



RTO ID: 40548

A photograph of two young adults, a man and a woman, sitting together and talking. The man is on the left, wearing a dark grey polo shirt, and the woman is on the right, wearing a pink t-shirt and glasses. They are both smiling and looking towards each other. The background is a bright, indoor setting with some greenery.

# Student Handbook

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## Welcome note from IVET's CEO

Welcome to the IVET Group (IVET). We are excited to have you on board!

You have taken an important first step in your Vocational Education journey!

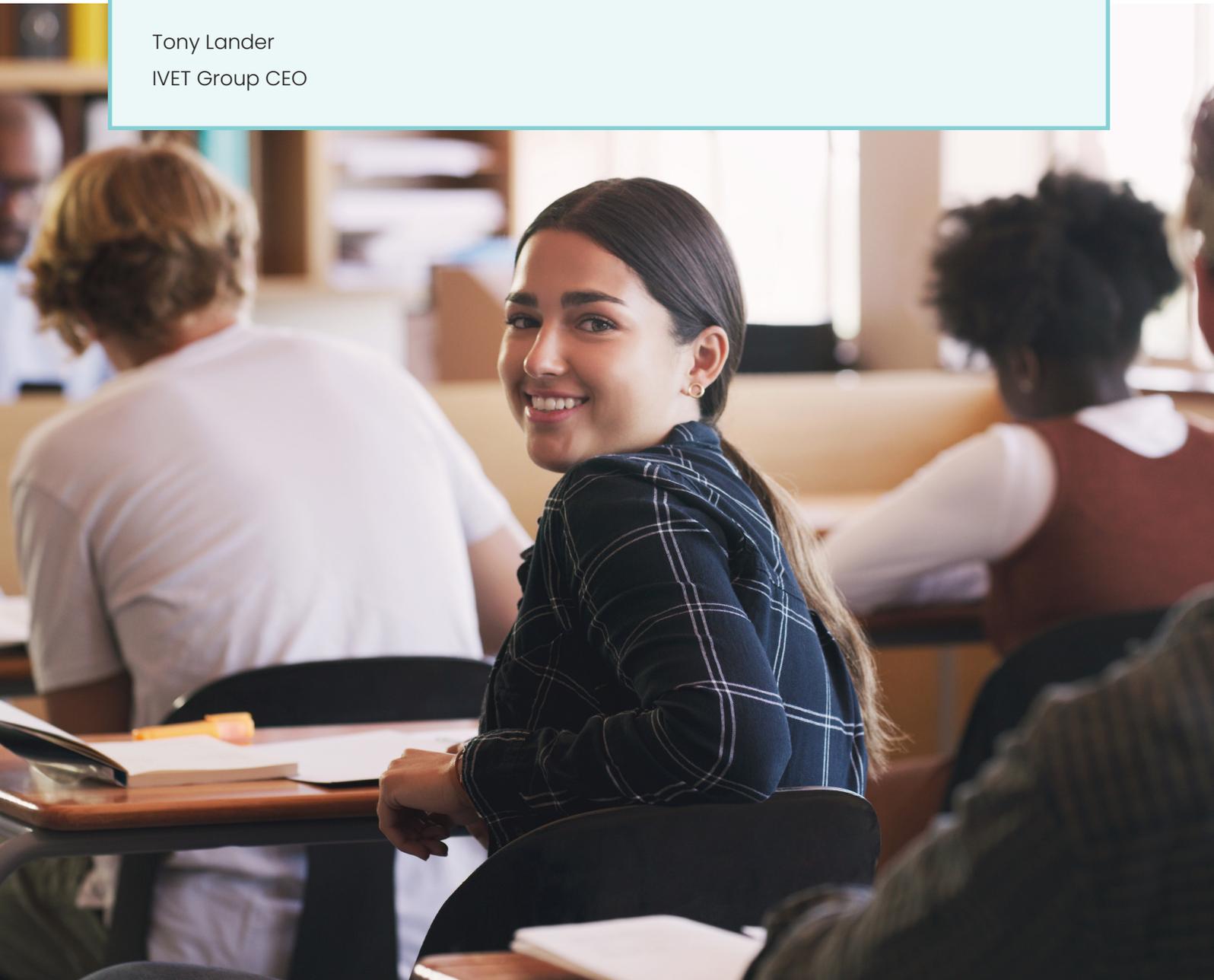
You are joining a group of over 100,000 students across Australia that have participated in an IVET qualification. The ongoing feedback from you and other students helps us ensure that we offer an exceptional student experience, so please participate in student surveys and opportunities to provide feedback.

Our focus is your success, and our only mission is to ensure you enjoy your journey and feel supported, so if you need any help, advice, or support, please reach out and let us know.

I wish you all the best with your studies!

Regards,

Tony Lander  
IVET Group CEO



## What is VET (and VETDSS)?

A VET (or Vocational Education and Training) course is designed to teach you the knowledge and specific practical skills to prepare you for the workplace. Upon completing a VET qualification, you will have the knowledge and skills to step directly into employment in the industry.

Not only do you develop industry-specific knowledge and skills by completing VET, but you also build general skills you will find useful in employment, further training, or education.

VETDSS, or VET Delivered to Secondary Students, means undertaking a VET course while you are still at secondary school. There are several benefits to this:

- The opportunity to achieve an industry-recognised qualification.
- Contribution in the form of units toward your State Secondary Certificate of Education (SSCE).
- Development of technical and employability skills, specialist and industry knowledge that complement a range of future employment, training, or education pathways.
- Forming relationships with local industry and exposure to the workplace that may lead to employment opportunities.
- Completing units of competency that can be credit-transferred into future vocational training courses.

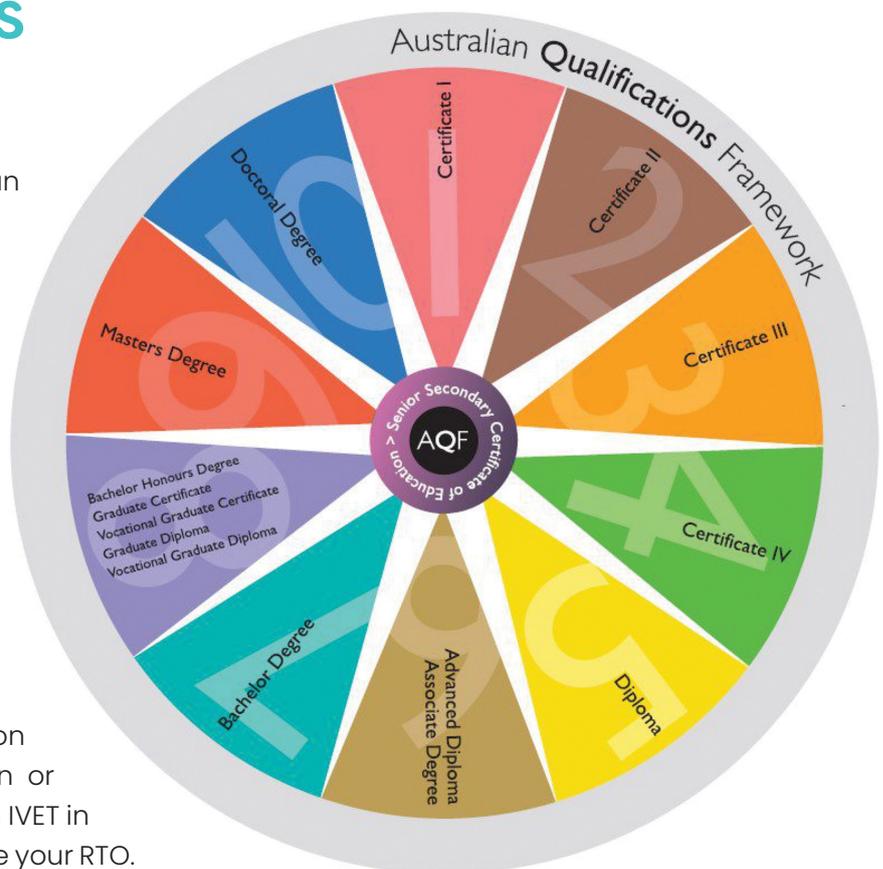
All while still at school!

## How does a VETDSS course work?

All VET courses are part of the Australian Qualification Framework (AQF), as they lead to a nationally recognised qualification or statement of attainment (SOA).

This diagram demonstrates how VET fits within the AQF. While studying an IVET course, you have the opportunity to complete qualifications or units of competency at the Certificate I, II, or III levels.

Only a Registered Training Organisation (RTO) can award a VET qualification or SOA. If your school has partnered with IVET in an auspicing arrangement, IVET will be your RTO.



As your RTO, IVET's role is to:

- assess your Trainer's ability to deliver and assess each unit of competency you are enrolled in.
- provide all learning and assessment material to your Trainer, who then plans teaching, learning and assessment.
- manage your assessment results, including awarding your certificate or SOA upon course completion.

Your Trainer is responsible for assessing your competency in each of the required components of a unit of competency. In VET, you are assessed as 'competent' or 'not yet competent' – rather than graded A, B, C, or E!

Each unit uses various assessment methods, allowing you to demonstrate your competence, and assessments can take place in real or simulated environments. You must be deemed competent by your Trainer in every assessment to receive a 'competent' result for a unit.

Likewise, you cannot achieve a certificate until you have demonstrated competence in each required unit. However, once you do – you are awarded a nationally recognised certificate!



## Features of VET

- VET is usually a two-year program combining general studies with accredited vocational education and training.
- It enables Students to complete a nationally recognised vocational qualification and their school studies at the same time.
- VET allows Students to go directly into employment or receive credit towards further study.
- Important Industry Specific Skills and workplace skills are learnt through the VET program.

## Contribution to general studies (Certificate of Education)

Almost all programs offered by IVET are approved by the relevant State Curriculum Authorities to contribute to the relevant Certificate of Education as follows:

### In Victoria

Through arrangements with the Victorian Curriculum and Assessment Authority (VCAA), all VETDSS programs offered by IVET provide 'credits' towards the Victorian Certificate of Education (VCE).

Additionally, the following IVET programs include a 'Unit 3 and 4' sequence, and can be scored and contribute to the calculation of Students' ATAR:

- Allied Health
- Business
- Community Services
- Cookery
- Health Services Assistance
- Hospitality
- Information Technology
- Sport and Recreation

For scored Unit 3 and 4 sequence programs, the score is achieved through the completion of school-assessed coursework (SAC) and an externally set examination.

Note. IVET provides VCE credit information, specific to each program it offers, in the form of Student Course Flyers. These flyers are available via the IVET Portal, or through your VET Trainer or VET Coordinator.

For further information on how VET works in schools in Victoria go to:

<https://www.vcaa.vic.edu.au/curriculum/vet/vet-vce-vcal/Pages/Index.aspx>

### In Western Australia

Through arrangements with the Western Australian School Curriculum and Standards Authority (SCSA), all VETDSS programs offered by IVET provide 'credits' towards the Western Australian Certificate of Education (WACE).

Note. IVET provides WACE credit information, specific to each program it offers, in the form of Student Course Flyers. These flyers are available via the IVET Portal, or through your VET Trainer or VET Coordinator.

For further information on how VET works in schools in WA go to:

<https://senior-secondary.scsa.wa.edu.au/vet>



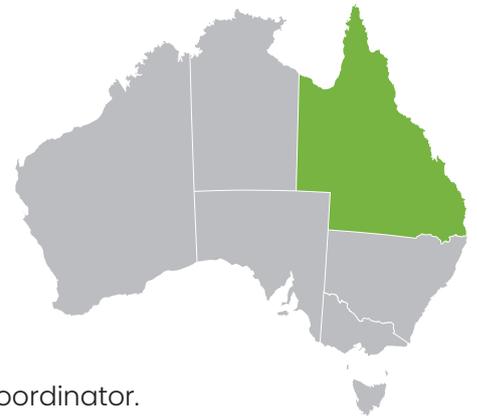
## In Queensland

Through arrangements with the Queensland Curriculum and Assessment Authority (QCAA), most VETDSS programs offered by IVET provide ‘points’ towards the Queensland Certificate of Education (QCE).

Note. IVET provides QCE points information, specific to each program it offers, in the form of Student Course Flyers. These flyers are available via the IVET Portal, or through your VET Trainer or VET Coordinator.

For more information on how VET works in schools in Queensland go to:

<https://myqce.qcaa.qld.edu.au/subjects-and-courses/vocational-education-and-training>



## VETDSS information for all other States and Territories

**ACT** [https://www.bsss.act.edu.au/act\\_senior\\_secondary\\_system/vet\\_information](https://www.bsss.act.edu.au/act_senior_secondary_system/vet_information)

**NSW** <https://educationstandards.nsw.edu.au/wps/portal/nesa/11-12/stage-6-learning-areas/vet>

**NT** <https://education.nt.gov.au/support-for-teachers/careers-vet>

**South Australia** <https://www.sace.sa.edu.au/web/vet/what-is-vet/vet-in-sace>

**Tasmania** <https://skills.tas.gov.au/want-to-know-more-about-vet/vet-for-learners-and-jobseekers/accordions-2/vet-for-school-aged-learners>





## About IVET

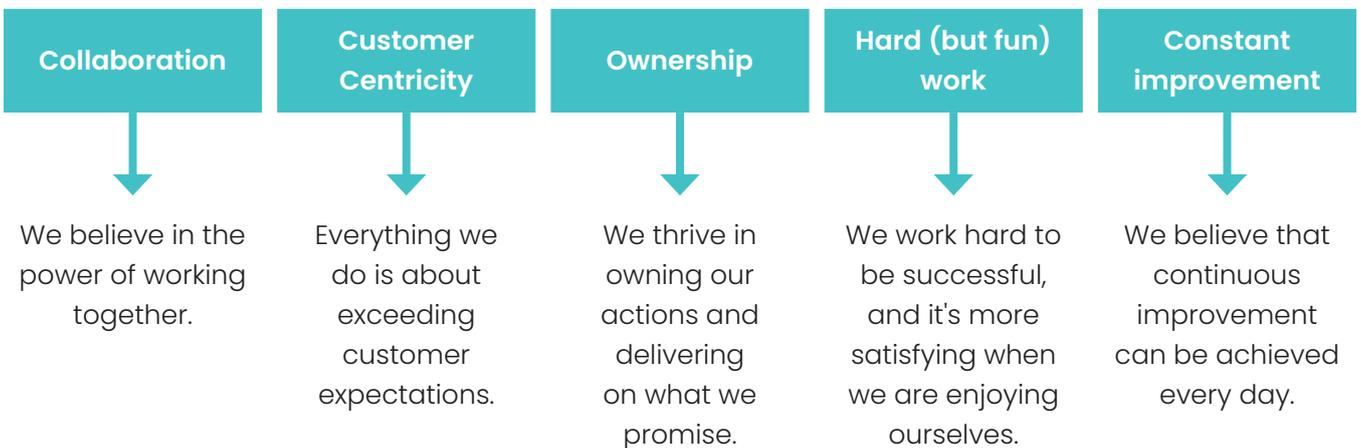
IVET is a Registered Training Organisation (RTO) by Australian Skills Quality Authority (ASQA). IVET's provider code is 40548 and it is authorised to deliver a great range of Nationally Recognised Training qualifications as detailed on its scope of registration.

IVET complies with Standards for Registered Training Organisations 2025 (SRT0 2025), along with all other relevant and required legislative instruments.

### Our Vision

With unwavering commitment, innovative product, proven processes, and passionate people we will lead our education markets.

### Our Values



## IVET staff

Staff at IVET are qualified and experienced VETDSS Trainers and/or VET practitioners who understand the needs of Students and the importance of delivering training that is engaging, realistic and relevant to you and your future pathway.

IVET understands the demands that many Students experience, and our Trainers and staff are available to assist you. For any queries, questions, or assistance that you may have our staff are always accessible by contacting our office. Click on the link below to find out some more about our team.

<https://ivet.edu.au/why-ivet/who-we-are/>

## IVET contact details

- **Address:** Suite 3, Ground Floor, 7 English Street, Essendon Fields VIC 3041
- **Phone:** 1300 004 838
- **Email:** [admin@ivet.edu.au](mailto:admin@ivet.edu.au)
- **Website:** <https://ivet.edu.au>
- <https://www.facebook.com/IVETGroup>
- <https://www.instagram.com/ivetgroup/>

## Hours of operation

Our School Relationship Officers in Western Australia, Victoria, and Queensland work Monday to Friday 9.00am to 5.00pm and are available for our partner schools during this time or via email.

Our head office is open from 9.00am to 5.00pm Monday to Friday (Australian Eastern Standard Time).



## Before you start!

Prior to undertaking a VET course, you are encouraged to think about your learning needs and consider your interests, goals, job pathways and whether the course, training and assessment methods and support mechanisms are appropriate for addressing your individual needs.

We encourage you to read this handbook in full. Particular attention should be paid to the sections that outline how IVET and your Trainers could support your learning needs.

## Course information

Course information can be found at:

<https://ivet.edu.au/program-areas/>

... or by speaking directly with IVET or your school. This includes information on content, length, mode of study, entry requirements and pathway information.

Please discuss with your Trainer any specific support that you may need during your course.

## Recognition of Prior Learning (RPL)

You may speak to your Trainer or VET Coordinator at your school if you believe you have prior learning, knowledge and skills that should be recognised. This is often your classroom Trainer if you are an IVET VETDSS Student. They will guide you on the process to apply for recognition of prior learning and have your knowledge and skills assessed.

## Credit Transfer (CT)

IVET recognises qualifications that you may have previously completed. If you have successfully completed units of competency you can apply for credit transfer by submitting original certificates / Statements of Attainment to the administration staff at your school.

You will need to speak to your school and provide them with a copy of your certificate or Statement of Attainment or USI (Unique Student Identifier) transcript. They will guide you on the process to apply for Credit Transfer.



## Language, Literacy, Numeracy, and Digital (LLND)

To ensure we are catering for your individual learning needs you will be required to complete a Language, Literacy, Numeracy, and Digital (LLND) skills assessment as part of the enrolment process.

Our delivery and assessment methods may be adjusted to accommodate your LLND needs where reasonable and practical.

You will be provided advice, support and help for any identified additional language, literacy, numeracy, and digital skills needs. IVET works with school's support systems to assist Students in this area.

## Pre-training review

You will undertake a Pre-Training Review, which is an individualised review of all its Students to determine if the chosen course of study is the most suitable one for each Student, and to gain a better understanding of each Student's learning needs and support requirements.

The process is an opportunity for you to bring any learning needs, preferences, or possible challenges to the attention of your Trainer.

You will complete this review in the form of a questionnaire included in your enrolment via the IVET Portal. A link to this will be sent to your email address with login information and password details.

## Unique Student Identifier (USI)

A USI is your individual education number for life. It also gives you an online record of your vocational education and training (VET) undertaken in Australia. If you're at university, TAFE or doing other nationally recognised training, you need a USI.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any Student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a Student you must either:

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

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/exemptions>

If you would like to create your own USI, please visit: <https://www.usi.gov.au/students>

We are unable to issue a qualification or a Statement of Attainment for you unless we have a valid USI or a notice of exemption from the registrar.

# Training and assessment – How does it work?

## Training

Training in Vocational Education means increasing your abilities and understanding required by you to work effectively in a workplace. Training should be at a level of quality expected by Vocational Education and Training (VET) authorities and the government which protects your right to receive the best vocational education. These qualities are set out by standards which must be followed by all organisations offering vocational education courses.

All qualifications offered by IVET are recognised nationally and obey standards set out by the authorities and specifications directed by the training package.

A training package is the grouping of units for specific industries to create a qualification.

Training is conducted by your VET Trainers in your school setting with supporting resources provided by us. We have ensured the way the training is presented to you and the way Trainers support your learning is personalised to each Student. This is so you develop confidence and have an equal opportunity to expand the skills and knowledge required to work in the workplace once you complete your course. We provide a broad range of ongoing support within the VET area to your Trainers so they can support your learning throughout your course.

Teaching and learning methods may include:

- presentations,
- individual and group work activities,
- case studies,
- individual coaching, and
- practical demonstrations.



All of the above is agreed upon between your school and IVET by signing a partnering agreement by both parties. A partnering agreement will cover topics such as:

- where and how training will occur,
- who is responsible for what – resources, responsibilities,
- where practical training will occur,
- what level of training and professional development is required by Trainers to teach the course and any other requirements set out in the standards.

Your school may have approached IVET or vice versa to set up this agreement so these courses can be offered to you.

Once the agreement is in place, our staff stay in touch with your school, VET Coordinators and Trainers to guide them through setting up the VET environment such as your practical simulation room and resources such as textbooks and learning portal to ensure your training and learning is supported without delay.

## Assessment

Once you commence your VET studies, your understanding of the course content is assessed by your Trainer using the guidelines outlined in the unit of competency contained in the training package. You may be answering questions in writing, verbally, keeping logbooks or through practical demonstrations of knowledge and skills developed which your Trainer will observe.

Each unit of competency will normally consist of two or three assessments and after each assessment, your submission will be marked S – satisfactory or NS – non-satisfactory. You must receive S-satisfactory in all assessments of each unit of competency to be awarded that unit and ultimately your qualification. All assessments in your course are allocated through the IVET Portal to you.

You are given three attempts to demonstrate competency for each assessment. If you are still unable to demonstrate competency at this point (NYC) you will be required to re-enrol and undertake the training again. This will incur a fee. Fees are discussed between schools and IVET. Your assessment submissions must be your work. See pages 23-24 for more information on plagiarism and collusion.



## The IVET Portal

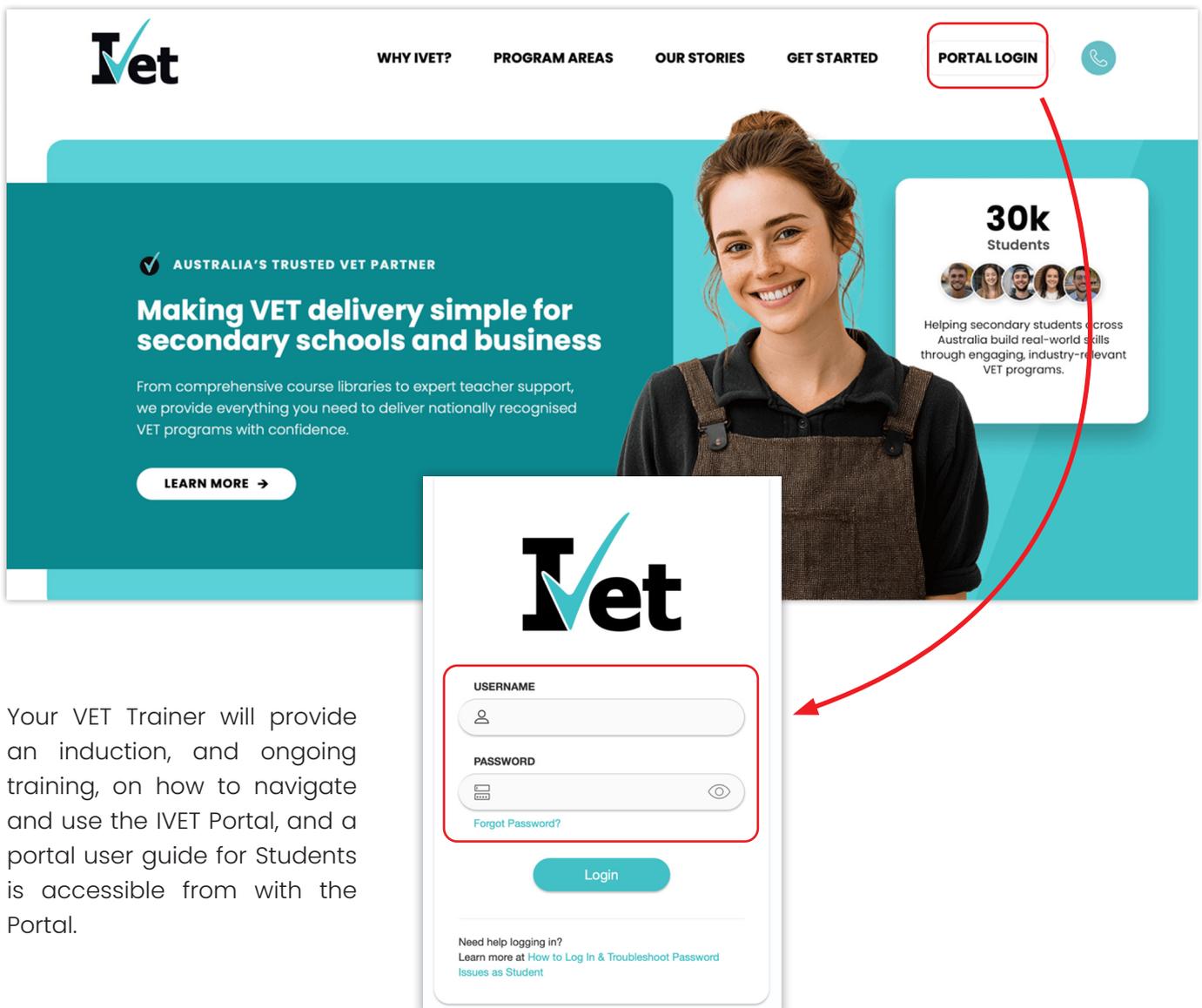
The IVET Portal is an online learning platform that houses:

- all the teaching material that will be used by your VET Trainer
- all the learning resources that will support your VET studies
- all the assessment tasks and instructions for the VET course you are enrolled in
- your course progress information.

It is also the platform that all assessment tasks for your VET program must be completed in or uploaded to.

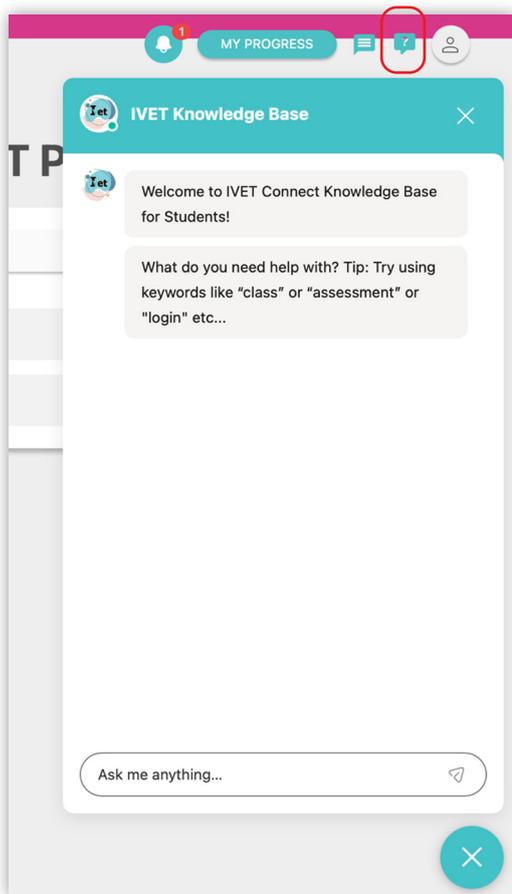
Once you have completed the enrolment process and have been invited (and provided login details) by your VET Trainer, the Portal will be accessible via the IVET Institute website, as seen below.

Go to: <https://ivet.edu.au> and click on **'Portal Login'** (top right):



The image shows a screenshot of the IVET website. At the top, there is a navigation menu with the following items: 'WHY IVET?', 'PROGRAM AREAS', 'OUR STORIES', 'GET STARTED', and 'PORTAL LOGIN'. The 'PORTAL LOGIN' button is highlighted with a red box. Below the navigation menu, there is a large banner featuring a smiling woman in overalls. The banner contains the text: 'AUSTRALIA'S TRUSTED VET PARTNER', 'Making VET delivery simple for secondary schools and business', and '30k Students'. A red arrow points from the 'PORTAL LOGIN' button to a login form overlay. The login form has the IVET logo at the top, followed by 'USERNAME' and 'PASSWORD' fields, a 'Forgot Password?' link, and a 'Login' button. At the bottom of the form, there is a link: 'Need help logging in? Learn more at [How to Log In & Troubleshoot Password Issues as Student](#)'.

Your VET Trainer will provide an induction, and ongoing training, on how to navigate and use the IVET Portal, and a portal user guide for Students is accessible from within the Portal.



## IVET Knowledge Base (Portal Guide)

The IVET Knowledge base is a central information hub supporting the IVET portal and is designed to support you in using the platform. The Knowledge base is there to help you stay informed, organised, and confident in your portal journey, giving you the answers and guidance needed to navigate and use the portal to complete your course and make the most of your time with IVET.

To access the Knowledge base, look for this icon in the top right corner of your student dashboard:



The Knowledge base acts like a chat function – ask it any question and it will retrieve relevant information from the data base.

## Attendance

VET is practical based learning, and each course provides a hands-on learning experience, with the opportunity to master new skills that can be applied in industry.

Therefore, you will need to attend sufficient class time to complete work and demonstrate a consistent application of skills and knowledge to the standard required in the workplace.

If you treat your VET course like a workplace this will help you meet the attendance and participation requirements of the course and avoid unnecessary absences.

Where absences occur, Students may need to attend catch up classes after school or during school holidays, and possibly cover any additional expenses involved in rearranging assessments.

Attendance in a school setting is determined by school regulations, which means your school sets minimum class time and attendance rules.

## Course progress

IVET monitors Student logins and reports your course progress to your school.

This alerts the school if you are not progressing through your course as per the course schedule and provides the opportunity for you to gain assistance.

Your Trainer is required to provide feedback on work progress for all Assessment Tasks and allow you a maximum of three (3) attempts to demonstrate competency.

IVET will take all reasonable and practical steps to work with the school to assist you so that you can successfully complete your course within the course schedule.



## Training and assessment resources

At the beginning of each new unit your Trainer will go through the resources available to assist you in your learning and assessment for the unit. All these resources are available to you on the IVET Portal on the Student Timeline.

### Training and learning resources will include:

- **Student Resource:** This is your “textbook”, it includes all the information required for you to develop your knowledge and skills and prepare for your assessment. It has learning activities for you to complete in class or as homework, as directed by your Trainer.

The Student Resource may also be available to you in hard copy if your school elects to receive the hard copy Course Book for your course.

- **Presentation material:** This is a summary presentation to compliment your Student Resource and assist in creating ideas to discuss the unit.

And depending on the unit, training and learning resources may also include:

- **Multimedia:** This could be an audio or video clip produced or sourced by IVET of industry professionals providing their advice and relevant information to aid your learning and supplement the Student Resource.
- **Supporting documents:** These could include templates, posters or recipes produced by IVET to further support your learning.

### Assessment resources will include:

- **Student Guide:** This holds your assessments and all the information you require to complete your assessments. For each unit, the Student Guide explains the criteria you will be assessed on, the assessment arrangements, how you will be assessed by your Trainer and the evidence you need to produce and supply to prove your competency in the unit.

## Training as part of your school schedule

Consistent with common practice in VET, nominal hours have been used to determine the minimum scheduled hours and amount of training required during your school week.

The nominal hours attached to each unit of competency are calculated by the Department of Education and Early Childhood Development (DEECD) as an indicator of the training time required for you to become competent.

The required weekly time commitment will vary between programs, and can range between 4-6 hours in class, with an additional 1-2 hours of independent learning.

✓

The VET programs have been designed for a duration of one school year across four school terms. A sub-total of 35 delivery weeks and an all-up total of 44 weeks for learning. This ensures the requisite amount of training is occurring and an adequate and reasonable time frame is allowed for competence to be developed.

## Assessment arrangements

Assessment provides you the opportunity to demonstrate your skills and knowledge in a unit, that is, to show your competence. You must successfully complete all assessment tasks for each unit.

Throughout your course you will be assessed in a variety of ways by your Trainer who will generally be your Assessor as well. You are informed of the methods to be used in each unit by the Student Guide, which is available on the Student Timeline on the IVET Portal.

### Methods of assessment

The methods of assessment used may include one or more of the following:

- **Knowledge Questions:** In the IVET Portal you will complete responses to a number of questions, these may include multiple choice, short or long answer questions or a combination of these.
- **Projects:** Requires you to create evidence of your competence and upload it to the IVET Portal. You may be supplied with templates to fill in or it may involve preparing for a role play to demonstrate to your Assessor. Project instructions are included in the Student Guide found on the Student Timeline on the IVET Portal.
- **Performance Demonstration:** Most units have a requirement for you to demonstrate your skills and knowledge to prove your competence. To do this your Assessor will observe you while you complete certain tasks.

Occasionally your Assessor will advise you that you may have a Third Party or Workplace Supervisor observe you perform the required tasks. You may be asked by your Assessor to download a Third-Party Report or Student Logbook, have it completed by a Third Party or Workplace Supervisor and then upload it to the IVET Portal.

Performance demonstration instructions are included in the Student Guide found on the Student Timeline on the IVET Portal.



### When are your assessments due?

At the start of each unit your Assessor will notify you of your assessment dates, including how long you will have to work on them and when they are due to be submitted on the IVET Portal.

Your Assessor will support you by providing opportunities for assessment once your training and learning is complete. They will also assist you in identifying and organising opportunities in the local community to complete tasks, if this is required.

### Assessment outcomes

In VET, you do not receive a graded result – e.g., A, B, C, or percentages etc.

When your Assessor marks each of your assessment tasks, they will mark you Satisfactory (S) or Not Satisfactory (NS) for that assessment task.

In order to achieve a Competent (C) for a unit you must receive a Satisfactory (S) for every assessment task in the unit.

If you receive a Not Satisfactory (NS) for any assessment task in a unit, you will be deemed Not Yet Competent (NYC) for the unit.

You can see the results of your assessment tasks on the 'Completed Assessments' page in your Student Profile on the IVET Portal.

## Transition arrangements

A course can be upgraded whilst you are enrolled in it, in this case a new course will be released on the National Register. If this occurs, IVET is required to implement the new course in the time specified on the 'Qualification details' for the course on the Training.gov.au website.

You will be advised your course is 'superseded' and IVET will put plans in place to transition you to the upgraded course with the least amount of disruption possible. Your Trainer will inform you of the changes needed to achieve the upgraded qualification.

## Training guarantee

In the unlikely event of IVET being unable to fulfil its commitment to provide a course by the agreed date it will offer your school a full refund or re-schedule your course. IVET takes a collaborative approach and provides support to facilitate the successful completion of courses within agreed time frames. For IVET Auspice Courses your school will arrange payment to IVET. IVET outlines its Payment Terms and Refund conditions as part of the Third-Party Agreement Signed by the school.

## Extension and deferment or suspension

IVET offers its Auspice Courses on the basis of an enrolment during a school calendar year. Your Trainer will be able to discuss extensions and deferments in more detail and also set the required due dates for your assessments.

Students who wish to extend or defer their studies will need to direct these questions to their school to find a suitable future class to join. It is noted that IVET does not provide a guarantee the school will offer all courses every year.

Each IVET Course is designed to be completed within the enrolment period specified however many factors can contribute to the amount of training each Student is able to complete in the given enrolment period.

# Certificate issuance

## Certificates / Statements of Attainment

Upon successful completion of all the units of competency in your course of study, you will be issued a Certificate and Record of Results. A Student who successfully completes some but not all the units of competency in their course of study will be issued a Statement of Attainment indicating the units successfully completed.

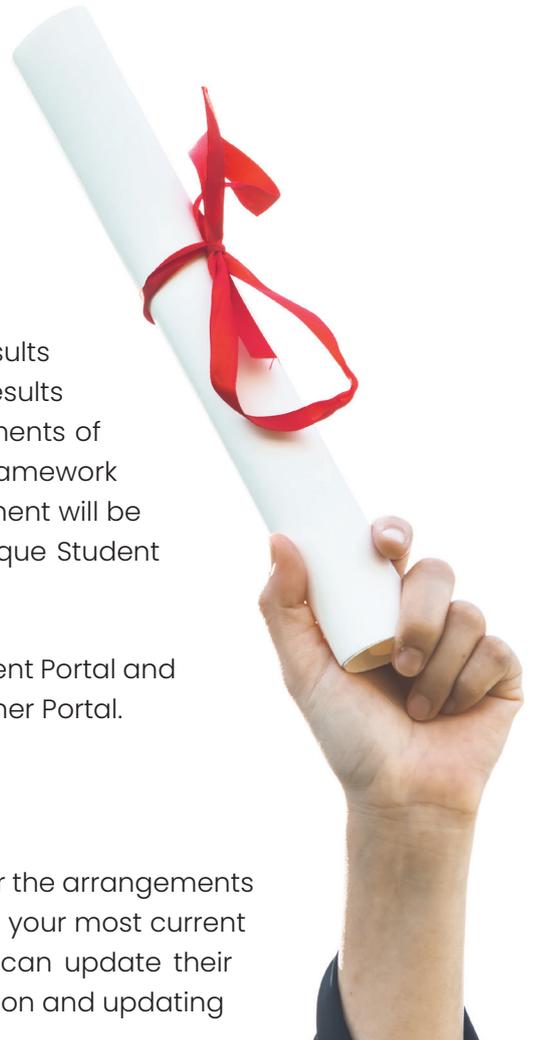
IVET will issue successful Students a Certificate and Record of Results or a Statement of Attainment within 30 days of receiving results from their Trainer. All Certificates, Record of Results and Statements of Attainment will meet the requirements of the Australian Quality Framework (AQF). Certificates, Record of Results and Statements of Attainment will be issued once course fees have been fully paid, and a valid Unique Student Identifier (USI) has been provided.

Certificates are made available electronically through the Student Portal and a link provided to your Trainer to distribute also via the IVET Trainer Portal.

## Notifying you if things change

IVET will notify you if there are any changes to IVET, the course, or the arrangements for training and assessment. Please make sure we always have your most current home address, email address and mobile number. Students can update their details via the IVET Portal at any time by clicking on the profile icon and updating the required information.

Depending on the change, we may send a letter to you; send you an email, or an SMS message.



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## How to withdraw from your course

Students wishing to withdraw from their course should speak to their Trainer. Their Trainer will be able to process the withdrawal from the class and advise IVET. Students are also able to notify IVET directly. IVET will notify your Trainer upon receiving your withdrawal request. Upon successful withdrawal IVET will issue a Statement of Attainment for any successfully completed units of competency.

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# What IVET is committed to do for you

## Qualified Trainers and Assessors

IVET will ensure that all the Trainers and Assessors involved in the delivery of its training programs meet the requirements of Standards for Registered Training Organisations 2025 and hold adequate qualifications, possess sufficient industry experience, and have current skills and knowledge of the latest developments and practices in Vocational Education and Training and the subject matter they deliver.

This is important to ensure that Students receive the training they need that meets current industry standards and graduates are properly assessed before being issued with a qualification or Statement of Attainment.

## Quality training and assessment resources

IVET design resource materials that are high quality, interactive, fun, and easy to engage with. The learning and assessment resources are also compliant with the relevant national training package and units of competency.

The content and resources have been developed to align with industry expectations ensuring you enter industry with the most current and up-to-date knowledge. The tasks are designed to allow you to get hands on with various tasks and activities while you learn and practice the skills you need to hit the ground running!

## Continuous improvement

IVET is committed to the continuous improvement of our training and assessment services, Student services and management systems. We do this by systematically collecting feedback and information about our assessments and services to identify improvement opportunities.

We learn from industry about what they want from future employees, we learn from Trainers about how we can help them create better resources and we learn from you.

We do this by asking for your feedback, usually through surveys, and sometimes through direct emails, or in response to complaints or suggestions for improvements.

In order to identify and act on any continuous improvement opportunities, we have various systems in place, including but not limited to:

- Student satisfaction surveys
- Staff surveys
- Hubspot Help Centre to receive instant feedback from all our Students and clients
- A systematic approach to review complaints and appeals
- Regular reviews of resources/processes
- Investments in staff professional development.

# What we expect from you as an IVET Student

## Adhering to code of conduct

### All Students have the right to:

- Be treated in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability, or origin.
- Learn in an environment free from intimidation and interference.
- Access all services and facilities as identified in pre-enrolment information.
- Suitably qualified and experienced Trainers.
- Seek academic advice and support from their Trainers and IVET staff.
- Learn in a safe and clean environment that facilitates achievement.
- Access the Complaints and Appeals policy to resolve disputes/complaints.

### All Students are expected to:

- Approach learning and assessment activities in an ethical manner
- Not engage in cheating or plagiarism.
- Submit work when required.
- Meet the terms of enrolment.
- Attend all classes, and if you miss a class talk to your Trainers about how to catch up on learning or assessment.
- Participate in course learning and assessment activities.
- Follow instructions during learning and assessment activities.
- Treat other Students, staff, and Trainers in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability, or origin.

## Drugs and alcohol

Under no circumstances should Students engage with illegal substances and alcohol while undertaking a VET course through IVET. IVET will support the host school by adhering to their policy and procedure on drugs and alcohol.

## Academic integrity

### Plagiarism

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a Student fails to identify the original source of some or all the submission this also constitutes plagiarism. If a Student copies another Student's work and passes this off as their own, then this is also a form of plagiarism and cheating.

During assessment Students will read about ideas and gather information from many sources. When Students use these ideas in assignments, they must identify who produced them and in what publications they were found. If Students do not do this, they are plagiarising. If Students are including other peoples' work in submissions, e.g. passages from books or websites, then reference should be made to the source.

IVET undertake reviews of Student's assessments through a sampling process to validate their submissions. If a Student submits plagiarised work during assessments, it will result in the Student's assessment submission being invalidated and action will be taken. Students may need to resubmit their work. Repeated offences may result in the Student receiving a Not Yet Competent (NYC) result or the enrolment being cancelled.

For further information on what constitutes plagiarism please refer to: <http://www.plagiarism.org/> or contact IVET.

## Cheating

Cheating is the use of any means to gain an unfair advantage during the assessment process. Cheating may be (but not limited to) copying answers, using mobile phones or other electronic devices during closed book assessments, bringing in and referring to pre-prepared written answers in a closed book assessment and referring to texts during closed book assessments.

**Cheating in any form during assessments will result in the Students' assessment submission being invalidated.**

## Collusion

Collusion is the presentation by a Student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more Students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

Unauthorised collusion during assessments will result in the Students' assessment submission being invalidated. Cheating and/or plagiarism and/or collusion during assessments will be treated as a breach of the Code of Conduct and is deemed to be 'Academic Misconduct' and may lead to the Student being removed from the course. No refund is available to the Student in these circumstances.

In addition to the above, all Students are expected to be aware of, and to comply with their school's Code of Conduct and/or Academic Misconduct Policy..

If Students have been found to have colluded, cheated, or plagiarised, there are penalties and processes that are followed. Students may be penalised by any of the following ways:

- Be reprimanded
- Be required to repeat the assessment or complete a new assessment task
- Fail all or part of the assessment
- Be suspended from studies
- Have their enrolment cancelled.

## Occupational health and safety (OH&S)

IVET undertakes a review of the school facilities and equipment to ensure they meet training package requirements and are safe to use during training and assessment.

Host schools are required to meet relevant Work or Occupational Health and Safety legislation and provide a safe environment for learning.

Students are also required to contribute to safe learning environments. You should:

- report to the Trainer if any injury occurs during a training/assessment session and report to the first aid office and fill out an incident report.
- wear appropriate clothing, footwear, and personal protective equipment whilst in the training centre as advised by your Trainer.
- make themselves aware of fire exits and evacuation procedures.

W/OH&S principles are everyone's responsibility and all people who use the facilities and equipment provided need to be aware of correct behaviour and reporting methods for breaches of W/OH&S.



# Student support services

## Academic support

If you are experiencing difficulties with any aspect of your course, IVET encourage you to consult your Trainer. IVET work with schools to monitor Students' progress and can provide additional resources for academic support to help facilitate the successful completion of your course.

## Welfare support

We understand that Students sometimes require extra support. There may be personal issues that impact your successful course completion. If you are experiencing issues that are impacting your studies, we encourage you to discuss these issues with your Trainer or contact school support services.

## Reasonable adjustments

Some Students may need modifications to assessments due to disability, illness, or special considerations – this is called reasonable adjustment. Reasonable adjustment can involve:

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

Please speak to your Trainer if you think that adjustments are required.

Note: These adjustments are made at the discretion of your Trainer based on your identified needs.

## Student feedback

To ensure we continually improve our training services and resources, IVET encourage Students to give us feedback. We collect feedback through quality indicator surveys, Trainer evaluation forms and surveys via the Portal. We also collect information informally through discussions with the VET Coordinator.

## Access and equity

IVET is committed to providing Vocational Education and Training to individuals regardless of individual needs, age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy, or numeracy level. All Students have the right to learn in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner.

If, at any time, Students feel that their Trainer is conducting the IVET program in a manner that is not consistent with these principles (and have not been able to resolve the matter within the school), we welcome Students to contact IVET directly for advice.

## Privacy of information

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

This means that IVET will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- Inform you of any organisation and the type of organisation to which we disclose personal information, e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information, e.g. for statistical purposes.
- Not disclose your personal information to another person or organisation unless:
  - we have made you aware that information of that kind is usually passed to that person or organisation
  - we believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person
  - the disclosure is required or authorised by or under law; or
  - the disclosure is reasonably necessary for the enforcement of criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

## Management of your records

### Access to records

You may access or obtain a copy of IVET's records about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must contact IVET in writing by emailing: [admin@ivet.edu.au](mailto:admin@ivet.edu.au)

You will be required to provide proof of identify before any personal information will be released as per our privacy policy.

- <https://ivet.edu.au/why-ivet/faqs/>
- <https://ivet.edu.au/policy-procedure/>

Upon meeting the proof of identity requirements IVET will generally provide an electronic copy of your results via email. If your Student Portal is still activated, you are able to login and obtain a copy of your results from within your IVET Portal.

## Amendment to records

If a Student considers IVET's information about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a Student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

If you would like to request amendments to your records, you must contact IVET in writing by emailing [admin@ivet.edu.au](mailto:admin@ivet.edu.au). All requests to amend details will require relevant proof of identity being approved.



## Intellectual property

During your VET course you may be provided with printed copies of the Student resources and other learning materials to assist you with your studies and building your skills and knowledge. You may also be provided with hard copies of the assessment task guides, instructions, templates and so on.

Please remember that all teaching, learning and assessment material and resources provided by IVET to support your VET program are (and remain) Intellectual Property (IP) of the IVET Group. As such, schools/Trainers/Students are not authorised to use them for any purpose other than to complete the relevant IVET program.

Selling and/or seeking to profit from and/or unauthorised and unlawful use of IVET's IP is strictly prohibited, and IVET reserves the right to take legal action against any individual(s) proven to be doing so.

# Complaints and appeals

## What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved by simply bringing it to the attention of your Trainer or the school VET Coordinator.

A complaint may be received in any form and may not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by Students, staff, or employers.

They can be escalated from an informal complaint to a formal and documented complaint if the initial resolutions are not satisfactory to the complainant.

## What is an appeal?

An appeal is an application by a Student for reconsideration of an unfavourable decision or finding during training and/or assessment.

An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 10 days from the date your results are published.

## General complaints about your training

If you have an issue with any aspect of your training or course, you should bring this to the attention of your Trainer in the first instance. If you are uncomfortable or unable to raise your complaint with your Trainer you can lodge your complaint confidentially with an IVET staff member.

Staff will attempt to resolve this in an informal and confidential manner to your satisfaction.

If you are not satisfied with the outcome of the informal resolution to your complaint, you may lodge a formal complaint by completing the "Complaints and Appeals Form" located on the IVET website. Your complaint will then be reviewed in accordance with the Complaints and Appeals Policy, also available from our website.

## Appeals against assessment outcome

You have the right to appeal the outcome of a complaint or the outcome of assessment decisions if you are dissatisfied and feel you have been dealt with unfairly. This can be done by completing the "Complaints and Appeals Form" located on our website. The appeal will be dealt with in accordance with the Complaints and Appeals Policy located on our website.

When submitting a formal complaint or appeal form, you must provide reasons and supporting evidence justifying your grounds for the complaint or appeal.

## External complaints or appeals

If you are still dissatisfied by the outcome of an internal appeal, you have the right to the external complaints or appeals process.

An external party to IVET will review the case to identify if IVET has followed the correct process as stated in the Complaints and Appeals Policy in handling the complaint or appeal. The external party does not review the outcome of the complaint or appeal.

You have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by you.

## Procedural fairness

IVET pledges that during all stages of reviewing a complaint or appeal:

- The complainant and the respondent will not be victimised or discriminated against.
- The complainant has an opportunity to formally present their case and each party to the complaint may be accompanied and assisted by a support person at any relevant meetings.
- A full explanation in writing for decisions and actions taken as part of the process will be provided to the complainant or the respondent.
- Where the internal or external complaint handling or appeal process results in a decision that supports the complainant, IVET will immediately implement any decision and/or corrective and preventative action required and advise the complainant of the outcome.
- A written record of all complaints and appeals is to be maintained by IVET including all details of lodgement, response, and resolution.
- There is no cost to the complainant for utilising this complaint and appeals process.

All formal complaints and appeals must be lodged in writing using the form provided below. All completed forms should be emailed to [admin@ivet.edu.au](mailto:admin@ivet.edu.au)

Policies and procedures can be found here: <https://ivet.edu.au/policy-procedure/>

If you require any further support and/or clarification on the Student Handbook or IVET's operations, then you can contact us:

**Phone:** 1300 004 838

**Email:** [admin@ivet.edu.au](mailto:admin@ivet.edu.au)

## General information

<b>Emergency Services</b>	Phone 000 to report any emergencies.
<b>Translating and Interpreting Service</b>	Phone 131 450
<b>Life Line</b> 24-hour Counselling Services	Phone 13 11 14
<b>Reading and Writing Hotline</b>	Phone 1300 655 506 <a href="https://www.readingwritinghotline.edu.au/">https://www.readingwritinghotline.edu.au/</a>
<b>Kids Help Line</b>	Phone 1800 55 1800 <a href="http://www.kidshelpline.com.au">www.kidshelpline.com.au</a>
<b>Disability Rights Victoria</b>	Phone 1800 462 480
<b>Fair Work Australia</b>	Phone 1300 799 675 <a href="https://www.fairwork.gov.au/">https://www.fairwork.gov.au/</a>
<b>Counsellors</b>	<p><b>Life Resolutions</b></p> <p>Suite 614, 530 Little Collins Street, Melbourne. Phone (03) 9380 4444 or speak to your Trainers at your school to find the closest service or utilise your school's support services.</p> <p><b>Anglicare WA</b></p> <p>Geoffrey Sambell Centre, 23 Adelaide Terrace, East Perth. Phone (08) 9263 2091 or speak to your Trainers at your school to find the closest service or utilise your school's support services.</p> <p><b>Life Resolutions QLD</b></p> <p>Phone 1300 668 256 or speak to your Trainer at your school to find the closest service or utilise your school's support services.</p>
<b>Legal assistance</b>	<p><b>Law Institute of Victoria</b></p> <p>470 Bourke Street, Melbourne, VIC 3000. Hotline: (03) 9602 5000</p> <p><b>Victorian Legal Aid</b></p> <p>Phone 1800 677 402 <a href="http://www.legalaid.vic.gov.au">http://www.legalaid.vic.gov.au</a></p> <p><b>Legal Aid WA</b></p> <p>Phone 1300 650 579</p> <p><b>Legal Aid QLD</b></p> <p>Phone 1300 65 11 88</p>

<b>Academic support</b>	Phone 1300 004 838 or speak to your school to utilise the services they have on offer
<b>Access to records</b>	Phone 1300 004 838
<b>Academic Director</b>	Phone 1300 004 838
<b>Training staff</b>	Speak to your Trainers at your school or contact IVET on: Phone: 1300 004 838 Email: <a href="mailto:admin@ivet.edu.au">admin@ivet.edu.au</a>

## Important note

IVET reserves the right to change policies, procedures and rules associated with delivery of its training programs or its operations. IVET will ensure the most updated policies and procedures are accessible to its Students and staff through its website.

## Glossary of commonly used terms

Below is a short glossary of commonly used terms in Vocational Education and Training, with their definitions as issued by the Australian Qualification Framework website and the Standards for Registered Training Organisations (RTOs) 2025.

<b>AQF qualification</b>	An AQF qualification is any nationally recognised award that is covered under the Australian Qualifications framework.
<b>Assessment</b>	Assessment is a process to determine a Student's achievement of expected learning outcomes and may include a range of written and oral methods and practice or demonstration.
<b>Certification documentation</b>	Certification documentation is the set of official documents that confirms that a qualification has been completed and awarded to an individual.
<b>Competent</b>	Refers to consistent application of knowledge and skill to the standard of performance required and the ability to transfer and apply skills and knowledge to new situations and environments.  In order to successfully achieve a certification in an AQF VET qualification, a Student must achieve a "competent" result in all course components (units).
<b>Components of a qualification</b>	Components of a qualification include modules, subjects and units of competency, the completion of which leads to an AQF qualification.

<b>Credit transfer</b>	Credit transfer is a process that provides Students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.
<b>Learning</b>	Learning is a process by which a person assimilates information, ideas, actions and values and thus acquires knowledge, skills and/or the application of the knowledge and skills.
<b>Learning outcomes</b>	Learning outcomes are the expression of the set of knowledge, skills and the application of the knowledge and skills a person has acquired and is able to demonstrate as a result of learning.
<b>Recognition of prior learning (RPL)</b>	Recognition of Prior Learning (RPL) is a process that formally assesses one's existing competency - acquired through both formal and informal learning - to determine if they already meet the requirements for a unit of competency, effectively bypassing the training.
<b>Record</b>	A written, printed, or electronic document providing evidence that activities have been performed.
<b>Registered training organisation (RTO)</b>	A Registered Training Organisation is a VET (vocational education and training) provider, registered and regulated in accordance with the VET Quality Framework.
<b>Trainer</b>	Persons who provide training in vocational education and training. In VETDSS, Trainers may also be school teachers.
<b>Unit of Competency</b>	The specification of the standards of performance required in the workplace as defined in a training package.
<b>VET</b>	Vocational Education and Training.
<b>VETDSS</b>	Vocational Education and Training Delivered in Secondary Schools.
<b>Statement of attainment</b>	A statement of attainment recognises that one or more accredited units has been achieved.
<b>Student</b>	A Student is a person enrolled in a formal program of learning in an educational institution and/or a workplace setting.