



INNOVATIVEBUSINESSTRAINING

# **Student Information Manual**

**July 2009**

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## Innovative Business Training's Courses

Innovative Business Training offers the following accredited and nationally recognised training programs:

BSB10107	<a href="#">Certificate I in Business</a>
BSB20107	<a href="#">Certificate II in Business</a>
BSB30107	<a href="#">Certificate III in Business</a>
BSB30407	<a href="#">Certificate III in Business Administration</a>
BSB31207	<a href="#">Certificate III in Frontline Management</a>
BSB40407	<a href="#">Certificate IV in Small Business Management</a>
BSB40507	<a href="#">Certificate IV in Business Administration</a>
BSB40807	<a href="#">Certificate IV in Frontline Management</a>
BSB50407	<a href="#">Diploma of Business Administration</a>
BSB51107	<a href="#">Diploma of Management</a>
RTE31303	<a href="#">Certificate III in Irrigation</a>
RTE40203	<a href="#">Certificate IV in Irrigation</a>
RTE40503	<a href="#">Certificate III in Production Horticulture</a>
RTE40503	<a href="#">Certificate IV in Production Horticulture</a>
RTE40603	<a href="#">Certificate IV in Rural Business</a>
RTE50303	<a href="#">Diploma of Production Horticulture</a>
RTE50403	<a href="#">Diploma of Rural Business Management</a>
RTF20103	<a href="#">Certificate II in Horticulture</a>
SIT30707	<a href="#">Certificate III in Hospitality</a>
TAA40104	<a href="#">Certificate IV in Training and Assessment</a>

Innovative Business Training's scope of registration can be found on the National Training Information System (NTIS) website - [www.ntis.gov.au](http://www.ntis.gov.au)

## What are Units of Competency?

All nationally recognised training courses are made up of units of competency which are relevant to workplace performance in a particular industry or sector. Competency standards are a statement of skills needed to perform a particular job or task. The focus is on what is expected of a person in the workplace (your performance outcomes) rather than on the learning process.

A qualification (e.g. a Certificate or Diploma) is issued by an approved Registered Training Organisation, such as IBT, when a learner has achieved the learning outcomes or competencies that make up that certificate.

Competency-based training is not like traditional teaching. It focuses upon the skills you need to carry out a particular job. Innovative Business Training will provide you with access to course material and information and will assist you to gain the required skills.

Throughout your training at Innovative Business Training you will have many opportunities to:

- Learn about important legislation and regulations
- Practice various skills
- Complete case studies and scenarios
- Complete a variety of learning activities.

You will be assessed on whether you can demonstrate the skills and knowledge that are listed in the competency standards. Assessment may take place in a number of ways, such as:

- Questioning (written or verbal)
- Case studies
- Workplace application activities
- Workplace scenarios.

## Where can I find more information?

IBT's website has information about the courses offered by IBT.

You may also contact IBT directly on 03 9347 0252 for detailed information about courses, costs, enrolment procedures, eligibility for enrolment, Recognition of Prior Learning, and any special needs you may have.

If you want information about Innovative Business Training's accreditation to provide the courses, you may contact the Victorian Registration and Qualifications Authority on (03) 9637 2806.

## Application Processes and Eligibility Criteria

IBT tailor their learning programs to each organisation. You should discuss your needs with them.

To enrol, ask for an enrolment form or download one from our website. IBT will need to assess your **eligibility** for enrolment in a government-funded program, therefore you will need to complete an Eligibility Form and send this to IBT with your Enrolment Application.

Full Details of eligibility criteria can be found on IBT's Website.

An additional requirement of enrolment is completion of a Language, Literacy and Numeracy (LLN) assessment prior to the commencement of the course. The purpose of this is to ensure that we can identify any special needs you may have and provide support and assistance to you throughout your training.

## Student Services Statement

Innovative Business Training (IBT) is a Registered Training Organisation (RTO) providing nationally recognised government-funded training certificates and diploma qualification courses.

Innovative Business Training meets administrative, staffing, facility, marketing, financial, quality assurance and delivery and assessment standards agreed to by Federal, State and Territory Governments in Australia. The State Government registering authority monitors IBT and subjects it to regular external audit to verify adherence to these standards. IBT is dedicated to the principles and practices of the *Australian Quality Training Framework 2007 (AQTF 2007)*, which includes the process of continuous improvement

To maintain our standards it is practice that we complete program reviews and client satisfaction surveys on the completion of any training you participate in:

**For your information the following services are also provided to you:**

### Confidentiality of your Information

Your enrolment information may be provided to the State Training Authority at their request. Any other information provided to us by you will not be disclosed to any party without your written consent. You do have the right to access your own student files.

### Support Services

If you have any special learning needs we can provide: Literacy services, Special learning needs support. We can also provide referral services to more appropriate learning institutions if your needs are not able to meet with us.

### Qualified Staff

All Trainers and Assessors are appropriately qualified, have extensive Industry experience and formally trained to Category 2 Workplace Trainer as required under the National Standard.

### Assessment and RPL services

Our Assessment processes and instruments are in line with the national standard including validity, reliability, flexible and fairness. We also provide a recognition of Prior Learning, cross credits for statement of attainment and qualifications from other registered training organisation and Assessment Only Services.

### Grievance Procedures

Should you not be completely satisfied with your training and assessment experience, we have a grievance procedure under our Quality Assurance System. Please contact the Managing Director of IBT to access this process.

### Facilities and Equipment

We hire only relevant Industry Standard Training Facilities in line with the requirements of any Curriculum/ Training documentation. We also provide lunch for full day seminars.

## Fees and Charges

- **Course Fees**

Course fees are payable in full prior to course commencement, unless negotiated with Innovative Business Training and agreed in writing.

Please refer to IBT's website for details of course costs <[www.ibtraining.com.au](http://www.ibtraining.com.au)>

- **Course Fee Concessions**

Fee concessions are not available to students enrolled in Diploma level or above.

Concessions on tuition fees are available to students who hold a Commonwealth Health Care card, or meet certain other requirements, and are enrolling in courses below Diploma level.

Please contact IBT to confidentially discuss your request for a fee concession.

- **Tuition Fee Assistance - VET FEE\_HELP**

Eligible students undertaking Vocational Education and Training (VET) courses of study (including Diplomas, Advanced Diplomas, vocational Graduate Certificates and Graduate Diplomas) with an approved VET provider may apply for a VET FEE-HELP loan to pay for all or part of their tuition costs. For full information about VET FEE-HELP assistance, refer to the Department of Education, Employment and Workplace Relations (DEEWR) website: [www.deewr.gov.au/VET/VETFEEHELP](http://www.deewr.gov.au/VET/VETFEEHELP) or phone 13 38 73.

- **Recognition or Prior Learning (RPL) Fee**

IBT will formally assess submitted applications of Recognition of Prior Learning (see RPL section below for full details). Upon receipt of a completed application and submitted evidence of RPL, IBT will invoice the learner for a set-fee of \$300.00, or provide a receipt if the fee is submitted with the application.

RPL fees are non-refundable therefore it is important that you discuss your prior learning with your IBT Trainer, and to also carefully evaluate your chances for successful recognition prior to submitting your application and supporting evidence.

Your Portfolio will be assessed upon receipt of the non-refundable fee.

- **Course Materials**

Materials relevant to your particular course will be available from the IBT Website for you to download for free. You will require this material for your classroom participation and your self-paced study at home and/or work.

IBT will alternatively print the course material for a fee (this will depend on the size of the material to be printed). Please contact IBT for the fee details relevant to the course you are enrolled in.

## Fee Refund Policy

Innovative Business Training maintains a fair and reasonable refund policy to ensure that refunds are made available to clients entitled to receive them.

Course fees are requested upon enrolment and are to be paid prior to the commencement of a course. IBT is unable to confirm a position in a course until all course fees are up to date.

- **IBT Cancellation of Course**

All course fees will be refunded if IBT cancels or postpones course commencement by more than four weeks, unless alternative arrangements can be made which are acceptable to the student. Such arrangements may include transfer of enrolment to an alternative course.

- **Learner Withdrawal**

If a learner withdraws from a course, they must notify IBT in writing of their **withdrawal within four weeks of the scheduled start date for the course** to obtain a full refund of payments, minus an administration fee not exceeding \$100.

- **If recognition of prior learning (RPL) is granted**

If a learner enrolls in a course but then successfully applies for RPL, the learner may be entitled to some refund of the tuition fee, depending on how many hours they have been in the course, and what you have already paid. If the learner applies unsuccessfully for RPL they are not entitled to any refund of fees paid for the service.

- **When VET FEE-HELP is involved**

For Diplomas and Advanced Diplomas where VET FEE-HELP is available, some special rules about refunds will apply.

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal study, work experience, employment and other 'life' experiences.

Recognition equates your prior learning to the units of competency required to complete your selected qualification. IBT offers all students the opportunity to apply for RPL.

Once a recognition application is assessed, individuals who are granted RPL will be issued with the relevant Units of Competency/qualification/Statement of Attainment as appropriate.

There will be two types of applications:

1. Standard exemptions/credit for previous formally recognised training – see mutual recognition and credit transfer below
2. Recognition of work and life experiences, including non-formally recognised training.

Recognition will be granted for units of competency where it can be substantiated that the applicant has achieved the performance criteria.

## Mutual Recognition and Credit Transfer

Innovative Business Training will recognise qualifications and Statements of Attainment issued by any other Registered Training Organisation. In addition it will include a statement relating to mutual recognition in information to clients and staff.

Upon supply of certified qualifications or Statements of Attainment from other RTOs, Innovative Business Training will credit the trainee with that unit/qualification as appropriate.

## How to apply for RPL

- Applications for Recognition should be lodged using the *Application for Recognition of Learning form*
- Collect evidence to support your application
- Prepare your evidence portfolio with **copies** of original documents attached
- Submit your application along with your evidence portfolio
- The applicant may be invited to attend an interview process to discuss the application.
- An assessment and verification of the application will be undertaken. (Further information/documentation may be requested for assessment).
- The applicant is then notified of the assessment decision. Where applicable, credit will be given and recorded for identical units of competence completed elsewhere. Exemptions will be granted and recorded for achievement of the equivalence of a unit of competence. A Statement of Attainment will also be issued.
- Applicants may appeal a decision. Appeals should be lodged with IBT following the 'Complaints and Appeals' procedure set out in this manual.
- A RPL non refundable fee of \$300(See Fees and Charges above) is to be submitted with application and your portfolio. A receipt will be issued upon receipt of payment.

## Overseas Qualifications

Applicants with overseas qualifications may be directed to have their qualification(s) assessed for Australian equivalency. If indicated as necessary by IBT, you must apply to the Overseas Qualifications Unit (OQU) for this qualification assessment process. Please note that this process may take up to four weeks. Further details can be found on the OQU website- [www.employment.vic.gov.au](http://www.employment.vic.gov.au) - or telephone 1800 042 745.

## Access and Equity policy

Innovative Business Training has a detailed access and equity policy in place. It is the responsibility of all IBT Consultants to ensure the requirements of the access and equity policy are met by IBT at all times.

Innovative Business Training provides equal access to training delivery and assessment services for all learners. Where possible, we conduct flexible training to meet specific needs of individual students.

We are committed to the principles of access and equity and will apply these principles and provide timely and appropriate information, advice and support services which assist clients to identify and achieve their desired outcomes.

All policies will be reviewed at least annually to ensure that they are consistent with all principles of access and equity as part of the internal audit procedure

These principles are:

- a) Providing and maintaining training services that reflect fair and reasonable opportunity, and consideration for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.
- b) Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.

- c) Equality of outcome within vocational education and training for all people, without discrimination.
- d) Access for all people to appropriate quality vocational education and training programs and services.
- e) Increased opportunity for people to participate in vocational education and training and in relevant decision making processes within the vocational education and training system.

Training, advertising and information services will be constructed in a manner which invites the participation of clients from equity groups. This will include a commitment to using accessible English, free of cultural, racial or gender bias.

All staff will be expected to adhere to access and equity principles at all times and to avoid stereotypical images of women or men or cultural groups.

All students are required to adhere to IBT's access and equity policies.

## Student Support Services

IBT Management will provide support and assistance to all learners with special needs to the best of its ability. Our Enrolment Form has provision for you to indicate any special requirements you have. Learners requiring assistance with their training are also asked to contact IBT in the first instance, so that we may discuss and determine the best options of support for you.

This support may include strategies, equipment and resources for learners with special requirements, as best able to, and will not discriminate against any form of disability. Each case will be discussed respectfully and confidentially. Where required, we will seek expert advice upon your agreement, or make referral to literacy and disability, or other support services.

## Course Delivery and Assessment

IBT is dedicated to providing a flexible and supportive approach to meeting the needs of the learners. We therefore use a mix of classroom and workplace based training, and self-paced learning to deliver our programs.

Learners will be advised of the Units of Competencies that make up their course and the expected timeframe for completion.

IBT uses assessment tools which use a variety of methods for gathering evidence of your competence. The assessment tools have been designed to ensure you can apply what you have learnt in the classroom to realistic workplace and industry or enterprise situations.

Each unit of competency has its own assessment which you must complete. Each assessment you receive will use a selection of assessment methods and may include one or more of the following:

- Short answer questions
- Interviews
- Case studies
- Workplace activities
- Practical demonstration
- Workplace projects
- Verbal presentation (e.g. to the assessor and/or audience)
- Portfolio (e.g. documents, evidence of prior training, reports from work, relevant experience)

Your trainer will explain to you the assessment requirements of each unit of competency and the timeframe for you to submit your completed evidence. Where a practical demonstration is required, your trainer will advise you of the date and time this will occur.

## Misconduct and Discipline

IBT Management will not tolerate discriminatory or harassing practices by Consultants or learners.

IBT will take a discretionary approach in the event of receipt of a complaint and/or observation of inappropriate behaviour or misconduct. Complaints and appeals will be processed according to the Complaints and Appeals process specified in this manual, or will be heard and assessed by IBT on a discretionary basis.

- **Misconduct**

For the purposes of defining inappropriate behaviour, the following provides a guideline to behaviour that is classified as misconduct:

- Obstructing or interfering with the proper use of resources, facilities or equipment either owned by IBT or hired by IBT (e.g. venues for training) for the purposes of training delivery and assessment
- Harassing any person on any grounds, including race, gender, ethnicity, sexual preference or religious or political belief.
- Offensive and/or inappropriate conduct (verbal and/or physical) that is defined as sexual harassment or is discriminatory on grounds of race, gender, ethnicity, sexual preference or religious or political belief.
- Intimidating or attempting to intimidate any person.
- Willfully, recklessly or negligently engaging in conduct which may cause bodily injury or damage to property.
- Copying or attempting to copy any copyright material, including computer software, without the permission of IBT and in breach of the Copyright Act.
- Plagiarising the work of any other person (i.e. copying another person's work and stating that it is your own).
- Taking material into any assessment session which is not specifically permitted.

The 'Legislation' section of this manual states the legislative acts and reference websites that further define inappropriate conduct, misconduct and serious conduct.

- **Discipline**

The nature of the disciplinary procedure will be determined by the nature of the complaint / misconduct reported. IBT will be guided by formal and expert advice as required and appropriate to determine the disciplinary hearing approach to be taken, and the resulting disciplinary measures to be taken upon completion of the complaint process.

### Penalties and disciplinary measures may include:

- Recovery of costs to the extent of any damage caused
- A reprimand
- Suspension
- Expulsion

- Failure of assessment session(s)
- Repeat assessment
- Cancellation of results

or any other penalty deemed appropriate to the specific complaint but which does not contradict the limitations of the above.

## Complaints and Appeals Process

If you do not agree with the outcome of any assessments you submit, you have the right to discuss this with your assessor and to appeal the decision.

You also have the right to make a complaint about any other matter, such as inappropriate conduct.

IBT has in place fair and equitable processes and procedures for dealing with complaints and appeals. The procedures ensure that:

1. Each complaint and appeal and its outcome is recorded in writing;
2. IBT will immediately act upon any complaint or appeal which has been substantiated
3. Where no agreement on outcome can be reached, the complaint or appeal is referred to an independent third party; and
4. Each appellant:
  - a. Has an opportunity to formally present their case; and
  - b. Is given a written statement of the appeal outcomes, including reasons for the decision

The independent third party is the:

Dispute Settlement Centre Victoria  
4/456 Lonsdale St  
Melbourne VIC 3000  
Tel: 03 9603 8370  
Tel: 1800 658 528

The procedure for dealing with complaints and appeals is as follows.

1. All complaints must be lodged in writing, using the prescribed Complaints and Appeals form.
2. Every attempt is made to resolve complaints from clients through discussion and conciliation prior to further steps being undertaken.
3. An Innovative Business Training representative is appointed as Complaints Officer to retain responsibility for managing client complaints and appeals. The nominated representative is documented on the Complaints and Appeals form, and is appointed depending upon the nature of the complaint.
4. The Complaints and Appeals form identifies:
  - a. Date complaint/appeal is submitted
  - b. Nature of the complaint/appeal
  - c. Dates when issue relating to the complaint/appeal occurred
  - d. Documentary attachments to support the complaint/appeal
  - e. Steps taken to resolve the complaint/appeal
  - f. Nature of the resolution

- g. Evidence that the complaint has been resolved within five days where a student or trainee has made it directly to VRQA
5. Complaints and Appeals policy and procedures is issued to all staff and clients.
6. Complaints and Appeals are documented on the Complaints and Appeals form and resolved within an agreed time frame.
7. If the complaint or appeal is unresolved, the matter is directed to the CEO for resolution and documentation.
8. If the complaint or appeal remains unresolved it will be forwarded to the Dispute Settlement Centre Victoria for independent mediation.
9. If the complaint or appeal concerns assessment results, the nominated representative consults with the trainer/assessor and reviews the initial assessment and/or identifies the need for reassessment using alternative methods. The trainee is notified as required.
10. The complainant/appellant is provided with a written statement of the complaint or appeal outcome upon a decision being made and the decision is documented on the Complaints and Appeals form.

Remember, if you have any queries regarding the assessment process, complaints and appeals please talk to your trainer, or contact IBT on 9347 0252.

## Qualifications Issued

Students who have been assessed as successfully completing all the required learning outcomes (competencies) will be awarded the relevant qualification.

Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed.

## Vocational Education and Training

IBT is committed to providing its clients with quality Vocational Education and Training (VET). Directly governing our operations are the:

- § Victorian Registration and Qualifications Act 2007
- § Education and Training Reform Act 2007
- § Australian Quality Training Framework (AQTF 2007)

A good source of information on VET the *Training.Com* website and *Skills Victoria* Website. (Please refer to the Useful Links section of the manual below)

## Legislation

A range of legislation is applicable to the operations of Innovative Business Training and all Consultants and students. Information on relevant legislation can be found as follows:

### Anti Discrimination/Equal Opportunity <http://www.eoc.vic.gov.au/>

- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984*
- *Disability Discrimination Act 1992*
- *Human Rights and Equal Opportunity Commission Act 1986*
- *Age Discrimination Act 2004*

## Vocational Education & Training <http://www.vrqa.vic.gov.au>

- *Victorian Registration and Qualifications Act 2007*
- *Education and Training Reform Act 2007*
- *Australian Quality Training Framework (AQTF 2007)*
- 

## WorkCover <http://www.workcover.vic.gov.au>

- *Occupational Health and Safety Act 2004*
- 

## Privacy <http://www.privacy.gov.au/>

- *Commonwealth Privacy Act of 1988*

It is the responsibility of all Consultants and students to ensure the requirements of relevant legislation are met by IBT at all times. Please use the web sites indicated or contact IBT if you require further information.

## Privacy

IBT considers the privacy of its students, Consultants and clients to be extremely important. As such, we have in place a Privacy Policy, which ensures that we meet our obligations under the National Privacy Principles incorporated in the 2000 Amendment to the *Commonwealth Privacy Act of 1988*. This policy sets out the way in which IBT handles and protects the personal information of students, staff and clients.

### • **Your Personal Information**

Any personal information held by IBT may include names, date of birth, current and previous addresses, telephone/mobile phone number, e-mail address, nationality and academic record.

This information is collected on enrolment. It will also include evidence of your assessments within the program you are enrolled.

We will only use the personal information you have chosen to provide for the purpose for which you provided it. We will not use it for any other purpose without your consent.

In general, your personal Information may be used in order to:

- § Provide the educational and training services you require
- § Administer and manage those services, including the provision of up-to-date news on new courses, events and invoicing procedures
- § Inform you of ways in which the educational and training courses could be improved
- § Research and develop our courses to reflect best practice industry standards

### • **Storage of Personal Information**

Under AQTF 2007 IBT is required to retain your records for a period of 30 years. This information is stored in both electronic and paper based format.

Our student database is password protected to help protect us against the loss, misuse or destruction of the information. Access to this central information can only be gained by authorised IBT Management/Consultants.

## • **When we Disclose Personal Information**

On occasion, and as required by law, IBT may disclose the personal information of students, staff and clients to external organisations such as VRQA, providing they are aware of and agree to comply with our Privacy Policy.

These organisations include:

- Our professional advisers including accounting auditors and lawyers
- Government and regulatory authorities such as: Department of Education, Employment & Workplace Relations (DEEWR) and Victorian Registration and Qualifications Authority (VRQA).

We may also disclose your personal information to comply with subpoenas, court orders and other legal processes.

## **Access to your Personal Information**

You have a right to access your personal information. If you would like to do so, you should contact IBT in writing. This is to protect your information and to help us ensure that your information is not being released to persons other than yourself.

IBT may contact you to confirm receipt of the written request and to further verify your postal address. IBT will provide you with either a copy of the information, or the original, in accordance with the type of records being requested, and/or IBT's obligations to the State Training Authority and other organisations (e.g. Skills Victoria).

## **Learners' responsibilities**

IBT takes all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date.

However the accuracy of that information depends mostly on the information you provide. It is your responsibility to:

- Advise us of any errors in your personal information
- Keep us up-to-date with changes to personal information such as your name and address
- Provide information which is true and correct.

While learners will be formally inducted to policies and procedures at the commencement of their first class, we expect learners to read this handbook to familiarise themselves with and understand IBT's policies and procedures. Please contact IBT with any queries or if you require further information.

## Other useful links

Commonwealth/State Training Authority	Website address
Department of Education, Employment & Workplace Relations (DEEWR)	<a href="http://www.deewr.gov.au">www.deewr.gov.au</a>
Victoria's State Training Authority (STA): Victorian Registration & Qualification Authority (VRQA)	<a href="http://www.vrqa.vic.go.au">www.vrqa.vic.go.au</a>

Training Information	Website address
National Training Information System (NTIS)	<a href="http://www.ntis.gov.au">www.ntis.gov.au</a>
Skills Victoria	<a href="http://www.skills.vic.gov.au">www.skills.vic.gov.au</a>
Training Support Network	<a href="http://www.training.com.au">www.training.com.au</a>

Other	Website address
Workcover	<a href="http://www.workcover.vic.gov.au">www.workcover.vic.gov.au</a>
Industrial Relations Victoria	<a href="http://www.business.vic.au">www.business.vic.au</a> and follow the link for industrial relations
Legislation	<a href="http://www.austlii.edu.au">www.austlii.edu.au</a>

Now that you have read your information pack, please ensure you ask an IBT representative if you have any questions regarding anything in this pack. Please also ask if you wish to view our Quality Policy and Procedure Manual.

**We wish you an enjoyable and successful training experience.**

### ***IBT Management and Consultants***

Innovative Business Training  
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 Parkville  
 Melbourne VIC 3052  
 03 9347 0252

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Website: [www.ibtraining.com.au](http://www.ibtraining.com.au)