

IET Education Group Pty Ltd

T/A Immaculate Education and Training

STUDENT HANDBOOK

Version 3.0

RTO No: 46361 | ABN: 73 677 538 402

1312A/401 Docklands Drive, Docklands VIC 3008

Phone: 0400 173 510 | Email: info@iet.edu.au | Web: www.iet.edu.au

This handbook is reviewed annually. For the most current version, visit www.iet.edu.au

Section 1 – About Immaculate Education and Training

1.1 Who We Are

IET Education Group Pty Ltd, trading as Immaculate Education and Training (IET), is a registered training organisation (RTO) operating under the Australian Skills Quality Authority (ASQA). We are committed to delivering high-quality, industry-aligned vocational education and training (VET) to domestic students across Victoria.

Our courses are designed to provide students with the practical skills and knowledge required to succeed in their chosen career. We pride ourselves on small class sizes, experienced trainers, and a supportive learning environment that fosters student success.

Legal Name	IET Education Group Pty Ltd
Trading Name	Immaculate Education and Training
RTO Number	46361
ABN	73 677 538 402
Phone	0400 173 510
Email	info@iet.edu.au
Website	www.iet.edu.au
Victoria Campus	1312A/401 Docklands Drive, Docklands VIC 3008

1.2 Our Mission and Values

Our mission is to empower learners with the knowledge, skills and confidence to thrive in their industries. We achieve this by:

- Delivering nationally recognised qualifications that meet industry expectations
- Employing trainers and assessors who are vocationally current and industry-experienced
- Maintaining a safe, inclusive and respectful learning environment
- Continuously improving our training and assessment practices through stakeholder feedback
- Upholding the highest standards of integrity, transparency and student-centredness

1.3 Organisational Structure

IET operates with a lean, student-focused management structure that ensures clear accountability and responsive support for all learners:

Role	Responsibilities
Chief Executive Officer (CEO)	Overall strategic direction, regulatory accountability, ASQA obligations, staff oversight, and continuous improvement governance.
Training Manager	Operational management of all training and assessment activities; ensures compliance with the 2025 Standards of RTOs; manages trainer/assessor qualifications, industry currency, and workload.
Trainer and Assessor	Plans, delivers and assesses training in accordance with the training and assessment strategy (TAS); ensures assessment validity, reliability, flexibility and fairness; maintains vocational competency and professional development.
Administration & Support Officer	Manages enrolments, student records, AVETMISS data, fee collection, complaints and appeals administration, and general student support functions.

Students are encouraged to approach any staff member for support. The Training Manager is the primary point of contact for academic matters, and the Administration & Support Officer is the first point of contact for enrolment, fees and general enquiries.

1.4 Delivery Premises — Victoria

All face-to-face and blended learning delivery for Victorian students is conducted at:

Victoria Training Campus

1312A/401 Docklands Drive, Docklands VIC 3008 Phone: 0400 173 510 | Email: info@iet.edu.au
The campus includes fully equipped classrooms, a dedicated simulation laboratory for aged care training, internet access, and administrative facilities. The premises comply with all health, safety and accessibility requirements under Victorian and Commonwealth legislation.

The Docklands campus features:

- Dedicated aged care simulation laboratory equipped with hospital-grade beds, manual handling aids, personal care equipment, and clinical supplies to replicate real residential and community aged care settings
- Computer lab with internet access for online components and Moodle access
- Accessible entry, amenities and facilities compliant with the Disability Discrimination Act 1992
- Secure locker facilities for student belongings
- Student common area and quiet study spaces

Section 2 – Our Courses (Victoria)

2.1 Course Overview

The following qualifications and short courses are delivered to domestic students in Victoria. All qualifications are nationally recognised under the Australian Qualifications Framework (AQF) and are listed on National Register (training.gov.au).

Code	Qualification	Duration	Delivery Mode
CPCWHS1001	Prepare to Work Safely in the Construction Industry (White Card)	1 day- 8 hours	Face-to-Face
CPP20218	Certificate II in Security Operations	18 days (40 hrs/week)	Face-to-Face
CHC33021	Certificate III in Individual Support (Ageing & Disability)	52 weeks including 12 weeks of break (20 hrs/week)	Face-to-Face
CHC43015	Certificate IV in Ageing Support	28 weeks including 2 weeks of break (20 hrs/week)	Face-to-Face
CPP41419	Certificate IV in Real Estate Practice	28 weeks including 2 weeks of break (20 hrs/week)	Blended Learning
FNS50322	Diploma of Finance and Mortgage Broking Management	52 weeks including 12 weeks of break (20 hrs/week)	Blended Learning
RII60520	Advanced Diploma of Civil Construction Design	90 weeks including 10 weeks of break (20 hrs/week)	Blended Learning

Note: Course fees are indicative. Students should confirm current fees with Administration prior to enrolment. Fee schedules are reviewed annually.

2.2 Course Descriptions

CPCWHS1001 – Prepare to Work Safely in the Construction Industry (White Card)

AQF Level	Unit of Competency (non-AQF)
Duration	1 day (8 hours)
Delivery Mode	Face-to-Face – Docklands VIC

Schedule	Regular scheduled sessions – contact Administration for dates
Pre-requisites	None: LLND assessment at enrolment
Target Audience	Anyone intending to work on a construction site in Australia

This unit describes the skills and knowledge required to work safely in the construction industry. Successful completion earns the Construction Induction Training card (White Card), which is a legal requirement for all persons working on construction sites in Victoria under the Occupational Health and Safety Regulations 2017 (Vic).

Students who complete this course and require their White Card must register with WorkSafe Victoria. IET facilitates this process as part of the course completion procedure.

CPP20218 – Certificate II in Security Operations

AQF Level	Certificate II
Duration	18 days
Training Hours	40 hours per week (intensive, full-time)
Delivery Mode	Face-to-Face – Docklands VIC
Regulatory Approval	Approved by the Licensing and Regulatory Division (LRD), Victorian Department of Justice and Community Safety
Pre-requisite	Valid First Aid Certificate (HLTAID011 Provide First Aid or equivalent) MUST be held prior to course commencement, LLND assessment at enrolment
Target Audience	Individuals seeking employment as security guards, crowd controllers or patrol officers in Victoria

This qualification reflects the role of security officers who perform security-related tasks including patrolling, guarding, crowd control and monitoring. IET's CPP20218 is approved by the Licensing and Regulatory Division (LRD) of the Victorian Department of Justice and Community Safety, meaning graduates are eligible to apply for a Victorian security licence upon successful completion.

Important Pre-requisite Notice:

All students MUST hold a current and valid First Aid certificate (HLTAID011 – Provide First Aid, or a superseding equivalent) BEFORE the first day of class. Evidence of the First Aid certificate must be provided to Administration at enrolment. Students who cannot produce evidence of a valid First Aid certificate will not be permitted to commence training and will be deferred to the next intake.

IET can provide guidance on obtaining First Aid certification from a third-party provider prior to course commencement. Please contact Administration for referrals.

The course runs intensively over 18 training days at 40 hours per week. Students must attend all scheduled sessions. Due to the intensive nature and LRD requirements, a minimum attendance of 100% is required. Any absences must be discussed with the Training Manager immediately.

CHC33021 – Certificate III in Individual Support (Ageing & Disability)

AQF Level	Certificate III
Duration	56 weeks including 12 weeks of break
Training Hours	20 hours per week
Delivery Mode	Face-to-Face at premises + 120 hours of Work Placement
Pre-requisites	None; LLND assessment conducted at enrolment
Work Placement	Minimum 120 hours in an approved aged care or disability support setting
Target Audience	Individuals seeking entry-level roles in aged care, disability support or community services

This qualification prepares students to provide person-centred support to individuals in community, home or residential care settings. Training is delivered face-to-face at the Docklands campus, complemented by supervised work placement in approved facilities.

Simulation Laboratory:

IET's purpose-built aged care simulation laboratory at the Docklands campus is used to develop and assess practical skills before students commence work placement. The lab replicates a real aged care environment and includes beds, hoists, personal care equipment, and clinical scenario setups.

Work Placement:

Students undertake a minimum of 120 hours of supervised work placement with one of IET's approved host organisations. IET maintains formal work placement agreements with multiple aged care residential facilities and disability support centres across metropolitan Victoria. The Administration & Support Officer will coordinate placement allocation in consultation with the Training Manager.

CHC43015 – Certificate IV in Ageing Support

AQF Level	Certificate IV
Duration	28 weeks including 2 weeks of break
Training Hours	20 hours per week, face-to-face
Delivery Mode	Face-to-Face at premises + 120 hours of Work Placement
Pre-requisites	Recommended: CHC33021 or equivalent industry experience; LLND assessment at enrolment

Work Placement	Minimum 120 hours in an approved aged care setting
Target Audience	Existing or aspiring specialist workers in residential and community aged care

This qualification reflects the role of support workers who complete specialised tasks and functions in aged care settings. Learners will develop skills in supporting independence, providing dementia care, medication assistance (where permitted), and managing complex support needs.

Training is delivered face-to-face at the Docklands campus. The simulation laboratory is used extensively for practical skill development and formative assessment. Work placement is arranged by IET with approved partner organisations.

CPP41419 – Certificate IV in Real Estate Practice

AQF Level	Certificate IV
Duration	28 weeks including 2 weeks of break
Delivery Mode	Blended Learning (online scheduled virtual sessions)
Platform	Moodle LMS – moodle.iet.edu.au
Pre-requisites	None; LLND assessment at enrolment
Licensing	This qualification partially satisfies requirements for a real estate agent licence in Victoria. Students should contact Consumer Affairs Victoria for licensing obligations.
Target Audience	Aspiring real estate agents, property managers and auctioneers in Victoria

This qualification reflects the role of real estate professionals engaged in the sale, purchase, rental or management of property. Delivered via online scheduled virtual classes, students participate in trainer-led training and assessment sessions conducted in real time through IET's Moodle platform and virtual classroom technology. Learning activities, assessment tasks, trainer guidance, and assessment support are provided during these scheduled sessions, with students progressing in accordance with the course timetable rather than through self-paced study.

Students must have reliable internet access and a computer or tablet to participate in blended learning. Technical support guidance is provided at orientation.

FNS50322 – Diploma of Finance and Mortgage Broking Management

AQF Level	Diploma
Duration	56 weeks including 12 weeks of break
Delivery Mode	Blended Learning (online scheduled virtual sessions)
Platform	Moodle LMS – moodle.iet.edu.au
Pre-requisites	Certificate IV in Finance and Mortgage Broking (FNS40821) or equivalent; LLND assessment at enrolment

Industry Body	Graduates are eligible to apply for membership with the Mortgage & Finance Association of Australia (MFAA) or the Finance Brokers Association of Australia (FBAA) subject to their requirements
Target Audience	Finance brokers seeking to advance to management roles in mortgage broking

This qualification reflects management roles in the finance and mortgage broking industry. Delivered via online scheduled virtual classes, students participate in trainer-led training and assessment sessions conducted in real time through IET's Moodle platform and virtual classroom technology. Learning activities, assessment tasks, trainer guidance, and assessment support are provided during these scheduled sessions, with students progressing in accordance with the course timetable rather than through self-paced study.

Students must have reliable internet access and a computer or tablet to participate in blended learning. Technical support guidance is provided at orientation.

RII60520 – Advanced Diploma of Civil Construction Design

AQF Level	Advanced Diploma
Duration	90 weeks with 10 weeks of break
Delivery Mode	Blended Learning (online scheduled virtual sessions)
Platform	Moodle LMS – moodle.iet.edu.au
Pre-requisites	Diploma of Civil Construction Design or equivalent; LLND and digital literacy assessment at enrolment
Target Audience	Civil construction design professionals seeking advanced qualifications

This qualification is delivered entirely online and is open to domestic students nationally. Delivered via online scheduled virtual classes, students participate in trainer-led training and assessment sessions conducted in real time through IET's Moodle platform and virtual classroom technology. Learning activities, assessment tasks, trainer guidance, and assessment support are provided during these scheduled sessions, with students progressing in accordance with the course timetable rather than through self-paced study.

Students must have reliable internet access and a computer or tablet to participate in blended learning. Technical support guidance is provided at orientation.

2.2 Technology Requirements for Online and Blended Learning

Students enrolled in online or blended learning courses must have access to the following minimum technology requirements throughout the duration of their enrolment:

- A desktop computer or laptop capable of accessing online learning platforms and virtual classroom software

- A reliable internet connection suitable for participating in live virtual classes and accessing online learning resources
- A webcam and microphone to enable participation in trainer-led virtual training and assessment sessions
- A current web browser and the ability to access email communications
- Basic digital literacy skills to navigate online learning systems, submit assessments and participate in virtual learning activities

Students are responsible for ensuring they have ongoing access to the required technology and internet connectivity. IET will provide guidance on accessing Moodle and participating in virtual classes during orientation.

Section 3 – Enrolment and Admission

3.1 How to Apply

Prospective students may apply for enrolment through the following channels:

- Online: Complete the Domestic Student Application Form at www.iet.edu.au/domestic-student-application-form
- In person: Visit the Docklands campus during business hours and speak with Administration
- Phone: Call 0400 173 510 to arrange an initial discussion and guided application
- Email: Contact info@iet.edu.au to request an application package

3.2 Enrolment Process

All enrolments follow the steps below:

1. Submit a completed Application Form with supporting documentation
2. Undergo a pre-enrolment Language, Literacy, Numeracy and Digital (LLND) assessment (where applicable)
3. Attend a pre-training interview with the CEO or the Training Manager
4. Receive a letter of offer and course confirmation
5. Pay the required deposit or full course fee (refer to Section 4)
6. Attend orientation (mandatory for all students)
7. Commence training

3.3 Admission Requirements

Applicants must:

- Be a domestic student (Australian citizen, permanent resident, or New Zealand citizen)
- Be at least 18 years of age at course commencement
- Demonstrate sufficient Language, Literacy, Numeracy and Digital (LLND) skills to undertake the chosen qualification
- Meet any course-specific pre-requisites as detailed in Section 2
- For CPP20218: provide evidence of a current First Aid certificate before the first day

IET does not unlawfully discriminate in admissions on the basis of race, gender, age, disability, religion, sexual orientation or any other characteristic protected under Commonwealth or Victorian law. However, where a student's LLN skills or physical requirements cannot reasonably be accommodated for a specific qualification, IET will provide honest guidance on alternative pathways.

3.4 Recognition of Prior Learning (RPL) and Credit Transfer

Recognition of Prior Learning (RPL)

RPL is a formal assessment process that considers skills and knowledge gained through work experience, life experience, informal training, and non-accredited study. Students who believe they already have competency in one or more units of their chosen qualification may apply for RPL.

The RPL process includes:

- Completion of an RPL Application Form (available from Administration)
- Submission of evidence portfolio (e.g., employment records, qualifications, references, workplace documents, work samples)
- Interview or skills demonstration with an assessor where required
- Formal RPL assessment decision by a qualified assessor

RPL is available for all qualifications offered by IET. There may be a fee for processing RPL applications; students should confirm this with Administration prior to lodging an application.

Credit Transfer

Credit Transfer (CT) recognises equivalent units of competency or modules previously completed at another RTO or institution. To apply for Credit Transfer, students must provide:

- Original or certified copies of the transcript or Statement of Attainment
- Confirmation that the unit code and title are identical or deemed equivalent by the Training Manager

Credit Transfer decisions are made promptly, and students will be advised in writing of outcomes. Units granted via Credit Transfer are recorded in the student's training plan and are not reassessed.

3.5 Unique Student Identifier (USI)

All students undertaking nationally recognised VET qualifications must have a Unique Student Identifier (USI). The USI is a reference number that creates an online record of VET qualifications completed anywhere in Australia.

Students who do not have a USI may obtain one free of charge at www.usi.gov.au. IET will require your USI before issuing a qualification or statement of attainment. Students who do not provide or authorise IET to locate their USI cannot be reported to NCVER or have qualifications issued.

3.6 Orientation

Orientation is mandatory for all enrolled students. It is conducted prior to or on the first day of training and covers:

- Introduction to IET staff and the campus facilities

- Tour of the training premises (including the simulation lab for aged care students)
- Overview of student rights, responsibilities and the Code of Conduct
- Explanation of the learning management system (Moodle) and student resources
- Fee and payment schedule review
- Emergency evacuation procedures and workplace health and safety
- Introduction to student support services and welfare resources
- Distribution and explanation of this Student Handbook
- Completion of all required enrolment documentation

Section 4 – Fees, Charges and Refund Policy

4.1 Fee Schedule

Course fees are detailed in Section 2.2 of this Handbook. All fees are in Australian Dollars (AUD)

Fees include:

- All training and assessment activities
- Registration Fees, Course materials and student workbooks
- Access to the Moodle learning management system
- Trainer support during scheduled sessions

Fees do not include:

- Textbooks or additional reading materials (where applicable)
- Personal protective equipment (PPE) required for placement — some items may be provided
- Costs associated with obtaining First Aid certification (CPP20218 pre-requisite)
- Any licensing or registration fees payable to government regulators

4.2 Payment Options

IET requires students to pay their course fees progressively throughout the duration of their enrolment. Course fees are not generally accepted in full upfront and are instead collected through an agreed instalment schedule aligned to the course duration and progression.

The following payment arrangements are available:

- Initial deposit prior to commencement of training
- Instalment payments scheduled throughout the course as outlined in the student's Fee Agreement
- Accepted payment methods: bank transfer (EFT), credit/debit card, or EFTPOS at the campus

The payment schedule will be agreed upon and documented prior to commencement. Students are required to maintain payments in accordance with the agreed schedule.

IET does not charge interest on outstanding fee balances. However, failure to comply with the agreed payment schedule may result in restrictions on access to training and assessment services, withholding of results or certification documentation where permitted, suspension of enrolment, or cancellation of enrolment in accordance with IET's policies and procedures.

4.3 Refund Policy

IET's refund policy is designed to be fair and transparent, consistent with Australian Consumer Law and ASQA requirements.

Circumstance	Refund Entitlement
IET cancels the course before it commences	100% full refund of all fees paid, within 10 business days
Student withdraws more than 10 business days before commencement	Full refund less a \$150 administration processing fee
Student withdraws 6–10 business days before commencement	50% refund of tuition fees paid
Student withdraws 1–5 business days before commencement	20% refund of tuition fees paid
Student withdraws after commencement (within Week 1)	10% refund of total course fee
Student withdraws after Week 1 of commencement	No refund (fees already incurred for delivery and materials)
Exceptional circumstances (e.g., serious illness, bereavement, natural disaster)	Assessed on a case-by-case basis by the CEO. Supporting documentation required. A credit or partial refund may be granted.

All refund requests must be submitted in writing using the Withdrawal/Refund Request Form (available from Administration or the IET website). Refunds will be processed within 14 business days of receiving a completed request with supporting documentation.

Consumer Guarantee

Regardless of IET's refund policy, students retain rights under the Australian Consumer Law (ACL). If IET fails to deliver a service that is fit for purpose, IET will provide a remedy consistent with ACL obligations. Students may also contact the Australian Competition and Consumer Commission (ACCC) if they believe their consumer rights have been breached.

4.4 Failure to Pay

Where a student fails to meet their agreed payment obligations:

- IET will issue a written reminder notice
- If payment is not received within 10 business days of the reminder, access to training materials and/or assessment submission may be suspended
- If payment remains outstanding for 28 days, the student's enrolment may be cancelled and the outstanding debt referred to a debt recovery process
- Students experiencing genuine financial hardship should contact Administration as soon as possible to discuss alternative arrangements

Section 5 – Training and Assessment

5.1 Training Delivery and Attendance Arrangements

IET delivers training and assessment through a range of delivery modes, including face-to-face, trainer-led online virtual classes, and other approved delivery methods as outlined in the relevant course information.

Students will be provided with their training timetable, class schedule and study arrangements during orientation prior to commencing their course. The timetable will include scheduled training and assessment activities, class times and any required attendance obligations.

Where online or blended delivery is used, students will be provided with access to the Moodle Learning Management System (LMS) to access learning resources, assessment materials, communications and other course-related information. Students are expected to participate in scheduled training and assessment sessions and complete activities in accordance with the course timetable.

IET reserves the right to make reasonable changes to training schedules, timetables, trainers, classroom locations or delivery arrangements where required. Students will be provided with at least five (5) business days' notice of any significant changes wherever reasonably practicable. In unforeseen or exceptional circumstances, changes may occur with shorter notice.

For courses that include mandatory work placement requirements, IET will arrange suitable work placement opportunities with approved host organisations that meet the requirements of the relevant training package, accredited course and regulatory obligations. Students must comply with all workplace requirements, policies and procedures while undertaking work placement.

Additional course-specific delivery, attendance and assessment requirements will be provided to students prior to commencement and throughout their enrolment.

5.2 Training and Assessment Strategy

Each qualification delivered by IET has a Training and Assessment Strategy (TAS) that details:

- The target cohort and entry requirements
- Delivery mode, schedule and contact hours
- Assessment methods and tools
- Trainer/assessor requirements
- Resources and facilities required
- Work placement requirements (where applicable)
- Industry consultation undertaken

The TAS is reviewed annually in consultation with industry and in line with any changes to the relevant training package. Students may request a summary of the TAS for their course from the Training Manager.

5.3 Assessment Principles

All assessment at IET is conducted in accordance with the Principles of Assessment and Rules of Evidence as defined in the 2025 Standards for RTOs:

Principle	What This Means for Students
Validity	Assessment tasks are directly relevant to the unit of competency and allow you to demonstrate the required skills and knowledge.
Reliability	Assessment is conducted and judged consistently. Different assessors applying the same tools to the same evidence will reach the same result.
Flexibility	Where possible, IET offers alternative assessment methods to accommodate your individual circumstances, learning style and needs.
Fairness	Assessment takes into account your individual needs and any reasonable adjustments. You have the right to appeal any assessment decision.

5.4 Assessment Methods

Assessment tasks vary by qualification and unit. Methods used by IET include:

- Written questions and knowledge assessments
- Practical demonstrations and skill observations (face-to-face and simulation lab)
- Case studies and scenario-based tasks
- Workplace projects and supervisor reports (work placement)
- Portfolios of evidence
- Oral questioning and Trainers Observations
- Role plays and simulations

5.5 Competency-Based Assessment

VET qualifications use competency-based assessment. This means you are assessed as either Competent (C) or Not Yet Competent (NYC) against each unit. There are no marks or grades — the focus is on whether you can demonstrate the skills and knowledge required by the industry standard.

If you receive a Not Yet Competent result, your assessor will provide feedback explaining the gaps and you will have at least one further opportunity to resubmit or be reassessed (refer to Re-assessment Policy below).

5.6 Re-assessment Policy

Students who receive a Not Yet Competent (NYC) result are entitled to a minimum of two (2) additional assessment attempts for each assessment task, at no additional charge. The assessor will provide written feedback after each attempt to guide improvement.

If a student is still assessed as NYC after all available attempts, the Training Manager will discuss options with the student, which may include:

- Additional support and coaching before a final attempt
- Withdrawal from the unit with a Statement of Attainment for completed units
- Referral to an alternative qualification or training pathway

5.7 Assessment Submission and Due Dates

Assessment tasks must be submitted by the due date communicated by your trainer. If you are unable to submit by the due date, you must contact your trainer before the due date to request an extension. Extensions are granted at the discretion of the Training Manager and will be documented in writing.

Assessments submitted late without a prior approved extension may not be accepted and a NYC result may be recorded. Consistent late submission without reasonable grounds may result in a review of enrolment.

5.8 Academic Integrity

Academic integrity means that all work submitted for assessment must be your own. The following behaviours are strictly prohibited:

- Plagiarism: submitting another person's work or ideas as your own, including copying from the internet or other sources without proper acknowledgement
- Collusion: working with other students on individual assessment tasks without authorisation
- Cheating: using unauthorised materials or assistance during a closed-book assessment
- Fabrication: inventing data, evidence or workplace scenarios

Where an assessor suspects a breach of academic integrity, they will notify the Training Manager. The Training Manager will investigate and may require the student to re-do the assessment under supervised conditions. Serious or repeated breaches may result in cancellation of enrolment.

Section 6 – Work Placement

6.1 Overview

Work placement (also known as industry placement or practical placement) is a mandatory component of the following qualifications:

- CHC33021 – Certificate III in Individual Support (Ageing & Disability): minimum 120 hours
- CHC43015 – Certificate IV in Ageing Support: minimum 120 hours

Work placement provides students with the opportunity to apply their skills in a real workplace environment, develop professional networks, and demonstrate competency under the supervision of an industry professional.

Workplace Health and Safety During Placement

Prior to commencing placement, students will receive information regarding workplace health and safety requirements. Host organisations are responsible for providing site-specific safety induction and supervision. Students must comply with all workplace health and safety instructions, use required personal protective equipment and immediately report hazards, incidents or injuries.

6.2 IET's Placement Network

IET maintains formal written Work Placement Agreements with a network of approved host organisations across metropolitan Victoria, including:

- Residential aged care facilities
- Community aged care and home care providers
- Disability support organisations (NDIS-registered and non-registered)
- Day programs and community access services

IET's Administration & Support Officer coordinates placement allocation in consultation with the CEO. Where possible, students are placed in a facility that aligns with their preferences and geographic location. However, IET cannot guarantee placement in a specific organisation.

6.3 Student Responsibilities During Placement

While on work placement, students must:

- Attend all scheduled placement shifts punctually and in appropriate professional attire
- Comply with the host organisation's workplace policies, procedures, and Code of Conduct
- Maintain confidentiality of all client and organisational information at all times
- Behave professionally, respectfully and ethically towards clients, staff and visitors

- Report any workplace health and safety concerns to the supervising workplace staff member and inform IET immediately
- Complete all required placement documentation, including timesheets, supervisor observation records and reflective journals as directed by their trainer
- Contact IET immediately if any issues arise during placement

6.4 Placement Prerequisites

Before commencing work placement, students must provide IET with evidence of the following (as required by host organisations and Victorian health regulations):

- Current National Police Check (no older than 12 months)
- Working with Children Check (WWC) card — Victorian Employee card
- COVID-19 vaccination documentation (as required by the host organisation)
- Influenza vaccination (as required by the host organisation, particularly for aged care)
- Current First Aid Certificate (HLTAID011 or equivalent) — recommended

Students are responsible for obtaining the above at their own cost. IET will assist with guidance on where to obtain these clearances. Placement cannot commence until all required clearances are provided to Administration.

6.5 Workplace Incidents

If a student is involved in or witnesses any incident (including injury, near miss, or client concern) during work placement:

8. Immediately notify the supervising staff member at the host organisation
9. Ensure the incident is recorded in the host organisation's incident register
10. Contact IET's CEO or Administration within 24 hours
11. Complete IET's Incident Report Form and submit to Administration within 3 business days

Students are covered by IET's public liability insurance while on approved placement. Students should not be asked to perform tasks outside the scope of their training or that compromise the safety of clients or themselves.

Section 7 – Attendance, Progress and Completion

7.1 Attendance Requirements

Regular attendance and participation are essential to support successful learning outcomes and the achievement of competency requirements.

Students are required to attend and actively participate in all scheduled training and assessment sessions, whether delivered face-to-face, online, or through any other approved delivery mode. Attendance is monitored and recorded by IET in accordance with its policies and procedures.

Where courses include scheduled online classes, students must attend the virtual sessions as outlined in their timetable and participate in all required learning and assessment activities. Access to learning materials through Moodle does not replace attendance requirements for scheduled trainer-led sessions.

Students who are unable to attend a scheduled session must notify IET as soon as practicable and may be required to provide supporting documentation where appropriate.

Repeated non-attendance or failure to participate in scheduled training and assessment activities may affect a student's academic progress and may result in intervention, suspension or cancellation of enrolment in accordance with IET's policies and procedures.

7.2 Absence Notification

If you are unable to attend a scheduled class or session, you must:

- Notify Administration (phone: 0400 173 510 or email: info@iet.edu.au) before the start of the session
- Provide a reason and, where possible, supporting documentation (e.g., medical certificate)
- Arrange with your trainer to catch up on missed content and assessments

Unexplained absences or patterns of non-attendance will trigger a welfare check from Administration and may result in intervention by the Training Manager.

7.3 Monitoring Student Progress

IET monitors student participation, engagement, attendance, assessment outcomes and overall course progression throughout the duration of enrolment to ensure students are progressing towards successful completion of their qualification.

Students who are identified as not progressing satisfactorily, falling behind in their studies, failing assessment activities, or not participating in scheduled training and assessment sessions may be identified as requiring academic intervention.

Where a student is identified as being at risk, IET will implement an intervention strategy which may include:

- Individual meetings with the Trainer and/or Training Manager
- Additional academic support or coaching sessions
- Development of an individual learning or catch-up plan
- Additional assessment support where appropriate
- Referral to external support services where required
- Increased monitoring of progress and participation

Students are expected to actively participate in any intervention strategy implemented by IET.

Where a student has failed to satisfactorily complete 50% or more of the units commenced, or continues to demonstrate unsatisfactory course progress despite intervention, IET may commence a formal review of the student's enrolment.

Where IET proposes to cancel a student's enrolment due to unsatisfactory course progress, non-participation or failure to comply with student obligations, the student will be issued with a Notice of Intention to Cancel Enrolment outlining the reasons for the proposed action.

The student will be provided with twenty (20) working days to access IET's complaints and appeals process before any cancellation takes effect. During this period, the student's enrolment will remain active unless there is a significant risk to the safety, wellbeing or operations of IET.

Where no appeal is lodged within the required timeframe, or an appeal is unsuccessful, IET may proceed with the cancellation of the student's enrolment in accordance with its policies and procedures.

7.4 Course Completion and Certification

Upon successful completion of all required units and placement hours:

- Students will be issued a nationally recognised Qualification or Statement of Attainment (if partial completion)
- Certificates are issued within 30 days of final assessment confirmation
- Certificates are issued in accordance with the Australian Qualifications Framework (AQF) guidelines
- Students must ensure their USI has been provided to IET before a certificate can be issued

If a student withdraws before completing all units, IET will issue a Statement of Attainment for all units in which competency has been achieved.

Certificate documents are the property of the student. Replacement certificates may be requested at any time; a \$50 replacement fee applies.

Section 8 – Student Rights and Responsibilities

8.1 Student Rights

All students enrolled at IET have the right to:

- Be treated with dignity, fairness and respect by all staff and fellow students
- Receive training and assessment that is nationally recognised and meets the 2025 Standards for RTOs
- Access clear, accurate information about courses, fees, policies and procedures before and during enrolment
- Have their individual learning needs accommodated through reasonable adjustments
- Privacy and confidentiality of their personal information in accordance with the Privacy Act 1988 (Cth)
- Lodge a complaint or appeal and have it dealt with fairly, promptly and without fear of victimisation
- Access their own student records and request corrections where information is inaccurate
- Study in a safe and inclusive environment, free from discrimination, harassment and bullying

8.2 Student Responsibilities

Students enrolled at IET are expected to:

- Attend all scheduled training and assessment sessions or notify IET in advance of any absence
- Complete all assessment tasks honestly and by the due date
- Treat all staff, trainers, fellow students and placement supervisors with courtesy and respect
- Comply with IET's policies and procedures, including the Code of Conduct
- Maintain the safety of themselves and others at the campus and on placement
- Keep IET informed of any changes to personal contact details
- Provide accurate and truthful information on all IET forms and documentation
- Pay all course fees in accordance with the agreed payment plan
- Use IET's resources (equipment, computers, facilities) responsibly and appropriately

8.3 Code of Conduct

IET expects all students to conduct themselves in a professional manner at all times. The following behaviours are prohibited and may result in disciplinary action, including suspension or cancellation of enrolment:

- Bullying, harassment, intimidation or threatening behaviour directed at any person
- Discrimination on the basis of race, gender, age, disability, religion, sexual orientation or any other protected attribute

- Physical violence or threats of violence
- Theft, wilful damage or misuse of IET property
- Academic dishonesty (refer to Section 5.8)
- Being under the influence of alcohol or illicit substances on campus or at placement
- Use of mobile phones or devices during training sessions in a disruptive manner
- Any behaviour that breaches the host organisation's standards during work placement

8.4 Disciplinary Procedures

Where a student is alleged to have breached the Code of Conduct, IET will follow a fair disciplinary process:

12. The alleged breach will be documented and the student notified in writing
13. The student will be given an opportunity to respond to the allegation
14. CEO will review the evidence and the student's response
15. A decision will be made and communicated to the student in writing within 5 business days
16. Possible outcomes include: formal warning, temporary suspension, mandatory mediation, or cancellation of enrolment
17. The student has the right to appeal any disciplinary decision through the Complaints and Appeals process (Section 10)

Section 9 – Student Support Services

IET encourages students to seek assistance as soon as they experience any academic, personal, welfare, language, literacy, numeracy, digital literacy or other study-related concerns.

The Administration & Support Officer is the primary point of contact for student support enquiries and can assist students in accessing appropriate support services. Academic matters should generally be referred to the Trainer and Assessor or the Training Manager.

Students may also contact the CEO directly regarding welfare concerns, personal circumstances, complaints, grievances, enrolment matters, or where they feel uncomfortable discussing an issue with another staff member. The CEO is responsible for ensuring students are provided with appropriate support, guidance and referral to internal or external services where required.

Students are encouraged to discuss any concerns as early as possible so that appropriate support strategies can be implemented in a timely manner.

9.1 Academic Support

IET is committed to supporting every student to achieve their qualification. Academic support available includes:

- One-on-one support sessions with your trainer (bookable through Administration)
- Additional study materials and resources available through Moodle
- Study groups and peer learning facilitated by trainers
- Feedback on draft assessments prior to submission (on request)
- Regular progress check-ins to identify any challenges early

9.2 Language, Literacy, Numeracy and Digital (LLND) Support

IET is committed to supporting students to successfully participate in training and assessment. Students may be required to complete an LLND assessment prior to commencement to assist

IET in identifying any support needs and determining whether the course is suitable for the student.

Where LLND support needs are identified, IET may provide assistance through one or more of the following strategies:

- LLND assessment and diagnostic support using the LLN Robot platform
- Additional trainer guidance and support during training and assessment activities
- Reasonable adjustments to learning and assessment strategies where appropriate and permitted by the training package requirements
- Additional learning resources and practice activities to support skill development
- Individual support sessions and progress monitoring where required
- Referral to external support services where additional assistance is required

Where a student requires ongoing LLND assistance, an LLN Support Form may be completed to document the identified support needs, agreed support strategies, responsibilities of the student and IET, and any review arrangements. The effectiveness of the support provided will be monitored throughout the student's enrolment and adjusted where required.

The level of support provided will be determined based on the student's individual needs and the requirements of the course.

9.3 Disability and Learning Support

IET applies access and equity principles throughout its operations and is committed to providing a learning environment that is inclusive, accessible and free from discrimination. IET seeks to identify and remove barriers that may affect a student's participation, engagement and successful completion of training and assessment.

IET is committed to making its training accessible to students with disabilities or health conditions. Students are encouraged to disclose relevant disabilities or conditions at the time of enrolment so that reasonable adjustments can be made. Disclosure is voluntary and handled with strict confidentiality.

Reasonable adjustments may include:

- Extended time for assessments
- Modified assessment formats (e.g., oral rather than written responses)
- Provision of course materials in alternative formats
- Access to assistive technology
- Adjusted seating or facility access arrangements

Reasonable adjustments will not compromise the integrity or requirements of the unit of competency. The Training Manager will work with the student and, where relevant, health professionals to determine appropriate accommodations.

9.4 Personal and Welfare Support

IET acknowledges that students sometimes face personal challenges that impact their study. The Administration & Support Officer is the first point of contact

for welfare concerns. Students may also be referred to the following external support services:

Service	Contact	When to Use
Lifeline (crisis support)	13 11 14	Mental health crisis, emotional distress
Beyond Blue	1300 22 4636	Anxiety, depression, mental wellbeing

Service	Contact	When to Use
1800RESPECT	1800 737 732	Family and domestic violence support
Legal Aid Victoria	1300 792 387	Free legal advice for eligible persons
Centrelink (Services Australia)	132 850	Financial assistance and government payments
JobAccess	1800 464 800	Support for students with disability in employment

9.5 Deferral, Suspension and Cancellation of Enrolment

Deferral

A student may request to defer (postpone) their enrolment before commencement due to genuine personal, medical or employment reasons. Deferral requests must be submitted in writing to the CEO. IET will endeavour to transfer the student to the next available intake. Course fees paid may be held as credit against the deferred intake.

Suspension

A student may request a temporary suspension of their studies after commencement. Suspension requests must be made in writing and approved by the Training Manager. A maximum suspension of 8 weeks applies for any single course, unless exceptional circumstances exist.

Cancellation of Enrolment by Student

Students who wish to formally withdraw from their course must notify IET in writing. Refund entitlements will be calculated in accordance with Section 4.3.

Cancellation of Enrolment by IET

IET may initiate cancellation of a student's enrolment in circumstances including, but not limited to:

- Failure to pay fees in accordance with the agreed payment schedule following reminder notices and reasonable opportunity to rectify the outstanding amount
- Serious misconduct or repeated breaches of the Student Code of Conduct
- Failure to participate in scheduled training and assessment activities or failure to make satisfactory course progress despite intervention and support being provided
- Provision of false, misleading or fraudulent information during the enrolment process or throughout the period of enrolment
- Failure to comply with the requirements of IET's policies and procedures

Prior to cancelling an enrolment, IET will issue the student with a written Notice of Intention to Cancel Enrolment outlining the reasons for the proposed cancellation.

The student will be provided with twenty (20) working days to access IET's Complaints and Appeals process. During this period, the student's enrolment will remain active unless there is a significant risk to the safety, wellbeing or operations of IET.

Where no appeal is lodged within the required timeframe, or an appeal is unsuccessful, IET may proceed with the cancellation of the student's enrolment.

9.6 Diversity, Inclusion, Discrimination, Harassment and Bullying

IET is committed to providing a diverse, inclusive, safe and respectful learning environment where all students are treated fairly, equitably and with dignity.

IET values and respects diversity in culture, language, ethnicity, age, gender, disability, sexual orientation, religion, socioeconomic background, family responsibilities and life experience. IET promotes equal opportunity and seeks to remove barriers that may affect participation, learning and successful completion of training.

IET does not tolerate discrimination, harassment, bullying, victimisation, vilification or any other inappropriate behaviour that may negatively impact the wellbeing, safety or participation of students, staff, visitors or work placement participants.

Students and staff are expected to:

- Treat others with courtesy, dignity and respect at all times
- Contribute to a safe, inclusive and supportive learning environment
- Respect cultural diversity, individual differences and differing viewpoints
- Refrain from behaviour that may be discriminatory, offensive, intimidating, threatening or harassing
- Report incidents of discrimination, harassment, bullying or victimisation to IET as soon as practicable

Any complaint relating to discrimination, harassment, bullying or victimisation will be managed in accordance with IET's Complaints and Appeals process and may result in disciplinary action where appropriate.

9.6 Student Feedback and Continuous Improvement

IET values student feedback and encourages students to actively contribute to the continuous improvement of its training, assessment, support services, facilities and overall student experience.

Feedback may be provided through:

- Student surveys and questionnaires
- Student meetings and consultation activities
- Informal discussions with trainers, staff or management
- Complaints and appeals processes
- Course reviews and evaluation activities

Feedback received from students is reviewed by management and considered as part of IET's continuous improvement processes. Where appropriate, improvement actions may be implemented to enhance the quality of training, assessment, student support services and operational practices.

Section 10 – Complaints and Appeals

10.1 Our Commitment

IET is committed to providing a fair, accessible and transparent complaints and appeals process. We view complaints and appeals as opportunities to improve our services and ensure student satisfaction.

All complaints and appeals are handled:

- Confidentially — information is shared only with those who need to know
- Fairly — students will not be disadvantaged or victimised for raising a complaint or appeal
- Promptly — all complaints and appeals will be acknowledged within two (2) business days wherever practicable
- Impartially — complaints and appeals are investigated without prejudice or bias and by a person not directly involved in the matter where possible
- In accordance with the principles of procedural fairness and natural justice

IET aims to resolve complaints and appeals within twenty (20) business days. Where additional time is required, the student will be advised in writing of the reasons for the delay and the expected timeframe for resolution.

10.2 Types of Complaints

Students may lodge a complaint about any aspect of their experience at IET, including but not limited to:

- The quality of training or assessment
- Trainer or staff conduct
- Assessment decisions (refer to Appeals process below)
- Fees or financial matters
- Facilities or equipment
- Discrimination, harassment or bullying
- Work placement arrangements
- The application of IET policies and procedures

10.3 How to Lodge a Complaint

Students are encouraged to first attempt to resolve minor issues informally by speaking directly with the trainer or Administration & Support Officer. If informal resolution is not possible or appropriate:

1. Complete a Complaints Form (available from Administration or the IET website).

2. Submit the completed form to Administration in person, by email, or by post.
3. The complaint will be acknowledged within two (2) business days wherever practicable.
4. The complaint will be investigated by the CEO or an appropriate delegate who is not directly involved in the matter where possible.
5. The student will be advised of the outcome in writing, including reasons for the decision and any actions to be taken.

10.4 Assessment Appeals

If a student believes an assessment decision was unfair, incorrect or inconsistent with the assessment requirements, they have the right to appeal.

The appeals process is:

1. The student submits a written Assessment Appeal Form within twenty (20) business days of receiving the assessment outcome.
2. The Training Manager reviews the assessment decision and supporting evidence. Where practicable, the review will be conducted by a qualified assessor who was not involved in the original assessment decision.
3. The student may be requested to provide additional information or supporting evidence relevant to the appeal.
4. The student will be notified of the outcome in writing within ten (10) business days of lodging the appeal, or advised if additional time is required.
5. If the appeal is upheld, the assessment decision will be amended, the assessment will be re-evaluated, or the student will be provided with an alternative assessment opportunity as appropriate.

If a student is dissatisfied with the outcome of an internal complaint or appeal, they may request an independent external review in accordance with IET's Complaints and Appeals Policy

10.5 External Dispute Resolution

If a student is not satisfied with the outcome of IET's internal complaints or appeals process, they may escalate the matter to an external body:

External Body	Contact Details and Purpose
ASQA (Australian Skills Quality Authority)	www.asqa.gov.au 1300 701 801 National VET regulator — complaints about RTO conduct, quality of training, and compliance with the Standards for RTOs.
Australian Human Rights Commission	www.humanrights.gov.au 1300 369 711 Discrimination complaints under Commonwealth law.
Fair Work Ombudsman	www.fairwork.gov.au 13 13 94 Workplace rights issues affecting students on placement.

External Body	Contact Details and Purpose
Victorian Ombudsman	www.ombudsman.vic.gov.au 1800 806 314 Complaints about actions of Victorian public authorities.

Section 11 – Privacy and Student Records

11.1 Collection of Personal Information

IET collects personal information from students for the purpose of:

- Processing enrolments and managing student records
- Delivering training and assessment services
- Reporting to the National Centre for Vocational Education Research (NCVER) as required under the AVETMISS standard. Further information regarding NCVER's use of personal information is available from NCVER's Privacy Policy.
- Reporting to the Australian Government and relevant state/territory funding bodies
- Communicating with students about their course and IET services

Personal information is collected in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). IET will not sell, rent or trade student personal information to third parties for marketing purposes.

11.2 AVETMISS Reporting

As a registered training organisation, IET is required by law to collect and report student data to NCVER through the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). This data is used for national statistical purposes. Students are advised that their training data will be reported as part of IET's regulatory obligations.

11.3 Access to Student Records

Students have the right to access their own training records, including assessment results, attendance records and personal information held by IET. To request access to your records:

- Submit a written request to Administration
- IET will provide access within 10 business days
- If records are found to be inaccurate, students may request a correction

11.4 Confidentiality of Placement Information

Students on work placement must maintain strict confidentiality regarding all client, resident, and organisational information encountered during placement. This obligation continues after the

placement has ended. Breaches of confidentiality will be treated as serious misconduct and may result in cancellation of enrolment and notification to the host organisation.

11.5 Records Retention

IET maintains student records in accordance with the Standards for RTOs 2025, applicable privacy legislation and other relevant regulatory requirements.

Student information is stored securely within IET's student management and record management systems, with access restricted to authorised personnel only.

IET retains records of completed student assessment items and assessment evidence for a minimum of two (2) years following the student's completion of the relevant training product.

Records relating to AQF certification documentation, including qualifications and Statements of Attainment issued by IET, are maintained in a manner that enables the re-issue of certification documentation for a period of thirty (30) years.

Students may request access to their records in accordance with IET's Privacy Policy and applicable legislation. Requests for replacement certification documentation may be subject to an administrative fee.

Section 12 – Health, Safety and Wellbeing

12.1 Workplace Health and Safety Obligations

IET is committed to providing a safe learning environment for all students, staff and visitors. IET complies with the Occupational Health and Safety Act 2004 (Vic) and all relevant regulations.

Students are required to:

- Follow all safety instructions provided by trainers and staff
- Report any hazards, near misses or incidents to a staff member immediately
- Not engage in behaviour that puts themselves or others at risk
- Use personal protective equipment (PPE) as instructed
- Participate in emergency evacuation drills

12.2 Emergency Procedures

Emergency evacuation procedures are displayed throughout the Docklands campus. At orientation, students receive a briefing on emergency procedures including:

- Location of emergency exits and assembly points
- Evacuation procedures and your role during an emergency
- Location of first aid kits and trained first aid officers
- How to contact emergency services (000 in Australia)

In the event of an emergency, students must remain calm, immediately notify a staff member and **call 000** if urgent assistance from police, fire or ambulance services is required.

Students must follow all directions issued by emergency personnel, trainers and authorised staff members, evacuate the premises where directed, proceed to the designated assembly area, and not re-enter the premises until authorised to do so.

12.3 Smoke-Free and Drug-Free Environment

The Docklands campus and all IET training premises are smoke-free and drug-free environments. Smoking (including e-cigarettes and vaping) is not permitted anywhere on the campus premises. Students must not attend training or placement while under the influence of alcohol or any non-prescription drugs. Breaches of this policy will be treated as a serious Code of Conduct matter.

12.4 Student Wellbeing

IET recognises that student wellbeing is integral to academic success. Students experiencing personal difficulties are encouraged to speak with Administration or the CEO. IET will, with the student's consent, connect them with appropriate support services (refer to Section 9.4).

12.5 Simulation Laboratory Safety

The aged care simulation laboratory at the Docklands campus contains clinical equipment and is used for practical training in manual handling, personal care and clinical skills. When using the simulation lab, students must:

- Follow all trainer instructions for safe use of equipment
- Wear appropriate clothing and closed-toe footwear
- Not operate equipment without trainer supervision
- Report any equipment damage or malfunction immediately
- Keep the lab clean and orderly at all times

Section 13 – Student Acknowledgement and Declaration

This section must be signed and returned to Administration on or before your first day of training. By signing below, you confirm that you have read, understood and agree to abide by the contents of this Student Handbook, including IET's policies, procedures, Code of Conduct and your rights and responsibilities as a student.

Important

Signing this declaration is a condition of enrolment. If you do not understand any part of this Handbook, please speak with Administration before signing. A copy of this signed declaration will be kept in your student file.

Full Name	
Date of Birth	
Course Enrolled In	
Course Code	
Commencement Date	
Student ID (if issued)	
Unique Student Identifier (USI)	

I declare that:

- I have received and read the IET Student Handbook (Version 5.0, June 2026)
- I understand and agree to comply with the Code of Conduct and all IET policies
- I understand my rights and responsibilities as a student of IET
- I have provided accurate and truthful information in my enrolment application
- I understand IET's refund policy and fee obligations
- I consent to IET collecting and using my personal information as described in the Privacy section of this Handbook
- I consent to IET reporting my training data to NCVER as required by law

Date:

Student Signature:

IET Staff Signature:

Date:
