



Integrity  
COLLEGE

# Student Handbook

***This Handbook***

This student handbook contains information that is correct at the time of printing. Changes to legislation and/ or training policy may impact on the currency of information included. Integrity College Pty Ltd reserves the right to vary and update information without notice.

This handbook has been prepared as a resource to assist students to understand their obligations and the obligations of Integrity College.

Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this handbook.

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## Welcome to Integrity College

Thank you for choosing Integrity College Pty Ltd as your training provider, and allowing us to play a vital role in your learning journey. We pride ourselves on professional, flexible learning and providing you with the best experience possible to attain your goals. We hope you are looking forward to your new learning journey. We treat every student as an individual and we are here to assist you throughout the entire process. I look forward to hearing about your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success.

Souha Mahmoud  
CEO

## Introduction

The purpose of this handbook is to provide you with a reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with Integrity College.

Integrity College is bound to comply with the Standards for Registered Training Organisations 2015. All training services provided to students are based on compliance with these standards, and Integrity College has implemented policies and processes to meet the VET Quality Framework and SRTOs 2015.

Integrity College is committed to providing quality training and assessment services to its learners.

We pride ourselves on the quality of service we provide, and our aim is to continuously improve the level of service we offer in all areas.

You may access the various policies and procedures outlined in this Student Handbook on our website on the Student Resources page.

## Service Commitment

We aim to:

- Provide training and assessment services that meet industry needs and trends;
- Deliver high quality, innovative and engaging training;
- Maintain a person-centred approach;
- Foster relationships with our students, supporting them through their career;
- Provide flexible learning opportunities;
- Provide a supportive, facilitative and open learning environment;
- Ensure all training is delivered by qualified trainers and assessors with the necessary skills and experience;
- Ensure all training is continually monitored and improved;
- Maintain a healthy and effective learning environment for students;
- Produce competent and confident workers that benefit the community and industry.

## Who are we?

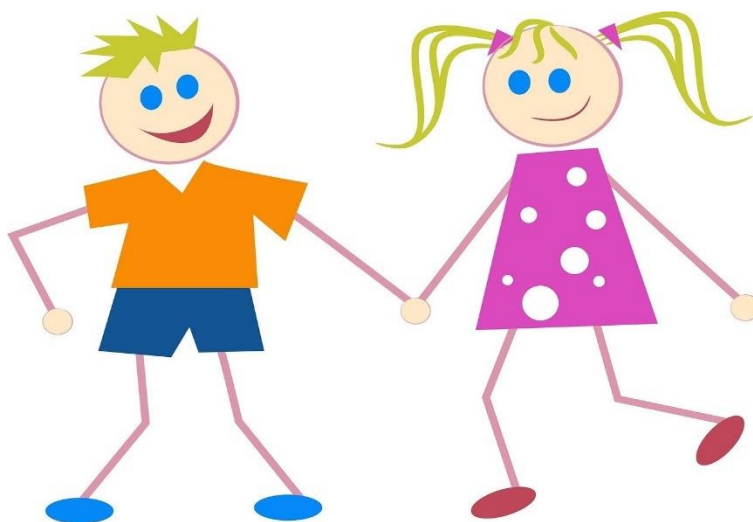
We are early childhood training specialists. Our focus and passion is training individuals to work as early childhood educators. This is what we do. Nothing else. We are specialists. This means your classroom will have similar toys, educational and physical resources to those you will find in a child care facility.

Our aim is to assist students to achieve their learning and career goals in the most innovative, positive and supportive environment.

## What courses do we offer?

Integrity College provides Nationally Recognised Training in the following:

- CHC30121 Certificate III in Early Childhood Education and Care
- CHC50121 Diploma of Early Childhood Education and Care
- Statement of attainment HLTAID009 Provide cardiopulmonary resuscitation
- Statement of Attainment in HLTAID011 Provide First Aid



## Career Pathways

Career development is the ongoing process of managing your life, learning and work. It involves developing the skills and knowledge that enable you to plan and make informed decisions about your education, training and career choices.

The qualifications that you receive from Integrity College can be used to advance your career, and/or gain skills for a particular job and as a pathway to further studies.

## Introduction to Australian Vocational Education and Training

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Designed to deliver workplace-specific skills and knowledge, vocational education and training (VET) covers a wide range of careers and industries, including trade and office work, retail, hospitality and technology. Students undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed

as 'competent' in the selected units of competency to be eligible for the award of the qualification.

### **National recognition**

The qualifications and Statements of Attainment issued by Integrity College must be automatically recognised by all Registered Training Organisations (RTOs) across Australia. In turn, Integrity College recognises the qualifications issued by RTOs in all other States and Territories. This allows people to move around Australia from different employers being confident that their qualification will be equally recognised.

### **Competency based training**

Competency based training is training that develops the required knowledge and skills to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

### **Training Packages**

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training Packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specifies the relevant qualification rules including the compulsory core units and the elective units which are available.

### **Delivery of training**

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

### **Results and certificates**

On successfully completing the training program with Integrity College, you will receive a nationally recognised qualification. A qualification issued by Integrity College will be accompanied by a transcript of results which will list the units of competency achieved for the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as evidence of your current competence with employers.

### **The Unique Student Identifier**

If you're studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your

training records and results (transcript) that you have completed since 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's license number and/or passport. Our enrolment form will clarify what you need to know.

There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances <https://www.usi.gov.au/exemptions>

Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. Individuals who have been exempted must show the original of this notice to their training organisation. Training organisations will not need to collect a USI in order to issue a VET qualification or statement of attainment to exempt individuals. If the student later wants a USI the training completed under exemption cannot be added to their USI account retrospectively.

Further details can be accessed at [www.usi.gov.au](http://www.usi.gov.au)

## Student Rights and Responsibilities

As a student in one of our training programs, you have rights and responsibilities governed by State and Federal legislation. Students may be self-nominated or nominated by their employer.

Student rights	Student responsibilities
Be treated fairly and with respect by others	Read and adhere to all the information, policies and procedures as outlined in this Student Handbook
Learn in a supportive environment which is free from harassment, discrimination and victimisation	Treat all people with fairness and respect and do not do anything that could offend, discriminate, victimise, disrupt or threaten others
Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised	Follow all safety policies and procedures as directed by staff and report any perceived risks as they become known.
Have personal details and records kept private and secure according to our Privacy and Personal Information Policy	Provide relevant and accurate information to the College, in a timely manner and



	contact us, if any personal or contact details change
Apply to have your existing skills and knowledge recognised	Progress through learning programs in line with timeframes, completing all assessment tasks, learning activities and assignments honestly and without plagiarism
Have complaints dealt with fairly, promptly, confidentially and without fear of any repercussions and to make appeals about procedural and assessment decisions	Prepare appropriately for all assessment tasks, visits and training sessions
Be given clear and accurate information about their course, training and assessment arrangements and their progress	Make regular contact with their Training/ Assessor and notify Integrity College, if they are unable to attend training session for any reason as soon as possible
Receive training, assessment and support services that meet their individual needs accessing support needed to effectively participate in the training program	Notify Integrity College, if any difficulties arise as part of their involvement in the program
Provide feedback to Integrity College, on the student services, training, assessment and support services they receive	Make payments for their training within agreed timeframes



### **Change of Personal Details**

Students are required to ensure their personal details with Integrity College are up to date at all times. Should your circumstances or details change please update your record by calling us and speaking to Integrity College Reception.

### **Dress & Hygiene Requirements**

Students are to be well presented and appropriately dressed during all training. Dress requirements include,

- Neat, comfortable clothing in the classroom environment;
- Appropriate attire, including closed in shoes, for all practical training;

Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc) is requested.

### **Attendance**

Attendance in training is recorded each time a class is held. These records are required for both learning and health and safety reasons.

Students attendance in class is paramount to successful completion of learning and assessment outcomes. Students are expected to be in attendance for all training sessions.

It is expected that students arrive to class on time and remain for the full duration. Should it be necessary for you to leave a class early – you must advise the trainer/assessor before the class commences.

If you are absent from class, it is your responsibility to catch up on any work missed.

If you are going to be absent from a scheduled class, please advise your trainer or the course administrator.

### **Orientation**

Orientation is provided to all students and is designed to provide important information and help to familiarise you with the College, your campus, your course, support services, and it also gives students the opportunity to ask questions.

### **Course delivery**

All classroom sessions are designed to provide students the essential knowledge and skills required for relevant units of competency. It is expected however that students will undertake additional self-study each week which will include reading, research and working on assessments.

In your classes you can expect to sing, dance, engage in roleplays, create art and craft and simulate learning activities that you will then put into practice in the workplace. You will learn how to write professional observations around children's learning and development and use these to plan a curriculum that is relevant to individual children, you will gain skills in engaging in critical reflection, you will begin the journey towards becoming the leader of a team of educators and you will have gain current knowledge of how to ensure that a child care centre is complaint in meeting the Regulations and the National Quality Standards.

### **Punctuality**

As a courtesy to other students and to the trainer/assessor, all students must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other students and the trainer/assessor.

### **Student behaviour**

Integrity College students must adhere to the following:

- Behave and speak to everyone at the college in a polite and friendly manner
- Respect all nationalities, religions, genders, etc
- Respect the teaching and learning process
- Follow the published complaints and appeals processes to solve problems
- Access the complaints and appeals process with a positive attitude
- Contribute to the positive learning environment
- Treat the college's equipment and facilities with respect
- Maintain personal hygiene
- Contribute to the safe learning environment
- Refrain from smoking on campus

Students who bring any of the items below to the campus will be reported to authorities immediately and terminated for disciplinary reasons.

- Non-prescription drugs
- Alcohol
- Weaponry
- Pornography

### **Student deferral or suspension**

Integrity College understands that students experiencing difficult circumstances may need to temporarily take leave from their studies and as such students, unable to attend for a period of time, may lodge an Application to Defer Studies for approval by the Training Manager. Deferment is granted once only and for a period no longer than six (6) months. A student's enrolment may only be deferred or suspended where compelling or compassionate circumstances exist.

Integrity College may also cancel or suspend the enrolment of a student for misconduct. Where this occurs, the student will be notified in writing and be informed of their right to access the complaints and appeals processes.

### **Withdrawal from a course**

If you wish to terminate your participation in the training program, please inform your trainer or Integrity College Reception immediately and complete a withdrawal form. This will ensure that your Statement of Attainment can be awarded to you promptly for the work you have successfully completed.

## **Student Support**

Integrity College caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs at all stages of their learning experience, from the initial enrolment to completion.

Integrity College is committed to providing support, advice or assistance during training to all students. To ensure the quality delivery of training and assessment, Integrity College, provides:

1. **Student vocational counselling** to improve and extend training outcomes. You can make an appointment by ringing reception for:
  - education and career counselling, or
  - assistance when applying for Recognition of Prior Learning (RPL).
  
2. **Personal counselling services** are available to all students. These services may take the form of assistance from management or referral to other services. Personal counselling services include but are not restricted to:
  - Conflict resolution
  - Stress management
  - Access and equity issues
  - Student welfare and support
  
3. **Language, literacy, numeracy and digital (LLND) support** is available to provide students with advice and support services in the provision of language, literacy, numeracy and digital assessment services. Students needing (LLND) support are identified on enrolment through the completion of a LLND test.

Students requiring any assistance or support with language, literacy, numeracy or digital are advised to speak with their trainer. All trainers, at a minimum have the unit, *TAELLN411 Address adult language, literacy and numeracy skills* and can discuss different ways of conducting training and assessment to assist students in achieving competence.

If a student needs LLND assistance beyond the capacity of Integrity College to provide it will refer the student to an appropriate LLND provider. This may incur a cost.

4. **Academic progress** support is available for students who are experiencing difficulty by providing
  - Information on study skills, including some online skills programs
  - extra tuition, including one on one training sessions
  - additional reading/online materials to deepen understanding
  - providing a mentor or study buddy
  - providing LLND assistance via LLN Robot personalised training plan and supplements

Students are able to access all support services by request to their trainer or asking reception for an appointment to see the Training Manager. In addition, trainers can also activate academic support for students when they see the need.

## Work Health and Safety

Integrity College is committed to taking practical steps to provide and maintain a safe and healthy work and learning environment for all staff, students, and contractors. Specific responsibilities are shown below.

### Integrity College Management,

- Are responsible for the effective implementation and regular review of the College's WHS policy.

- Must observe, implement and fulfil responsibilities under legislation that applies to WHS and endeavour to comply with relevant standards and codes of practice.
- Monitors the WHS management policies and procedures. Outcomes of WHS monitoring are used to help maintain appropriate risk controls. The effectiveness of these risk controls and this monitoring and review process is linked to Integrity College's Continuous Improvement processes
- Are responsible for ensuring that a WHS management system is implemented.

#### **Staff, contractors, students and visitors,**

- Have a duty to themselves and others.
- Have a responsibility to co-operate with all WHS processes.
- Have a responsibility to comply with relevant Integrity College WHS management system policies and procedures.
- Must not bypass or misuse systems or equipment such as PPE provided for WHS purposes.
- Must report any unsafe conditions which come to their attention to their trainer or CEO.
- All incidents and near misses are required to be reported immediately. See your trainer/assessor or administration personnel to report any issues.
- Integrity College will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible.

Students and employees are expected to take care to prevent work-related injuries to themselves and to others.

#### **Safety**

Integrity College is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to Integrity College staff;
- If you are involved in any accident which results in personal injury and /or damage to equipment or facilities, notify the Trainer immediately.
- No consumption of illicit substances within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

#### **First Aid**

First aid covers the steps taken to help an injured or sick person in the first minutes after the event.

Often this first aid can help someone feel better, recover more quickly, and can even save lives.

First aid can be useful in many different situations, from sprains to choking to heart attacks.

On campus first aider is Souha Mahmoud. Please contact her for any situations when first aid is required. 0450 472 296

A first aid kit is available at reception



### **Emergency Evacuation Procedure**

During the event of an emergency that requires the evacuation of the campus, all students should follow the instruction of their trainer and the fire safety warden. If the building's alarm sounds, exit via the closest fire escapes. Never use the lift in times of emergency. At all times, the class **MUST** stay together to ensure the safety and wellbeing of the staff and students.

Once students have evacuated the building, they must proceed to the designated area so that the attendance sheets can be checked to ensure that all students have left the building. Students must stay with their trainer till the building is safe to re-enter or they have been dismissed.

## **Work Placement**

Undertaking work placement in an approved child care facility, for a specified number of hours supervised by a qualified staff member is a mandatory requirement. Placement times have been carefully timetabled to support students' classroom learning. For the purposes of work placement, students need to be aware that some centres may be open between 7.00am to 7.00pm, and students may be required to complete early or late shifts.

Students are not paid for attending work placement, and they must cover their own costs in getting and from the child care centre.

Whilst on work placement students are required to provide at their cost, and wear, navy or black slacks/ trousers/skirt and enclosed flat soled shoes.

The work placement can be arranged by the College, or you may be able to nominate your own workplace (subject to approval). If the College is arranging your work placement, we will endeavour to find a workplace which is close to your home (subject to availability).

Students who are employed in a child care facility are encouraged to use their existing workplace to complete the practical placement hours providing it meets the requirement's necessary to conduct assessment. Family Day Care students may need to complete part of

their work placement in a centre where they have access to babies and toddlers from birth to 23 months.

## Requirements to undertake work placement

**Working with Children Check (WWCC):** Early Childhood Education and Care students are required to have a current and valid Working with Children Check (WWCC) before the start of their work placement. More information about how to obtain a WWCC will be provided on Induction Day. The student is required to cover the cost of obtaining the WWCC if any.

See the Office of the Children's Guardian website <https://ocg.nsw.gov.au/> for further information.

**National Police Check:** students may be required to provide a current national police check prior to the start of their work placement if the work place employer requests one. The costs for a national police check is the responsibility of the student and not included in course fees.

**Immunisations:** It is recommended that students have the following immunisations: hepatitis B, diphtheria, tetanus, whooping cough, measles, mumps, rubella varicella (chickenpox) and Covid. Proof of immunisations may be required in some work places.

## Access, Equity and Privacy

Integrity College is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Integrity College staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately.

Students who feel that they have been discriminated against or harassed should report this information to a staff member that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to Integrity College, they are advised to contact the Australian Human rights Commission Complaints Info-line on 1300 656 419.

### Privacy

Integrity College takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles 2014.

### Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

Information collected includes:

- Personal information as detailed in the enrolment form

- Results of training and performance evaluations including assessments, RPL assessments and language literacy & numeracy evaluations
- Integrity College, personnel will update student personal details without charge being applied to ensure student information remains current, accurate and complete.
- Any unsolicited information provided shall be destroyed (where lawful to do so) as soon as practicable to ensure that the information is de-identified.

Student information is only shared with external agencies such as registering authorities to meet compliance requirements as a Registered Training Organisation . All information shared is kept in the strictest confidence by both parties and is available on request.

### **National Centre for Vocational Education Research Ltd (NCVER)**

Under the Data Provision Requirements 2020, Integrity College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

### **How we disclose your personal information**

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

### **How the NCVER and other bodies handle your personal information**

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market. The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.



For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact reception.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

As part of the enrolment process we are required to obtain an individual's Unique Student Identifier or sufficient information to obtain the Unique Student Identifiers on behalf of an individual. The privacy of individuals is protected in line with the [Student Identifiers Act 2014](#) and [the Privacy Act 1988 \(Cth\)](#). Where an individual has authorised Integrity College to create a USI on their behalf, the personal information collected for the purpose of creating a USI shall be destroyed as soon as possible after the USI application has been made or it is no longer needed for that purpose. The only exception to this requirement is where Integrity College, is required under or by another law to retain the information.

In some cases, we are required by law to make student information available to others such as the National Centre for Vocational Education and Research (NCVER). In all other cases Integrity College will seek the written permission of the student for such disclosure.

### **Access to your records**

You are entitled to have access to your student file and learning and assessment records on request. You may require these to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by Integrity College, you are welcome to have access anytime and request a copy. If you require access to your records, just ask your trainer and it will be organised immediately. You will need to make a written request and provide verification of your identity.

## **Fees and Refunds**

Integrity College charges fees for items or services provided to students undertaking a course of study. These charges are generally for items such as course equipment, amenities fees and training and assessment services.

All students are issued with an invoice prior to enrolment clearly stating the full cost of the course relevant to them. This invoice will itemise fees including tuition fees, enrolment fees and amenities fees. Fees include a non-refundable enrolment administration charge. Integrity College does not collect more than \$1500 in advance from students prior to enrolment.

Fees are charged for recognition of prior learning.

### **Payment method**

Integrity College accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer
- Cheque
- Payment in cash is not permitted.

### **Guarantee of Service**

Integrity College is committed to completing the outlined training and assessment once students have commenced their study and to meeting all of its student responsibilities. In the unlikely event that Integrity College is unable to commence or complete the course, it will, if possible, arrange for the agreed training and assessment to be completed through another RTO (Fees may be incurred).

Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If transfer is not possible, Integrity College will provide a refund of any unused portion of the fee.

### **Consumer Rights and Statutory Cooling Off Period**

Under the Australian Consumer Law, most products and services bought in Australia come with automatic guarantees that it will work and do what you asked for. Businesses must provide these automatic guarantees regardless of any other warranties they give to you or sell you. If a business fails to deliver any of these guarantees, you have consumer rights for:

- repair, replacement or refund
- cancelling a service
- compensation for damages and loss.

See the NSW Fair Trading website for specific information on guarantees, contracts and warranties as it applies in NSW. <https://www.fairtrading.nsw.gov.au/buying-products-and-services/guarantees,-contracts-and-warranties/contracts>

Please also see the information in this Student Handbook on:

- Complaints and appeal policy and procedure.
- Fees and refund policy

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. All students are recommended to refer to the Australian Consumer Law, Sales Practices Guide for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process.



It must be noted that Integrity College does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not likely to be applicable to our learners who have enrolled into a program.

For refund option in other circumstances, learners must refer to the refund policy.

## Refunds

Integrity College, undertakes to ensure that it provides financial safeguards for fees, charges and subsidies received from all students and training service clients. We ensure that all fees and charges paid are recorded in the appropriate manner so as to guarantee financial integrity.

Integrity College, takes a fair and reasonable approach to refunds.

a. Full refund of any fees paid will be given where:

- Integrity College cancels a course prior to commencement
- Integrity College reschedules a course to a time unsuitable to the learner

b. A pro rata refund of any fees paid, and not yet used for the delivery and assessment services of the course will be given, in the event of cancellation or discontinuation a course, due to circumstances beyond Integrity College's control. Determining "services not delivered" is to be based on the units of competency completed by the learner and which can be issued in a statement of attainment at the time the course is terminated.

c. A full refund of fees paid, including the enrolment application fee, will be issued where a learner withdraws in writing from a course at least 14 calendar days prior to the commencement date.

d. A refund of 50% of fees paid and the enrolment application fee, will be issued where a learner withdraws in writing from a course less than 14 calendar days prior to the course commencement date.

e. No refund will be issued for any fees paid after course commencement and the learner remains liable for the full course cost. An exception to this policy is where Integrity College fails to fulfil its service agreement and fees are refunded under our guarantee to clients.

f. There is no refund to learners who do not obtain their qualification after assessment.

g. There is no refund to a learner who is removed from the course for serious misconduct

Integrity College may in its absolute discretion, refund some or all course fees where it determines that there are extenuating or compassionate circumstances. Refund for part course fees will be calculated on a pro-rata basis of the booking price. E.g. if a student completes only 50% of the course, then they would be eligible for a 50% pro rata refund.

## Withdrawal & Refunds

Any withdrawal or associated refund request for a course must be submitted in writing, using

the appropriate application form that can be found on the website and emailed to accounts.

The following information must also be included.

- Student's Name
- Student's contact information
- Date of effective cancellation
- The reason for the refund request
- Bank account information for refund (ACC/BSB)
- Any supporting documents

Note: If a student requests withdrawal due to hardship or illness, evidence will be required (e.g. medical certificate). Issuing a refund is at the discretion of Integrity College. All requests for refund or withdrawal will be processed on an individual basis.

### **Statutory cooling off period**

The statutory cooling off period begins upon signing the enrolment agreement. If a student changes their mind within the 10-day period they will receive a complete refund.

### **Full Refunds**

Students are entitled to a refund if Integrity College fails to provide the agreed services. Below outlines situations where if course fees have been received, a full refund of all payments will be issued:

- Integrity College has cancelled the course program or session prior to commencement.
- Fees have been paid incorrectly or have exceeded the amount that was published and agreed upon. Only the money exceeding the published amount will be refunded.
- The CEO agrees to a full refund due to extenuating circumstances under the refund policy

### **No Refund Situations**

- Students will not be entitled to a refund of any course fees if they are removed from the course for serious misconduct.
- There is no refund if the student fails to attend the course unless there is evidence which can be provided of a suitable reason. Any refund is at the discretion of Integrity College.

### **Additional information**

- Approved applications for refund will be processed within fourteen (14) days of notice of withdrawal. All applications for refund will be reviewed and authorised by the CEO.
- Any student grievance or complaint regarding cancellation or refunds are to be submitted to Integrity College using the appropriate form on the website
- Refunds will generally be paid via electronic funds transfer
- Integrity College reserves the right to cancel a scheduled course due to insufficient enrolments, with at least 5 days notice provided to students. Where this happens students may elect to receive a full refund of fees paid or to reschedule to another time.

## **Continuous Improvement Of Services**

Integrity College is committed to the continuous improvement of its training and assessment services, student services and management systems. Central to this commitment is its

approach to continuous improvement and the procedures applied to achieve systematic and sustained improvement.

### **Suggesting improvements**

If a student identifies an improvement that can be made at Integrity College, this information can be provided directly to the trainer or CEO at any time.

### **Learner feedback**

At the completion of each unit of competency (subject) you will be given a Student Course Feedback Form and asked to honestly complete it. The information collected from all the feedback forms is collated and analysed and used as input into the college's continuous improvement process.

### **Learner engagement survey**

At the completion of your training program, you will be issued with a Learner Engagement Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to Integrity College for our ongoing improvement of services and to enable us to report this information to ASQA. Your assistance in gathering this survey data is greatly appreciated.

## **Language, Literacy, Numeracy And Digital Skills**

Language, literacy, numeracy and digital skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy, numeracy and digital skills influence the performance of workplace tasks such as measuring, weighing, comprehending written work instructions, accessing and recording information.

To support this approach Integrity College will:

- Identify if a student requires assistance with language, literacy, numeracy and digital prior to enrolment via completion of an LLND test to ensure they have adequate skills to be able to successfully complete the training;
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the detail of the language, literacy, numeracy and digital assistance available;
- Refer students to external language, literacy, numeracy and digital support services that are beyond the support available within Integrity College and where this level of support is assessed as necessary;
- Negotiate an extension of time to complete training programs if necessary; and
- Provide the student with reasonable adjustment during the assessment process if required.

## **Complaints and Appeals**

Integrity College is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary. The Complaints

and Appeals policy aims to ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.

### **What is a complaint?**

A complaint is a person's formal expression of dissatisfaction with any product or service provided by Integrity College or by others on its behalf. A complaint can be made about

- a) Integrity College, its trainers, assessors or other staff;
- b) a third party providing services on Integrity College's behalf, its trainers, assessors or other staff; or
- c) a learner of Integrity College.

A complaint may be received by Integrity College in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

### **What is an appeal?**

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Integrity College within 28 days of the student being informed of the assessment decision or finding.

### **Early resolution of complaints and appeals**

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

### **Complaint and appeals handling**

Integrity College applies the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by Integrity College including all details of lodgement, response and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- Where more than 60 calendar days are required to process and finalise the complaint or appeal, Integrity College informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and regularly updates the complainant or appellant on the progress of the matter.
- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome and must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified as a result of the complaint

- Integrity College shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Staff are to provide assistance to students during the complaint handling process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student or otherwise shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No Integrity College representative is to disclose information to any person without the permission of the Training Manager. Decisions to release information to third parties are only to be done after the complainant or person lodging the appeal has given permission for this to occur.
- Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for continuous improvement through a report to the CEO.
- If complainant is not satisfied with the outcome of the complaint handling, the Chief Executive Officer may arrange for the complaint to be considered by an appropriate independent third-party such as the Resolution Institute, the national association of dispute resolvers, as an appropriate third party. Head Office details as follows:
  - Free call: 1800 651 650
  - Email: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)
  - Website: <https://www.resolution.institute>

**Students may also contact** the [National Training Complaints Hotline](#) on 13 38 73 or by following the email complaint process for the Hotline at [www.education.gov.au/NTCH](http://www.education.gov.au/NTCH)

## Recognition of Your Existing Skills and Knowledge

In accordance with the requirements of the Standards for Registered Training Organisations, Integrity College provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

### What is recognition?

Recognition, often referred to as Recognition of Prior Learning, involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

### Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in Integrity College's scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.

- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition applies the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

### **Forms of evidence for recognition**

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by students of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a student's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the student will start to provide a strong case for competence. Integrity College requires students to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a student's current competence.

## **Credit Transfer**

Integrity College acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

### **What is credit transfer?**

Credit transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.



## **Evidence requirements**

If you are seeking credit you are required to present your statement of attainment or qualification for examination by Integrity College. These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. You are required to submit copies only which are certified as a true copy of the original.

## **Credit transfer guidelines**

The following guidelines are to be followed in relation to credit transfers:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for units of competence or qualification which is not included in Integrity College's scope of registration.
- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer
- Credit transfer may only be awarded for whole units of competence.

## **Training and Assessment**

Integrity College will:

- Provide staff that have all necessary qualifications and professional currency
- Conduct regular reviews of training and assessment procedures
- Consult with industry, staff, and students to assess the quality of training and assessment
- Always seek to improve training and assessment procedures
- Provide all the necessary resources to implement effective training and assessment
- Integrity College will adopt and maintain a quality assurance system for managing and monitoring all education and training operations and for reviewing staff and student satisfaction.

Integrity College will collect and review feedback from industry sources, representatives, and advisory bodies on a regular basis. Industry Feedback will be used to review and improve training and assessment. Any industry feedback which indicates practices by Integrity College and/or representatives that may be contrary to legislation, standards or codes of practice will be acted upon immediately by Integrity College.

The courses at Integrity College are delivered based on competency standards set by industry. Student competency for each component of their course (units of competency) will be assessed by qualified staff using strict assessment criteria. When a student can demonstrate competency for the required number of units of competency specified for their course, the full qualification will be awarded.

Where a student can demonstrate competency for units of competency less than the required number to achieve a full qualification, a Statement of Attainment will be issued for the units in which competency was achieved. Students who fail to demonstrate the required level of competency will be provided with information, advice and/or counselling, and given further opportunity to demonstrate their competency.

### **Assessment Submission**

Students will receive all the necessary information at the beginning of each term or unit of competency concerning assessment requirements to ensure that students can achieve competence. One of these details is the **due date** for each assessment. Students **MUST** submit all assessments by the due date, unless an extension of time is granted. Any assessment NOT submitted by the due date will be deemed 'not competent' and recorded as such.

### **Assessment Outcomes**

The evidence students submit will be assessed and they will be given written and verbal feedback. Each individual assessment task will be marked as either Satisfactory or Unsatisfactory. A mark of Competent or Not Competent will be given for the whole unit. If the student is assessed as Not Competent, they will be given some suggestions for improvement and asked to resubmit their material and/or redo their assessment.

If the student doesn't agree with the assessment result or thinks that the assessment process is not valid, or disagrees with the decision once it is made, or believe that they have been treated unfairly, they can appeal.

Full details of the Appeals process are contained in this Student Handbook.

### **Re-assessment**

Students will be allowed two (2) further attempts at an assessment for which the outcome is Not Satisfactory, within the timeframe of a unit of competency. No additional fees will be charged.

Students who require re-assessment beyond the delivery timeframe of a unit or due date of an assessment, will be given the opportunity to request an additional time to resubmit and in this time, they can request a mentoring/coaching session if required. After that they will be charged a re-assessment fee.

Reassessments are organised by Integrity College and a cost will be incurred per assessment task. Should you be unable to fulfil the unit of competency requirements following a re-assessment, you will be required to repeat the unit of competency in line with Integrity College's policy. Administration will advise the cost of repeating a unit of competency and the cost for re-assessment. Repeating a unit of competency is subject to timetable availability.

### **Plagiarism**

Plagiarism is a form of cheating and it will be treated accordingly and will not be tolerated. Plagiarism includes

- Downloading an assignment from an online source and submitting it as your own work.
- Buying, stealing or borrowing an assignment and submitting it as your own work.
- Using information, ideas etc. quoted or paraphrased from another source, without acknowledgement.

The student must acknowledge the source of the information with “quotation marks” around the relevant words/ sentences or ideas and cited at the end of the document. Sources of information, ideas etc. must be provided in alphabetical order by author’s surname (including author’s full name, name of document/ book/ internet etc. and year and place of publishing) or may be included in brackets in the text.

Students who assist others to have access to their assignment material will be deemed as equally guilty of plagiarism.

Students who are found to have engaged in cheating/plagiarism will be considered to have failed the assessment. They may be given another opportunity to complete the assessment.

## Issuing Qualifications and Statements of Attainment

On successful completion of all course requirements students are provided with the appropriate qualifications and statements of attainment.

Integrity College will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. Please note however that Integrity College is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to Integrity College have not been paid.
- The student has not provided a valid Unique Student Identifier.

Students should be aware that a:

- **A Qualification** is awarded to a student achieving all the units of competency for a qualification as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the Australian Qualifications Framework (AQF). A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual and is accompanied by a record of results.
- **Statement of Attainment** is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course but the student did not achieve all of the units of competency to receive the full qualification.

## Reissuance of Qualifications and Statements of Attainment

Students can contact Integrity College to obtain a duplicate copy of a certificate. A charge may apply. See the website for more information.

## Integrity College's Code of Ethics and Its Responsibilities

Integrity College shall at all times act with integrity in dealings with all students and members of the community.

Integrity College shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:

- National Vocational Education and Training Regulator Act 2011, and
- Standards for Registered Training Organisations (RTO's) 2015
- Commonwealth/State legislation and regulatory requirements.

Integrity College will ensure:

- Training and assessment strategies and practices are responsive to industry and learner needs, meet the requirements of training packages and VET accredited courses, and staff are qualified sufficient to deliver and assess programs on an ongoing basis,
- Its operations are quality assured.
- AQF Certification is issued, maintained and accepted in accordance with the Standards for Registered Training Organisations (RTO's) 2015
- Students are provided with accurate information about the company, its services and performance
- Each learner is properly informed and protected
- Complaints and appeals are recorded and dealt with fairly, efficiently and effectively.
- Effective governance and administration arrangements are in place
- Legal compliance and co-operation with the VET Regulator and other agencies.
- Compliance with current Work Health and Safety and duty of care requirements,
- The maintenance of adequate records and the security of all current and archival records

Integrity College undertakes to maintain quality training and to uphold the highest ethical standards. Integrity College undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of ethics. Integrity College shall refrain from associating with any enterprise which could be regarded as acting in breach of this code of ethics or relevant standards or regulations.



## **Change in circumstances and/or legislative and regulatory requirements**

Where there are any changes to agreed services, Integrity College will advise students as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

Integrity College are informed of any changes to legislative and regulatory requirements that affect the services delivered.

## **Legislation**

Integrity College operates in accord with a range of legislation related to training and assessment and also other legislation that covers matters such as your work health and safety, privacy and rights to a discrimination free environment. There are also a number of legislative requirements that you will be made aware of throughout your course.

Current legislation is available online at [www.austlii.edu.au](http://www.austlii.edu.au)

This page allows you to browse for legislative items within ComLaw, FRLI or a specific site database. Items that can be browsed for include Acts (as made) and Act Compilations, Legislative Instruments (as made) and Compilations of Legislative Instruments and Bills 1996+. Once you have determined what you want to browse, you can select how the returned legislative items should be sorted. The view tabs will change, depending on what type of legislative item has been selected.

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

## **Work Health and Safety (WHS) Act 2011**

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers most workers in Australia who are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Duties of other persons at the workplace (section 29). Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

## Privacy Act 1988

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:

- (a) both of the following apply:
  - (i) the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection;
  - (ii) the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose; or
- (b) the individual has consented to the use or disclosure.

## Anti-Discrimination Act 1991

The main purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation. Anti-Discrimination applies to a person's race, religion, colour, sex, physical and/or mental capacity.

## Disability Discrimination Act 1992

A person discriminates against another person on the grounds of a disability if, because of the person's disability, they treat or propose to treat the person with a disability less favourably than, in circumstances that are the same or are not materially different, they treat or would treat a person without the disability.

Circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

## Sex Discrimination Act 1984

The purposes of the Act are to

1. to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
2. to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
3. to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and

4. to promote recognition and acceptance within the community of the principle of the equality of men and women.

## Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred.

However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

## Industrial Relations Act 1999

The main objectives of this Act are to provide a framework for industrial relations that supports economic prosperity and social justice by:

- Providing for rights and responsibilities that ensure economic advancement and social justice for all employees and employers;
- Ensuring equal remuneration for men and women employees for work of equal or comparable value;
- Ensuring wages and employment conditions provide fair standards in relation to living standards prevailing in the community;
- Promoting and facilitating job growth, skills acquisition and vocational training through apprenticeships, traineeships and labour market programs.

## Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promotes national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve complaints and disputes and providing effective compliance mechanisms.