

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

ACCESS AND EQUITY

Means policies and approaches aimed at ensuring that VET is responsive to the individual needs of students whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

DISCRIMINATION

Occurs when a person is treated less favourably than others due to the person's circumstances, characteristics or beliefs.

DIRECT DISCRIMINATION

Direct discrimination takes place when a person, organisation or group of persons is treated less fairly than others on the basis of stereo-typed beliefs or views.

INDIRECT DISCRIMINATION

Indirect discrimination includes rules, practices or policies which appear to be non-discriminatory and equally applicable, but operate in such a way that certain groups of people are excluded without just cause.

WORKPLACE HARASSMENT

Harassment is any behaviour which is unwelcome, offends, humiliates or intimidates a person and causes the work environment to become unpleasant. If a person is being harassed then their ability to do their work is affected as they often become stressed and suffer health problems.

Harassment may result from behaviour which is not intended to offend or harm, such as jokes or unwanted attention however, this does not mean that it is lawful.

SEXUAL HARASSMENT

The most common form of harassment is sexual harassment. Examples of sexual harassment include, but are not limited to:

- Unwanted touching.
- Sexual innuendo propositions.
- Sexually explicit images/photos in the workplace or training environment.
- Obscene telephone calls or text messaging. Sexual harassment can occur among peers or coworkers, and in subordinate-supervisor, supervisor-subordinate or staff-student, student-staff, student-student situations.

VERBAL HARASSMENT

Examples of verbal harassment include, but are not limited to:

- Sexual comments, advances or propositions.
- Lewd jokes or innuendos.
- Racist comments or jokes.

- Spreading malicious rumors.
- Comments or jokes about a person's disability, pregnancy, sexuality, age or religion.
- Repeated questions about one's personal life.
- Belittling someone's work or contribution in a meeting or training session.
- Threats, insults or abuse.
- Offensive obscene language.
- Obscene telephone calls, unsolicited letters, faxes and emails.
- Obscene telephone calls, unsolicited letters, faxes and emails.

NON-VERBAL HARASSMENT

Examples of non-verbal harassment include, but are not limited to:

- Leering, crowding or following a person in a way that makes another person feel uncomfortable.
- Posting offensive material on notice boards, computer screen savers and emails.
- Wolf whistling.
- Carrying inappropriate/sexually explicit images.
- Displaying sexist or racist cartoons or literature.
- Mimicking someone with a disability.
- Practical jokes that are unwelcome.
- Ignoring someone, or being cold and distant to them.
- Crude hand or body gestures.

ACCESS & EQUITY POLICY CONTINUED.



WORKPLACE HARASSMENT CONTINUED PHYSICAL HARASSMENT

Examples of physical harassment include, but are not limited to:

- Unwelcome physical contact such as kissing, hugging, pinching, patting, touching, or brushing up against a person.
- Indecent or sexual assault or attempted assault.
- Hitting, pushing, shoving, spitting, or throwing objects at a person.
- Unfastening a person's attire.

POLICY PRINCIPLES

Icon Training Academy will not accept any form of discrimination and we will apply the following principles in support of access and equity:

ACCESS AND EQUITY PRINCIPLES

Icon Training Academy will not accept any form of discrimination and we will apply the following principles in support of access and equity:

- Icon Training Academy abides by access and equity principles.
- Icon Training Academy will respect a student's right to privacy, confidentiality and be sensitive to student needs.
- Icon Training Academy provides equal opportunity for all learners and is responsive to the individual needs of students whose gender,

pregnancy, race, marital status, sexuality, age, family/carer responsibilities, disability, transgender, political conviction, cultural or ethnic background, linguistic background, religious belief, geographic location, socioeconomic background, employment/unemployment, imprisonment may present a barrier to access, participation and achievement of suitable outcomes.

- At enrolment, students will be asked to identify personal needs or circumstances that may exist and for which they may require additional support (see Enrolment Policy).
- Icon Training Academy will ensure that all staff and employees have access to the information and support needed to prevent discrimination, sexual harassment, bullying and violence, victimization, and vilification or to deal with it appropriately if it occurs.
- Icon Training Academy seeks to create a learning environment where all students are respected and can develop their full potential.
- All students are given fair and reasonable opportunity to attend and complete training.
- All staff are given fair and reasonable opportunity to participate in relevant decision making processes and the allocation of resources and services as required to fulfill their duties and responsibilities.

- Deficiencies will be investigated to determine whether a breach or policy deficiency exists. Should a discrepancy be proven, the impact of that breach or deficiency will be identified along with how the policy should be amended to eliminate the breach or deficiency in the future.
- All perceived deficiencies in the Access and Equity Policy are to be documented, assessed and reviewed by the Compliance Manager of Icon Training Academy.
- Icon Training Academy will demonstrate its commitment by:
 - Selecting students according to a fair and nondiscriminatory process.
 - Making its training relevant for a diverse student population.
 - Providing suitable access to facilities and resources.
 - Providing appropriate support services.
 - Providing appropriate complaints procedures.
 - Consulting with relevant industry groups.
 - Raising staff, approved Third Parties and student awareness of equity issues.

ACCESS & EQUITY POLICY CONTINUED.

POLICY PRINCIPLES CONTINUED

EQUAL OPPORTUNITY

Icon Training Academy is an equal opportunity company and does not discriminate against or favour target groups in either recruiting or training, unless prescribed by funding contracts.

Target groups are defined as:

- Aboriginal and Torres Strait Islanders.
- People with a disability.
- People from non-English speaking backgrounds.
- People in transition and other special groups (i.e. people re-entering the workforce, long term unemployed, sole parents, people with literacy problems, and those who have been institutionalised).
- Women.
- People from regionally isolated communities.

SPECIAL NEEDS/ CONSIDERATIONS

Students intending to enrol for training with Icon Training Academy are requested prior to enrolment to advise Icon Training Academy if they have any disability, physical or other impairment which may adversely affect their ability to successfully undertake training and assessment.

Students are encouraged to discuss with Icon Training Academy any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

Icon Training Academy, in collaboration with the student, will assess the potential for the student to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the students' learning. However, no compromise to the integrity of the assessment against competency will be allowed.

Students with a disability are required to have the ability to fulfill the core requirements of the units of competence to attain the relevant award. However, it is recognised that flexibility in arrangements may need to be implemented.

LANGUAGE, LITERACY AND NUMERACY

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of learners, with which Icon Training Academy must abide.

Icon Training Academy makes appropriate concessions for language, literacy and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where a student is deemed, either prior to enrolment or throughout the training program, to possess a lower level of language, literacy or numeracy than is the minimum requirement for the requirements of the Training Package, Icon Training Academy will provide appropriate advice and support to the student regarding further learning options. At times, further language or literacy development or remedial assistance may be required to be completed prior to the continuation or completion of the student's course of study.

HARASSMENT

Harassment will not be tolerated at Icon Training Academy. If harassment occurs, the person responsible will be subject to disciplinary procedures. Disciplinary action will be taken against any staff or student involved in such behaviour. This may include termination of employment and removal of the student from the training course.

Serious cases of harassment may constitute a criminal offence.

Icon Training Academy will not tolerate behaviour which is considered to be sexual harassment and expects all staff and students to treat each other with dignity and respect.

ACCESS & EQUITY POLICY

CONTINUED.

POLICY PRINCIPLES CONTINUED

BULLYING AND VIOLENCE

Icon Training Academy will not tolerate bullying or violent behaviour and expects all staff and students to treat each other with dignity and respect.

Icon Training Academy recognises bullying and violence demeans and infringes the rights of individuals and groups, damaging the work and learning environment.

VILIFICATION

Icon Training Academy will not tolerate behaviour which vilifies another person and expects all staff and students to treat each other with dignity and respect.

COMPLAINTS

Icon Training Academy encourages informal resolutions of discrimination, sexual harassment, bullying and violence, victimisation, and vilification grievances in the first instance, as close to the source as possible, with the option of conciliation or investigation of the complaint if necessary.

Complaints will be investigated in a confidential manner and action will be taken to ensure that the discrimination/harassment stops. Appropriate warning or disciplinary action will be taken where harassment is found to have occurred.

Those responsible for advising, conciliating or investigating a complaint must act fairly and impartially, they must act without bias and avoid any conflict of interest the respondent must be given a fair opportunity to know the case against him or her and to be given the opportunity to make a considered response.

All staff and students involved with Icon Training Academy complaint procedures will be treated with respect and courtesy. Enquiries and complaints will be dealt with in a sensitive, equitable, fair, and confidential manner. All attempts will be made to deal with matters expeditiously while ensuring all parties are provided with sufficient time to prepare and or respond.

Icon Training Academy acknowledges that it is of paramount importance and in the best interests of all parties that confidentiality is maintained during these procedures.

Icon Training Academy encourages the reporting of behaviour that breaches equal opportunity policy but will not tolerate vexatious or frivolous complaints.

VICTIMISATION

In order for complaints to be brought forward, complainants must feel secure in the knowledge that Icon Training Academy procedures will be followed without fear of reprisal.

Icon Training Academy will not victimise or treat any person unfairly for making a harassment complaint.

Icon Training Academy will not tolerate behaviour of victimisation of another person and expects all staff and students to treat each other with dignity and respect.

Any complaint of victimisation will be treated in the same manner as a complaint of discrimination, sexual harassment or vilification.



ACCESS & EQUITY POLICY CONTINUED.

ICON TRAINING ACADEMY'S RESPONSIBILITIES

Icon Training Academy has a legal and moral obligation to provide equal opportunity in an environment free from discrimination for staff and students to ensure that discrimination/harassment does not occur in the workplace.

Icon Training Academy will:

- Maintain policies and procedures for equal opportunities for all staff and students.
- Disseminate policies and procedures to staff and students.
- Examine all policies and practices, as they affect staff and students to ensure the elimination of discrimination and harassment.
- Ensure that there is no discrimination against any individual student or group of students or staff, in access to facilities, products and services.
- Educate staff on the general goals and philosophy of equal opportunity together with the rationale for policies and practices which are adopted.
- Eliminate sexist and other discriminator language from all publications and discourage the use of such language in all printed material and in the speech of its staff and students.
- Establish and maintain mechanisms to deal with complaints.

ICON TRAINING ACADEMY MANAGEMENT RESPONSIBILITIES

Icon Training Academy Management are responsible for student equity:

- The Management will not condone nor engage in discriminatory/harassing behaviour.
- The Management is responsible for ensuring that all staff are aware of this policy and that complaints will be dealt with in accordance with the terms of the Complaints and Appeals Policy.
- The Management are to ensure staff act according to this policy and all students are made aware of their rights and responsibilities pursuant to this policy.
- The Management will maintain the confidentiality of all complaints. If the Management feels that they are not the appropriate person to deal with the complaint, they will refer the matter to either a member of the management team or an external independent party for review and/or action.





ACCESS & EQUITY POLICY CONTINUED.

STAFF AND STUDENT RESPONSIBILITIES

Icon Training Academy staff and students have the responsibility to:

- Act to prevent harassment, discrimination and victimisation against others.
- Respect differences among other staff and students, such as cultural and social diversity.
- Treat people fairly, without discrimination, harassment or victimisation.
- Respect the rights of others.
- Respect people's rights to privacy and confidentiality.
- Refuse to join in with these behaviours.
- Supporting the person in saying no to these behaviours.
- Acting as a witness if the person being harassed decides to lodge a complaint.
- Observe site rules or behaviour guidelines set by Icon Training Academy trainers/assessors.
- Behave in a manner that does not interfere with the learning of others.
- Conduct themselves in a responsible manner while in training.
- Ensure the rights of all students to have their say, balanced with the responsibility to listen to others and allow others to have their say.

If a member of Icon Training Academy's staff or student feels harassed, bullied or otherwise a victim of unwelcome behaviour, the staff or student is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive.

If the staff or student feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the Management of Icon Training Academy should be contacted.

PRIVACY POLICY

PRIVACY NOTICE

Under the Data Provision Requirements 2012, Icon Training Academy 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 and your training activity data) may be used or disclosed by Icon Training Academy for statistical, regulatory and research purposes. Icon Training Academy may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET (Vocational Education and Training), including a school-based apprenticeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER (National Centre for Vocational Education Research);
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following:

- Verifying your Unique Student Identifier (USI), issuing a VET Statement of Attainment or VET
- Qualification, and populating Authenticated VET Transcripts;
- Facilitating statistics and research relating to education, including surveys;
- 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 an NCVER student survey which may be administered by an NCVER employee or agent. 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 Privacy Act 1988, the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's [website](#)).



PRIVACY POLICY CONTINUED.

Icon Training Academy takes the privacy of our participants very seriously and we will comply with all legislative requirements. These include the Privacy Act (1988) and National Privacy Principles (2014). Your enrolment form provides for participants to give permission for us to discuss the participants progress with their employer. In some cases, we will be required by law or required by the RTO Standards 2015 to make participant information available to others. In all other cases we ensure that we will seek the written permission of the participant.

The thirteen (13) Privacy Principles are defined below:

PRINCIPLE 1

Open and transparent management of personal information. The object of this principle is to ensure that Icon Training Academy's entities manage personal information in an open and transparent way.

PRINCIPLE 2

Anonymity and pseudonymity. Individuals may have the option of not identifying themselves, or of using a pseudonym, when dealing with Icon Training Academy in relation to a particular matter.

PRINCIPLE 3

Collection of solicited Personal Information. Icon Training Academy must not collect personal information (other than sensitive information) unless the information is reasonably necessary for Icon Training Academy's business purposes.

PRINCIPLE 4

Dealing with unsolicited personal information.

If Icon Training Academy receives personal information, Icon Training Academy must, within a reasonable period after receiving this information, determine whether or not we would have collected the information under Australian Privacy Principle 3, and if not we must, as soon as practicable but only if it is lawful and reasonable to do so, destroy the information or ensure that the information is de-identified.

PRINCIPLE 5

Notification of the collection of personal information. Requires Icon Training Academy to notify our students, staff and participants of any additional information that we collect about them, and further advise them of how we will deal with and manage this information.

PRINCIPLE 6

Use or disclosure of personal information. The information that Icon Training Academy holds on an individual that was collected for a particular purpose, Icon Training Academy must not use or disclose the information for another purpose unless the individual has consented.

PRINCIPLE 7

Direct marketing. As Icon Training Academy holds personal information about individuals, we must not use or disclose the information for the purpose of direct marketing.

PRINCIPLE 8

Cross border disclosure of personal information. Where Icon Training Academy discloses personal information about an individual to an overseas recipient, Icon Training Academy must take all steps to ensure that the overseas recipient does not breach the Australian Privacy Principles.

PRINCIPLE 9

Adoption, use or disclosure of government related identifiers. Icon Training Academy must not adopt a government related identifier of an individual as its own identifier of the individual, except when using identification codes or numbers issued by either the State based regulators, or the Department of Innovation with regard to the Unique Student Identifier.

PRINCIPLE 10

Quality of personal information. Icon Training Academy must take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that Icon Training Academy collects is accurate, up to date and complete.

PRINCIPLE 11

Security of personal information. If an APP entity holds personal information, the entity must take such steps as are reasonable in the circumstances to protect the information.

PRINCIPLE 12

Access to personal information. As Icon Training Academy holds personal information about an individual, Icon Training Academy must, on request by the individual, give the individual access to the information.

PRINCIPLE 13

Correction of personal information. As Icon Training Academy holds personal information about individuals and should we believe that this information is inaccurate, out of date, incomplete, irrelevant or misleading; or the individual requests the entity to correct the information; Icon Training Academy must take such steps as are reasonable in the circumstances to correct that information.

LEGISLATIVE REQUIREMENTS

The Framework we operate within is founded upon principles from the following pieces of legislation.

Current legislation is available online at:

www.austlii.edu.au

www.legislation.qld.gov.au

The legislation that particularly effects your participation in Vocational Education and Training includes:



COMMONWEALTH LEGISLATION

- National Vocational Education and Training Regulator Act 2011.
- National Vocational Education and Training Regulator (Charges) Act 2012.
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011.
- Standards Registered Training Organisations 2015.
- National Vocational Education and Training Regulator Amendment Bill 2015.
- Human Rights and Equal Opportunity Commission Act 1986.
- Disability Discrimination Amendment (Education Standards) Act 2005.
- Disability Discrimination Act 1992.
- Racial Discrimination Amendment Act 1980.
- Racial Discrimination Act 1975.
- Sex Discrimination Act 1984.
- Sex Discrimination Amendment Act 1991.
- Privacy Act 1988.
- Privacy Amendment (Enhancing Privacy Protection) Act 2012.
- Australian Privacy Principles (2014).
- Work Health and Safety Act 2011.
- Work Health and Safety Regulations 2011.
- Student Identifier Act 2014.
- Student Identifier Regulation 2014.
- State Based Legislation.
- Disability Services Act 2006.
- Fair Trading Act 1989.
- Workplace Health and Safety Act 2011.
- Child Protection Act 1999.
- Commission for Children and Young People and Child.
- Guardian Act 2000.

Handbook Disclaimer:

This Student Handbook contains information that is correct at the time of issuing. Changes to legislation and/or Icon Training Academy's policies may impact on the currency of information included.

Icon Training Academy reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Icon Training Academy.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of Icon Training Academy. Please carefully read through the information contained in this guide.

All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook.



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