IET Education Group Pty Ltd T/A Immaculate Education and Training

RTO No. 46361 | ABN 73 677 538 402

Training, Assessment and Certification: Student Policy

Student Policy

Document ID	IET-SP-10
Version	4.0
Approved by	Chief Executive Officer
Applies to	All enrolled students
Related documents	Internal policies IET-POL-06 Training and Assessment, IET-POL-07 Validation and Assessment Quality Assurance and IET-POL-20 Certification and Issuance; Student Handbook

1. How You Will Be Trained

Your course follows a Training and Assessment Strategy (TAS). You can ask the Training Coordinator for a summary of it. You will be taught, given time to practise and given feedback before you are assessed. Training may happen at the Docklands campus (including our simulation laboratory), in live online classes through Moodle and, for some courses, on work placement. You will receive your timetable at orientation, and we will give you at least five business days' notice of significant changes wherever we can.

1. Purpose

This policy explains how you will be trained and assessed at IET, what you can expect from your trainers, how results are decided and recorded, and how and when you will receive your certificate.

2. How Your Course Is Planned

Every course follows a Training and Assessment Strategy (TAS). The TAS sets out:

- the units you will complete and the order you will complete them in
- how long the course takes and how many hours of training you will receive
- how and where you will be trained and assessed
- the resources and equipment used
- any work placement requirements

The TAS is developed with input from industry, so that what you learn matches what employers need. You can ask the Training Coordinator for a summary of the TAS for your course.

3. How You Will Be Trained

Depending on your course, training is delivered in one or more of these ways:

- face-to-face classes at the Docklands campus
- practical sessions in our simulation laboratory, which is set up like a real aged care and disability support setting
- practical scenarios in simulated security environments, such as a venue entrance, screening point or access control point
- live online classes through Moodle, for courses delivered online
- supervised work placement, for courses that require it

In every unit, you will be taught the knowledge and skills you need, given time to practise with feedback from your trainer, and only then assessed. You will not be assessed on skills you have not had the chance to learn and practise.

Our trainers hold the required training and assessment qualifications, the vocational competencies for the units they teach, and current industry experience.

You will receive your timetable at orientation. If we need to make a significant change to your timetable, we will give you at least five business days’ notice wherever we can.

4. Credit Transfer and RPL

If you have already completed units elsewhere, or you already have the skills for some units through work or life experience, you can apply for credit transfer or recognition of prior learning (RPL). See the RPL and Credit Transfer: Student Policy.

5. How You Will Be Assessed

Assessment is how we check that you can do what each unit requires, to the standard expected in the workplace. You will be assessed as Competent or Not Yet Competent for each unit. There are no marks or grades.

Depending on the unit, assessment may include:

- written or oral knowledge questions
- practical demonstrations and observation, in the simulation laboratory, a simulated environment or the workplace
- case studies, projects and reports
- role plays and scenarios
- workplace evidence from your placement, such as logbooks and a third party report from your supervisor

Before each assessment, your trainer will explain:

- what you need to do and what the assessor will be looking for
- the conditions of the assessment, such as time allowed, resources you can use and whether it is done individually
- the due date
- how and where to submit your work

Our assessments follow the national principles of assessment. This means they are:

- fair to all students, with reasonable adjustments where needed
- flexible, so you can show your skills in suitable ways
- valid, testing what the unit actually requires
- reliable, so different assessors would reach the same decision

The evidence you give must also be valid, sufficient, current and authentic, which means it must be your own work.

6. Reasonable Adjustments

If you have a disability, health condition or learning need, we can adjust how you are assessed. For example, we can give you extra time or let you answer questions orally instead of in writing, where the unit allows. Adjustments change how you show your skills, not the skills you need to show. Talk to the Training Coordinator, who will agree adjustments with you. The CEO approves the adjustment plan. See the Student Support, LLND and Reasonable Adjustment: Student Policy.

7. Due Dates and Extensions

Please submit your work by the due date. If you cannot, ask for an extension before the due date, explaining why and giving supporting documents if you have them. The Training Coordinator approves extensions, and they are recorded on your file. Work submitted late without an approved extension may not be accepted.

8. Feedback and Further Attempts

You will receive written feedback on each assessment task, usually within 10 business days of submitting it. The feedback will tell you whether the task is Satisfactory or Not Yet Satisfactory and why.

If a task is Not Yet Satisfactory, you can have two more attempts at no extra cost. Before you try again, your trainer will explain what is missing and give you extra support or training if you need it.

If you are still not yet competent after all attempts, the Training Coordinator will meet with you to talk about your options. These may include:

- further training and a final attempt
- withdrawing from the unit and receiving a statement of attainment for the units you have achieved
- a different study pathway

9. Your Own Work

All the work you submit must be your own. You will sign a declaration each time you submit an assessment. Your assessor may ask you questions about your work, or ask you to show a skill again, to confirm the work is yours. Plagiarism, collusion, cheating, making up evidence and unauthorised use of AI tools are not allowed. See the Code of Conduct and Academic Integrity: Student Policy.

10. How Your Results Are Decided and Recorded

Results go through these steps:

1. Your assessor makes the decision for each unit, using all the evidence you have provided.
2. The Training Coordinator checks your assessment file is complete and that the decision is supported by the evidence.
3. The Administration Officer enters the result in our student management system.
4. The CEO approves the result. Results are final only after this approval.

Units that include work placement stay open until your workplace evidence is complete. You can ask about your progress and results at any time.

11. If You Disagree with a Result

If you think an assessment decision is wrong:

- talk to your trainer first, if you are comfortable doing so
- if you are still not satisfied, lodge an appeal within 20 business days of receiving the result, using the Appeal Form
- a different qualified assessor who was not involved in your original assessment will review it
- you will receive a written outcome within 10 business days

If your appeal is successful, your result will be changed or you will be given another assessment with a different assessor, at no cost. See the Complaints and Appeals: Student Policy.

12. Your Certificate

When you have completed all the requirements of your course, including any work placement hours, and your results have been approved, you will receive your qualification (testamur) and record of results within 30 days. If you complete only some units, for example because you withdraw, you will receive a statement of attainment for the units you have completed.

Your certificate will:

- show the correct qualification or unit codes and titles, and any specialisation, for example Ageing and Disability

- include IET's name and RTO number and the Nationally Recognised Training logo
- be signed by the CEO

Things to know:

- We need your verified Unique Student Identifier (USI) before we can issue any certificate, unless you have an exemption.
- Your results will also appear on your USI transcript.
- If your name changes, or you need a replacement certificate, contact the Administration Officer. A replacement fee applies and is shown in your Schedule of Fees and Charges.
- IET keeps the records needed to reissue your certificate for 30 years.

13. Changes to Your Course

Training packages are updated from time to time. If a qualification you are enrolled in is replaced, we will tell you in writing how it affects you. You will either finish your current qualification within the permitted transition period, or move to the new qualification with credit for the units you have already completed.

14. Quality Checks

We regularly review our assessment tools and assessor decisions to make sure they are fair, consistent and correct. This is called validation. As part of validation, a sample of completed student work, which may include yours, is reviewed by other qualified assessors and industry experts. Your work and personal information are kept confidential during this process.

15. Contact

Training Coordinator or Administration Officer: 0400 173 510, info@iet.edu.au, or in person at Suite 1312A/401 Docklands Drive, Docklands VIC 3008.

This document is reviewed at least annually, and earlier where there is a change to legislation, the Standards, a training package, IET's scope of registration or IET's operations, or where a review, complaint, audit or validation outcome identifies the need for change. Changes are recorded in the Continuous Improvement Register.