

**IVY COLLEGE**

**STUDENT HANDBOOK**

**2016**

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## Welcome

Congratulations on choosing to study with Ivy College!

Ivy College (RTO code 40718) is a Registered Training Organisation (RTO) specialising in providing training to individuals seeking nationally recognised qualifications. In addition to providing training in principal, Ivy College also delivers training on behalf of partner organisations, including Accredited Courses Australia Pty Ltd (RTO Code 90535), and Study Group Australia Pty Ltd (RTO Code 5806), approved VET FEE-HELP providers.

Now that you have made the decision to study you are likely to have many questions. This practical handbook will provide you with the important information you should know as an Ivy College student.

We wish you the best of luck and look forward to helping you realise your career and study goals.

*The team at Ivy College.*

## About Ivy College

Ivy Institute Pty Ltd, trading as Ivy College, is a Registered Training Organisation (RTO Code 40718) dedicated to providing quality-assured and nationally recognised training and qualifications in the areas of business, management, events and early childhood education. You will find us listed on [www.training.gov.au](http://www.training.gov.au).

In addition to providing training in principal, Ivy College also delivers training on behalf of partner organisations, including Accredited Courses Australia Pty Ltd (RTO Code 90535), an approved VET FEE-HELP provider, and Study Group Australia Pty Ltd (RTO Code 5806), an approved VET FEE-HELP provider.

The quality of our training is rigorously monitored and audited, both internally and externally, to ensure we provide a consistently high quality standard of services to our clients and students.

## Laws and legislation

Ivy College is regulated by The Australian Skills Quality Authority (ASQA). ASQA is the national regulator for Australia's vocational education and training (VET) sector, ensuring nationally approved quality standards are met.

Ivy College also has an obligation to comply with relevant Commonwealth, state or territory legislation and regulatory requirements.

## Our mission

*To provide educational experiences that support the unique needs of working adults as they transition towards new careers.*

## Benefits of studying with Ivy College

Our focus is to provide you with the essential skills and knowledge required to build a rewarding career.

You will gain many benefits when you study with Ivy College including:

- flexible delivery to suit a variety of learning styles
- rolling start dates – no need to wait for semester intakes
- workshops facilitated by expert trainers and assessors
- convenience of undertaking self-directed study at a time and place you choose
- one-on-one support and assistance by qualified trainers and assessors
- easy to use learning management system (LMS)
- courses that focus on student experience and career outcomes

To ensure you are successful in your flexible learning program you will need:

- motivation to learn
- good time management so you can structure your study time
- realistic goals and objectives
- computer technology access

## How to use this handbook

The purpose of this handbook is to introduce you to Ivy College's key policies and procedures and to outline your responsibilities as a student.

It is essential that you read and understand this handbook and if you have any questions these should be resolved before you sign the Student Statement verifying this.

Ivy College reserves the right to make such changes in regulations, curricula and charges as it deems necessary without previous notice. Information published on the website will be regularly updated.

Each student is responsible for knowing and complying with the information and rules of Ivy College.

## General Information

### Best practice standards

Ivy College will ensure it is up to date with best practice standards by encouraging staff to attend industry network meetings and to seek and accept feedback via these networks. Through regular staff meetings, Ivy College will ensure it is constantly reviewing literature, technology and methods in order to keep abreast of developments relevant to both the services provided by Ivy College and the industries of its clients and students.

### External review of Ivy College operations

Ivy College is subject to external auditing of its operations by the Australian Skills Quality Agency (ASQA). Ivy College will provide a service that complies with quality requirements pertaining to the status of a Registered Training Organisation.

### Operational policies and procedures

Ivy College has documented policies and procedures covering all aspects of the work it conducts and the administration of its operations. Many of these policies are available on our [website](#) and a summary of some of the general policies are included below or elsewhere in this Student Handbook. Copies of all policies are freely available to students upon request from Ivy College Student Services.

#### *Recruitment policy*

Ivy College's recruitment policy details our commitment to the concept of Equal Employment Opportunity (EEO) and selection of staff based on merit. All Ivy College staff and sub-contract employees will be fully qualified as trainers and assessors and highly experienced in their field of training.

#### *Access equity and support policy*

Ivy College has a policy of equal access to training for all people seeking to enhance their knowledge and skills. Our policy details our commitment to providing a workplace and study environment which does not discriminate against people based on ethnicity, gender, sexual preferences, disability or age.

Ivy College does not condone nor will it tolerate any unlawful discrimination or harassment by Ivy College staff of any job applicant, employee or student. Harassment includes any form of behaviour that a person does not want, finds offensive, humiliating or intimidating and is either sexual, or targets them because of the factors mentioned above.

Ivy College has many strategies in place to ensure that we provide an accessible and equitable service to our clients.

It is important to note that Ivy's Access equity and support policy applies to all forums, chatrooms and correspondences within the MyIvy student platform. Acts of bullying and harassment, criminal activity, and offensive and graphic content will not be tolerated. For further information please refer to the Access, Equity and Support Policy & Procedure.

#### *Access for remote areas*

Ivy College specialises in flexible delivery, enabling us to reach those in remote regions. This allows for participation of students or clients living in areas where training might otherwise be

unavailable. We encourage participation in our programs by members of Aboriginal and Torres Strait Islander communities.

### *Flexible delivery and assessment methods*

Ivy College provides a range of flexible training delivery and assessment methods. This includes workplace-based, classroom learning and self-directed / distance learning. Ivy College will endeavour to ensure the training and assessment methods suit the requirements of the student and/or client.

### *Language, literacy and numeracy*

Ivy College understands the importance of skills in language, literacy and numeracy (LLN). Ivy College is committed to providing assistance to people seeking to undertake training with Ivy College, who may have special literacy and numeracy requirements. Ivy College will provide individual assistance where possible to students or clients who have literacy and numeracy skill needs and will also provide referrals to specialist literacy and numeracy assistance agencies where appropriate.

A non-formal literacy and numeracy assessment may be given to students as part of the enrolment process for particular qualifications to help Ivy College identify students with special needs in this regard.

### *Refund policy*

Our refund policy provides clients with a written guarantee concerning refunds of fees under certain circumstances.

Students who are considering withdrawing from the course after having commenced their studies, should refer to the Withdrawals and Refunds policy shown in the 'Enrolment Information' section in this handbook or alternatively refer to the current Ivy College course brochure and on the web site at [ivy.edu.au](http://ivy.edu.au).

### *Complaints, grievance and appeals process*

Ivy College has procedures in place for students and clients with a grievance or who wish to lodge a complaint in regard to any of the services or operations of Ivy College. We provide numerous feedback and appeal mechanisms for clients. If grievances or complaints cannot be resolved informally you have the right to appeal to Ivy College's CEO.

### *Marketing and advertising policy*

Our marketing and advertising policy is a guide to ensure that Ivy College only markets and advertises its services in an honest and ethical manner.

Management of Ivy College guarantees these policies and procedures will be adhered to ensuring the quality of standard is maintained.

### *Privacy policy*

From 12 March 2014, the Australian Privacy Principles (APPs) replaced the National Privacy Principles and Information Privacy Principles. Ivy College is bound by Commonwealth law to handle Personal Information in accordance with National Privacy Principles. These principles are designed to ensure that any personal information you provide is used and disclosed only for the primary purpose for which it was collected, unless otherwise authorised by you or the law.

The principles cover issues such as the collection, storage, use and disclosure of information, as well as giving you the right to access information we hold about you.

***What information do we collect from you and how is the information collected?***

We, including our authorised agents, collect the information that you provide on your enrolment form; request a course guide form, enquiry forms, Live Chat, Request for VET FEE-HELP Assistance form, information provided over the telephone and email communications together with details of your academic progress (including results of assessments); your attendance record; work undertaken by you in completion of your course, such as assessments, learner activities, blog posts, forum posts and videos; the outcomes of formal interviews you may have with staff during your course to discuss your progress; your special requests or requirements, records of grievances, complaints or appeals; and records of payments of fees and charges. In the event that you request VET FEE-HELP we are also required to collect sensitive information, including your tax file number, which is stored securely via encryption and masked from visibility

***What is the purpose for collecting this information?***

We collect information that is necessary to ensure that we provide you with appropriate pre-sales information and to ensure we deliver to you the services promised in our brochure and on our web site.

***What cookies are used within the site?***

A cookie is a small data file placed on your computer by the IVY INSTITUTE server. A cookie contains information about your visit to the Site. When you visit the Site again, our server will look for the cookie and structure itself based on the information provided. A cookie identifies your computer to our web server when you visit the Site.

***We use cookies:***

- to determine if you have previously visited our Site
- to identify areas of our Site you have accessed
- to enable us to tailor the facilities and offerings made available to you when you visit our site
- for administrative and security purposes

The cookies installed on your computer will not contain personal information about you, other than that outlined above.

Your personal data will be stored in a secure environment at the Ivy Institute Site. It is recommended that you turn off any cookie warnings in your browser before using this Site, otherwise you may not be able to use the full functionality of this Site.

***How your information may be used?***

Personal information may be used and disclosed within the company to administer our products and services, as well as for prudential risk management purposes. We may also use this information, unless you tell us otherwise, to provide you with related marketing information.

Please note that we need the personal information we keep about you to be accurate. It is especially important that you notify us of any changes to your circumstances, such as change of contact details.

### ***Who do we share your information with?***

We will not sell, share or rent personal information to others without your written consent. We will only disclose personal information to third party entities carrying out functions on behalf of, or in partnership (including under licence) with, IVY INSTITUTE on a confidential basis.

### ***The security of information you provide***

We take all reasonable steps to protect the personal information we hold about you from misuse or loss or from unauthorised access, modification or disclosure. It is stored in electronic form in our administration database and can only be accessed by authorised staff. These staff members are issued with their own Login Identifier they must use to gain access to our systems.

When you commence, you are issued with a unique Student Identification (ID) number or username and password. It is important that you do not disclose this ID number to other students in order to protect your privacy. The number will be used to display your assessment results.

### ***Disclosure Required by Law***

We may be required or authorised by law to disclose information about you. We may also be required to produce your records for a government agency, for example, in relation to social security (if you are receiving Youth Allowance, Austudy or Abstudy) or VET FEE\_HELP.

### ***How do I complain about a breach of the APP?***

If you wish to lodge a complaint about a breach or potential breach of your privacy please follow Ivy College's Complaint, Grievances and Appeals Policy and Procedure published at [ivy.edu.au](http://ivy.edu.au).

### ***Will my information be disclosed to overseas recipients?***

Ordinarily information is kept in Australia but from time-to-time some information may be collected and stored by third party service providers in servers located offshore, including Singapore and Hong Kong.

### ***What happens if I don't provide the requested information?***

If you do not provide the requested information Ivy College may not be able to deliver the requested services. In the case of VET FEE-HELP, if the requested information, such as tax file numbers, is not provided by the due date you will not be eligible to obtain VET FEE-HELP and fees may be recovered directly from you by the College.

## Training and assessment information

### Flexible delivery

Ivy College uses a flexible learning model that combines:

- online, self-directed, distance learning utilising resources housed in myIVY – the College’s learning management system - and supported by qualified trainers and assessors
- Workshops^ facilitated by experienced trainers and assessors
- Workplace-based training (for certain units as specified in the Learner Guide)
- volunteer work placements and work experience (for certain units as specified in the Learner Guide)

^Note - Please refer to the Ivy College website for the detailed workshop schedules at [ivy.edu.au](http://ivy.edu.au).

### Assessment policies and procedures

Assessment is the process of collecting evidence and making judgements as to whether competency has been achieved by each student.

Assessment for each unit involves the use of a range of assessment methods, enabling the collection of evidence on which to judge if a student can perform competently and/or demonstrate the application of required knowledge after the given period of training.

#### *General*

For a student to be awarded a Certificate, Diploma or Advanced Diploma, he/she must satisfactorily complete all units that are a mandatory part of that course. Students who fail to satisfy the minimum course requirements will be given a Statement of Attainment, listing the student’s achievement up to the last day of participation.

#### *Workplace assessments*

Some units are best assessed in the workplace or in a realistic simulated workplace setting under the normal range of workplace conditions, as prescribed in the relevant National Training Package.

Ivy College will assist with arranging suitable work placements and work experience opportunities for students, as required by their course.

Ivy College will also monitor student progression throughout any work placement or work experience undertaken.

Students currently employed, or undertaking a work placement, may be assessed following observation of their workplace performance by a workplace supervisor/manager. The Ivy College work placement coordinator will ensure a suitably qualified supervisor is available as part of the work placement arrangement. Students undertaking a formal work placement as part of their course will be visited by an Ivy College assessor at the workplace on a minimum of two occasions.

Where required, simulated workplace assessment will be conducted by Ivy College assessors during the workshops.

*Arriving late /failing to arrive to a supervised assessment with an Ivy College assessor*  
Students who arrive 15 minutes or more after the agreed commencement time of a supervised assessment task with an Ivy College assessor may not be permitted to undertake the assessment at that time. Students should arrive at least 10 minutes before the commencement of an assessment.

Any student who fails to arrive to complete a supervised assessment activity and does not present valid certification (e.g. a medical certificate) to Student Services, must arrange with Student Services to re-attempt that assessment within 10 working days or he/she will be deemed 'Not Yet Competent' within that unit and this result will be recorded in the student's record.

*Paid/volunteer work placements*

Some Ivy College courses include a mandatory work placement component comprised of a minimum number of hours of paid/volunteer work. Many Ivy College units are best assessed following observation of students' workplace performance. During a student's work placement they will be required to undertake a number of specified workplace tasks under the supervision of an approved workplace supervisor/manager.

Ivy College will arrange suitable work placements and work experience opportunities for students, as required by their course.

Ivy College will also monitor student progression throughout the work placement.

Where a work placement arrangement is made, either by the student or Ivy College, a Work Placement Agreement must be signed by the student, Ivy College and the host employer.

For further information on work placements refer to this section later in this handbook, and also see the Work placement and work experience policy and procedure.

*Use of report Codes on academic transcripts*

Ivy College may provide students with a final report, otherwise known as the academic transcript.

The following Report Codes apply to Ivy College academic transcripts:

Not Yet Competent	NYC
Competency Attained	CA
Approved Withdrawal	AW
Did Not Complete	DNC
Recognition of Prior Learning	RPL

*Re-assessment*

Students receiving an assessment result of 'Not Yet Competent' will be provided with feedback and additional training then arrangements will be made for re-attempting the assessment. Such second attempts must be within 10 working days of the release of the original result.

If the same student does not demonstrate the standard set for competency within that supplementary assessment, the student will be scheduled to recommence that unit and additional fees will be applied. The fee charged for supplementary attempts is the prevailing fee for that Unit of Study as set out in the Schedule of Fees available on the College website.

If the student is again deemed 'Not Yet Competent', immediate counselling will occur and assistance will be offered in the form of a course progression plan.

### *Cheating*

Cheating is the taking of any unauthorised material or electronic device into an assessment activity, irrespective of whether or not this is used by the student to assist him/her to complete that assessment.

After investigation, any student found to be cheating will have his/her assessment activity cancelled, and no re-submission of assessment will be accepted. The assessment outcome of 'Not Yet Competent' will be recorded for that unit, and he/she will be placed on probation. He/she will be scheduled to re-commence that full unit, and additional fees will be applied.

Any further incidence of proven cheating or other unacceptable behaviour will result in cancellation of the student's enrolment. In the event that this occurs, no refund of fees will be possible, and Ivy College will not assist with work placement.

The written notice of Ivy College's decision will inform the student that he or she is able to access Ivy College's Complaints, Grievances and Appeals Process and has 20 working days from the nominated date in which to do so.

### *Plagiarism*

Plagiarism occurs when someone presents the thoughts or writings of another person as his/her own. You are, therefore, required to acknowledge all direct quotations, ideas, paraphrased writings and statistical information.

Plagiarism is a form of cheating, and is one of the most serious offences any writer can make. Any student found to be plagiarising will be regarded as having cheated, and the same conditions will be applied as recorded in the Cheating section above.

Ivy College uses a range of mechanisms to deter plagiarism; one of these mechanisms is *Turnitin* Software. The text-matching software will identify matches in submitted documents against a range of sources including books, journals, web pages, and previously submitted documents.

Many Educational Institutes use *Turnitin* or a similar software to help identify potential breaches in their students' assessment submissions.

Further information in relation to *Turnitin* can be found in the *Assessment Policy and Procedure* or by discussion with your Trainer or Study Coach.

### ***Submission of assessments tasks***

All assessment tasks required for completion of a unit are to be completed and submitted by the scheduled due date and following the instructions contained in the Learner Guides.

To safeguard against accidental loss of assignments, it is expected that students will keep a copy of each assignment either soft copy (on computer) or a hard copy. Students are reminded to

save your work on an ongoing basis when logged in to the LMS. In the event of loss occurring, the student will be required to submit a new copy of the assignment concerned.

### ***Satisfactory academic progress***

Ivy College expects each student to progress through his/her course at a rate that will enable the student to complete the course in the nominated duration. Ivy College will regularly report on, and monitor, students' academic progress. Where a student is identified to be 'at risk' of not completing their course on time Student Services may intervene and provide counselling, together with plan for course progression. It is the student's responsibility to follow this plan and complete their studies within the nominated duration.

### ***Participation monitoring and intervention***

In order to assist with academic progress, the trainers monitor each student's attendance and performance in the units they deliver. If a student appears to be experiencing difficulty within a particular unit, the trainers alert the Student Services Manager.

The student will be notified and asked to make an appointment with the Student Services Manager, who will offer counselling and establish a programme of support for the student. Please note that it is the student's responsibility to follow through on that programme, and to maintain contact with the Student Services Manager and/or other staff nominated.

### ***Timelines for issue of qualifications and results***

Provided no re-assessment is required, Ivy College endeavours to finalise results, then prepare, and post certificates no later than 21 days after course completion. If re-assessments are required, they must be completed within 2 weeks of course completion. Certificates will then be available 21 days after completion of such re-assessments.

If a student leaves before he/she has successfully completed the mandatory units within his/her course, the course is considered incomplete and an Advanced Diploma, Diploma or Certificate will NOT be issued. Instead a Statement of Attainment will be given listing the student's achievements up to the last day attended.

### ***Replacement qualifications and results schedules***

Replacement Advanced Diplomas, Diplomas, Certificates and results schedules can be issued to students upon payment of a fee of \$50.00.

### ***Academic appeals***

A student has the right to appeal against a decision made in regards to their final assessment result if:

- The student has been assessed as Not Yet Competent in an assessment against specific competency standards.
- The student feels they have sufficient grounds and evidence entitling them to be assessed as competent or granted RPL (if appealing a RPL decision)
- The student is able to adequately demonstrate they have the skills and experience to be able to meet the learning outcomes of units you are appealing against.

A student or client must appeal a final result of assessment within 10 working days of the Date of Publication of the relevant assessment outcome.

To commence that process, the student needs to complete an Application for Assessment Appeal Form, which is available from the Grievance Counsellor. If the Grievance Counsellor decides that

a review is justified, the review process will start within 10 working days of the receipt of the application.

In the event that the student is dissatisfied with the outcome of the Assessment Appeal or the way in which it was conducted, he/she has 20 days from the date on the written notification by Ivy College in which to lodge an Internal Appeal to have the case reviewed.

All subsequent steps will be in accordance with the Complaints, Grievance and Appeals Process.

All formal appeal documentation will be sent to students on request by contacting Ivy College.

## **Student work placements and work experience**

Some Ivy College courses include a mandatory work placement component comprised of a minimum number of hours of paid/volunteer work, or require industry relevant work experience as part of the course.

### **What is a work placement?**

A work placement is structured workplace learning that helps students to prepare for the workforce. It is part of your course and it is designed to help you better understand what you have learned by putting it into practice in the workplace for a specific period of time.

### **What are the advantages?**

As a student, participation in practical placement will give you the opportunity to:

- Apply knowledge and skills learned from your course in the workplace
- Gain skills that are recognised by industry
- Get to know employers' expectations
- Increase your employment options and employability skills
- Make contact with employers and expand your industry network.

### **How is a work placement found?**

Students are in the first instance responsible for finding their own work placement, as required by their course. Accredited Courses Australia or its partners may assist students to arrange suitable work placements and work experience opportunities for students where student experience difficulty finding a host employer.

Ivy College will also monitor student progression to ensure appropriate work placement and work experience opportunities are available to students at appropriate times according to a schedule

Often students undertaking our courses are already employed and in these instances students are usually able to undertake work placement hours at the facility/organisation where they already work.

### **How is a work placement found?**

Where students are not currently suitably employed they are required to find casual or volunteer work to meet the work placement requirements of their course. If you have a particular employer in mind, talk to your Ivy College Student Services team representative

about it. We may be able to provide some practical advice to aid you in your selection and help you to succeed in securing a desired placement.

In selecting your placement, you need to take into account the following:

- The skills that you need to acquire for your course
- The skills that the workplace can offer
- Any logistical issues, such as travelling to and from the workplace.

Where students are experiencing difficulty in securing a suitable work placement Ivy College may be able to help arrange this, although it is not guaranteed.

### **What responsibilities are involved?**

During the placement you will be expected to behave like a new employee, following the rules of the workplace and the reasonable directions of the workplace supervisor and other employees. You will need to comply with all OH&S policies and procedures, as well as other protocols that are practiced by the host employer.

#### *Attitude*

To benefit from the work placement, the right attitude is very important.

Students will need to:

- Be willing to learn
- Be proactive – offer to help, ask questions and seek feedback on your performance to help you to improve
- Complete the tasks assigned to you by the workplace supervisor
- Listen to instructions and ask questions
- Be polite, courteous and well-mannered with all staff members
- Dress appropriately
- Follow all workplace policies and procedures

#### *Attendance and punctuality*

Employers will expect you to be punctual. Students will be required to:

- Start your placement on time each day
- Take only the allocated time for lunch and other breaks, returning promptly to your work
- Contact your workplace supervisor and Ivy College Student Services immediately if you are unable to attend your placement.

#### *Safety*

The personal safety of students in the workplace is of utmost importance. Students must comply with any occupational health and safety requirements of the host employer, including:

- Wearing protective clothing and safety equipment
- Working in a safe manner
- Reporting any hazards or unsafe practices that you observe
- Reporting any accidents to your workplace supervisor and practical placement coordinator immediately

### *Medical condition*

Inform both Ivy College Student Services and your workplace supervisor if you suffer from any medical condition or disability that may affect your work performance. For some placements, you may be required to undertake a medical check or police check prior to beginning your placement.

### **What about assessment?**

Many of your course units are best assessed following observation of your workplace performance. During a work placement students will be required to undertake a number of specified workplace tasks under the supervision of a workplace supervisor/manager. Student Services will discuss this with each student and will also provide information on the way assessments will be conducted and recorded.

During work placements students will be expected to complete an activity log book that has been specifically prepared to cover practical aspects of the course. After observing students perform workplace tasks, and using the checklist provided, supervisors will sign student logbooks and detail any feedback on how student performance matches industry and workplace requirements. Upon completion of a work placement student logbooks must be returned, signed by students and the supervisor, to the trainer/assessor.

Ivy College's facilitator / assessor will use the logbook as evidence to inform an assessment of competence for relevant units of competency in the course. The facilitator / assessor may also contact the supervisor directly to gather further information on student performance.

### **What if you have a problem with your placement?**

Problems with work placements should be resolved as early as possible. Ivy College and the employer have agreed dispute resolution procedures. Students should not hesitate to contact Ivy College Student Services if they experience any difficulties or problems while on a work placement.

Most importantly, students should enjoy their practical placement. It is a great opportunity to experience real working life, while gaining valuable skills and experience to help with future employment opportunities.

### **What if I can't find a suitable work placement?**

Students unable to access a work placement will be required to practice, demonstrate and apply the required skills and knowledge at Ivy College workshops utilising a simulated or real environment, supervised by your trainer

### **Technology requirements**

Before commencing their course students should ensure they meet the following technology requirements.

#### **Hardware**

- computer (compatible with Windows, Mac or Android operating systems) with a reliable internet connection
- printer
- digital camera/recording device with microphone

## Software

*Operating system:* Windows, Mac OS X, Linux

*Software:* Adobe Acrobat Reader and Flash Player (latest versions available for free download at Adobe website)

*Internet:* Supported browsers include Firefox 3+, Google Chrome 4+, Microsoft Internet Explorer 7 and 8, Opera 9+, Safari 3+ (download latest browser software for free online). You will need a reliable internet connection, preferably Broadband (64 Kbit/sec or faster)

### *Other browser requirements*

Additionally, some course resources may require software programs from the Microsoft Office suite. If you do not have Microsoft Office, you may wish to install the following viewers:

- Microsoft Word Viewer  
(free download at <http://www.microsoft.com/en-us/download/details.aspx?id=4> )
- Microsoft PowerPoint Viewer  
(free download at <http://www.microsoft.com/en-us/download/details.aspx?id=13> )
- Microsoft Excel Viewer  
(free download at <http://www.microsoft.com/en-us/download/details.aspx?id=10> )

## Skype

Skype is a communication tool allowing synchronous communication between teachers and students. Communication can be:

1. written, in the form of a live chat
2. audio, in the form of a live conversation as if via a telephone
3. video (both audio and visual)

There is no cost to set up Skype and all chat, audio and video (except group video sessions) is free between people with Skype accounts (if a group video session is offered the cost will be covered by Ivy College). Video chat requires a webcam but audio and chat simply require a computer with internet access and a microphone (almost all computers have a microphone built in).

- **Setting Up Skype**

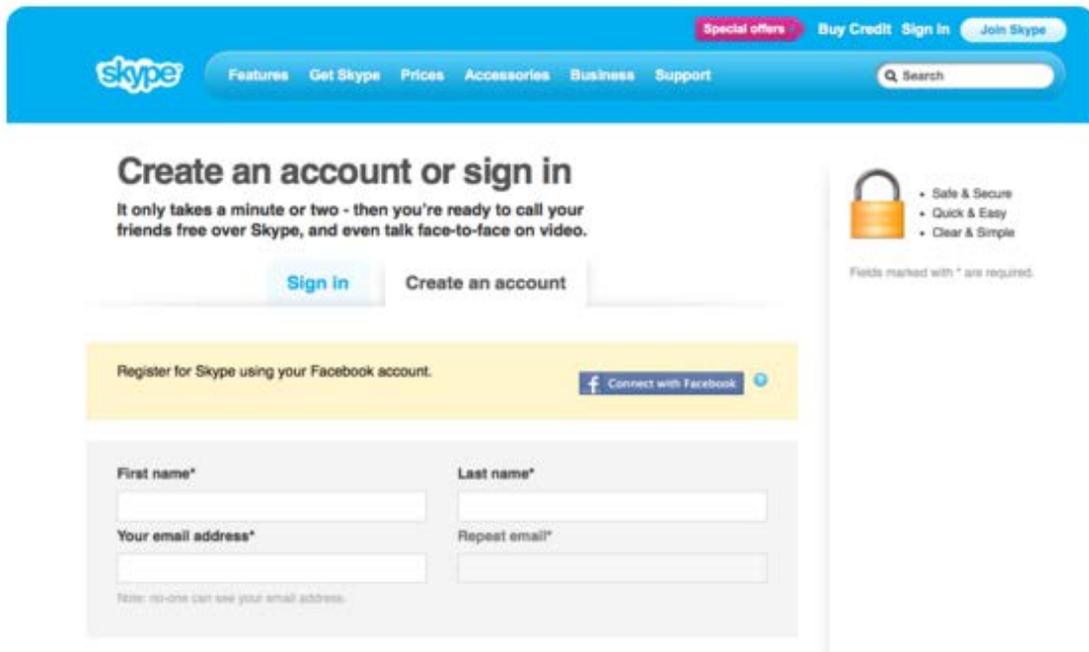
Skype is simple to set up. User-friendly instructions are available here: <http://www.skype.com/en/download-skype/skype-for-windows/downloading/>.

Follow the steps below to set up Skype on your computer.

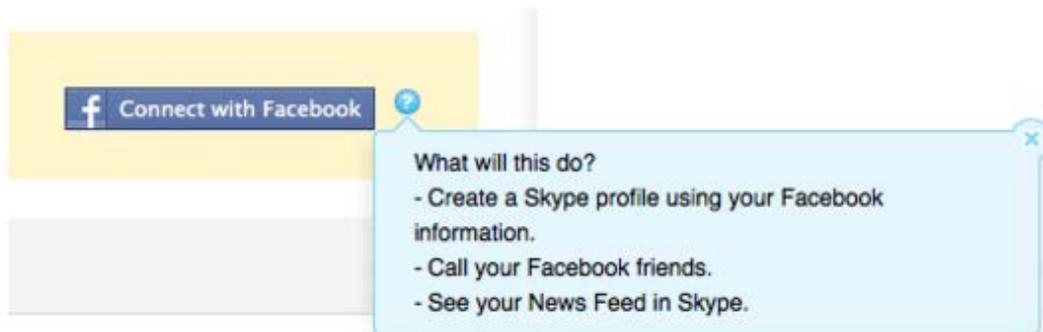
1. Go to [www.Skype.com](http://www.Skype.com) to get started. If you look in the upper hand right corner of the page that pops up you should see a light blue "Join Skype" button with blue writing. Click on that;



2. Enter your personal information. All of the information is confidential unless it clearly states that it will be displayed or given to the public, or if you give your explicit permission to do so.



- You are also given the opportunity to create a Facebook login, which uses your Facebook information to create your Skype account.



3. Enter in your basic profile information. Include your birthdate, gender, country, city, native language, and your phone number if you desire. Note that the fields with asterisks—Country and Language—are the only required fields. All others are optional

**Profile information**

Note: anyone on Skype can see your profile information.

**Birth date**    Day     Month     Year

**Gender**   

**Country\***   

**City**   

**Language\***   

**Mobile phone number**

+1

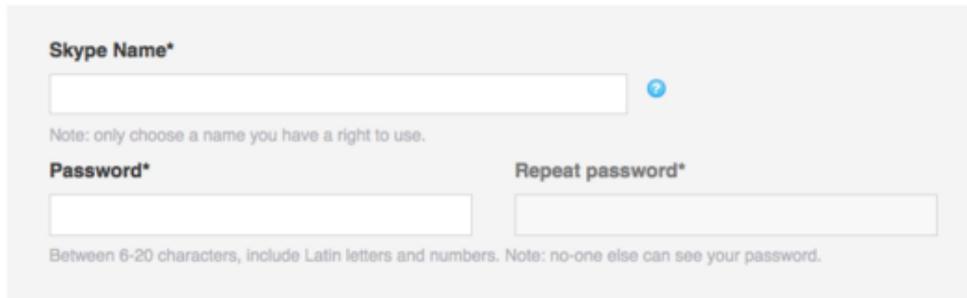
Note: only your contacts can see your mobile number.

- Be sure to choose the appropriate country. If you're an international traveler, choose the country that where you will be using the application most frequently. When choosing a password it is a good idea to keep changing it until it says "Password:Good" in green below the password box. A "Medium" password works fine, but a "Good" password is best. In fact, if your password is too weak, you will not be allowed to continue.
4. Select your usage pattern. Skype requests that you choose whether you will use Skype primarily for work, or for personal conversations. This is optional, of course but you should select "Mostly personal conversations"

**How do you intend to use Skype?**

Select  
Mostly personal conversations  
Mostly business conversations

5. Create your Skype user name and password. Have a care when you create your user name. You will not be able to change or delete this in the future, so avoid creating a Skype Name that sounds odd as these will forever be associated with you.



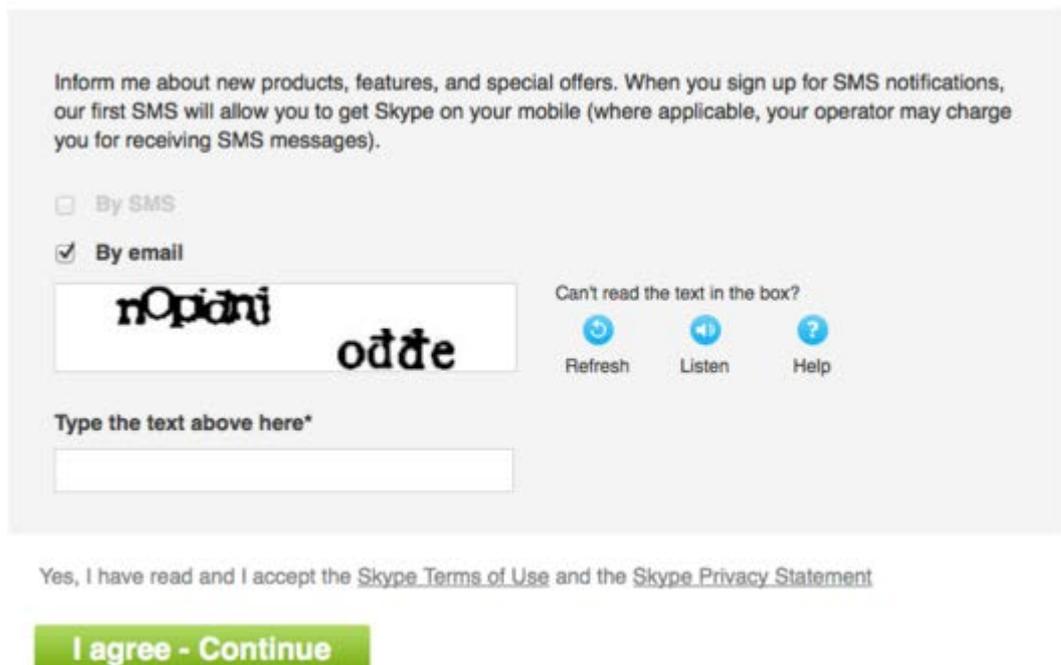
**Skype Name\***

Note: only choose a name you have a right to use.

**Password\*** **Repeat password\***

Between 6-20 characters, include Latin letters and numbers. Note: no-one else can see your password.

- Enter in your password. Your password must be at least 6 standard characters, and also must include at least 1 number. Skype's password checker is very strict, so if your password does not pass muster, you must enter a stronger one that rates at least a **medium** on their scale.
6. Finish the process. Tell Skype how you want them to contact you. If you chose to have them text you, they will do so and ask you to confirm. By default, email is selected. Enter in the scribbled spam-blocker code, and presuming that you agree with their terms and conditions, press the green I agree—Continue button



Inform me about new products, features, and special offers. When you sign up for SMS notifications, our first SMS will allow you to get Skype on your mobile (where applicable, your operator may charge you for receiving SMS messages).

By SMS

By email

Can't read the text in the box?

Type the text above here\*

Yes, I have read and I accept the [Skype Terms of Use](#) and the [Skype Privacy Statement](#)

If students (or teachers) have any difficulties setting up Skype they can use the Skype technical support here <https://support.skype.com/en/> or contact Ivy College customer service.

- **When will Ivy College Provide Services via Skype?**

Skype is just one of many methods for communication between students and Ivy College. Students also have the option of contacting Ivy by telephone, email, fax or using the enquiry form on our public website.

General support is available via Skype during normal business hours (Mon-Fri 9AM to 5PM). Support on specific subjects is available via appointment with your teacher. Appointments may be during or outside of business hours at a time that suits both you and your teacher. You will always receive a response within 1 business day.

- **What if You Encounter Problems**

If you can't resolve an issue by using Skype technical support, please contact Ivy College support:

1. Call Ivy College on 1300 659 157
2. Email: [enquiries@ivy.edu.au](mailto:enquiries@ivy.edu.au)
3. Ask questions at your next workshop
4. Send an enquiry via the website [www.ivy.edu.au](http://www.ivy.edu.au)

## Student entitlements, responsibilities and conduct

### Student welfare service

Ivy College will provide counselling and support to students experiencing difficulties with studies. In circumstances where students require specialised assistance outside the expertise of Ivy College staff, we shall provide referrals to agencies that can support those students' needs.

### Youth Allowance/AUSTUDY/ABSTUDY

Youth Allowance/Austudy/Abstudy is available to Australian, full time eligible students on approved courses. Youth Allowance is for people under 25 years of age; Austudy is for people 25 years of age and older. Aboriginal or Torres Strait Islander students can claim Abstudy instead of Youth Allowance.

When applying, you will need to include the nationally recognised training title and identification code for your course, as found on [www.training.gov.au](http://www.training.gov.au).

For more information, contact Centrelink by telephone on: 13 24 90

NB: Please contact Centrelink as soon as you complete your course, or if you obtain a job before you complete your course, so that benefits may be discontinued. You will be required to re-pay any overpayments received.

### Student records management

Ivy College ensures that its record keeping procedures comply with the quality standards set for Registered Training Organisations. All client and student records are confidential. Ivy College systems are permanently backed up to ensure the security of client and student records. Clients and students will have access to their records at any stage by emailing [support@ivy.edu.au](mailto:support@ivy.edu.au).

### Student responsibilities (general)

As a student you are required to:

- Ensure that all the information provided to Ivy College is accurate
- Notify Ivy College of any contact changes (email, phone, address etc.) as soon as possible. Our contact with you is vital; keeping Ivy College up-to-date with your details is a must so we can provide our quality service to you
- Advise Ivy College of any difficulties or problems you may experience with Ivy College staff, procedures or training via the various feedback mechanisms (including your personal messaging system within the LMS, email and student surveys and questionnaires)
- Achieve satisfactory academic progress through participation as required
- Book into Ivy College workshops at least 30 days in advance and follow the correct procedure for late cancellations
- Arrange a suitable work placement, where your nominated course has this requirement
- Submit your own work, it is important that you do NOT submit or claim any work derived from another source or work done by another person that has not been properly referenced

- Ensure you frequently save your work whenever you are logged in to the LMS and make a copy of all assessments and any work submitted electronically for your own records
- Complete your course of study in the allocated time frame
- Be aware that costs may be incurred for extension of study that has not been completed in the agreed allocated time frame.

### **Student responsibilities (work placements)**

Whilst undertaking a work placement with a host employer all students must:

- Act in a professional manner. This includes being punctual, attending when required, behaving professionally, not disclosing any confidential information of the host employer, dressing appropriately - as reasonably directed by the host - and performing tasks satisfactorily.
- Work in accordance with the policies, procedures and requirements of the host employer and Ivy College, including, without limitation, those relating to occupational health and safety, equal opportunity and information privacy
- Maintain communication with Ivy College and the workplace supervisor(s)
- Satisfactorily complete all of the prescribed workplace tasks under the supervision of a pre-approved supervisor/manager
- Be available and prepared to discuss issues when visited or contacted by Ivy College
- Immediately advise the host employer and Ivy College if any issue or concern arises in the workplace
- Immediately advise the host employer and Ivy College of any accident or incident in the workplace
- At the completion of the placement return to the host employer all its property or equipment including security cards, computer disks, documents and records and all copies of such material in the possession or control of the Student, and
- Notify the host in advance if for any reason the student is unable to visit the host as scheduled

### **Student misconduct**

Both Plagiarism and Cheating (as defined in the 'Training and assessment information' section of this handbook) will be treated as student misconduct. If an Ivy College trainer /assessor suspects alleged plagiarism in student assessments, the Product & Delivery Manager will be notified and then an investigation will begin. Plagiarism may result in the student being terminated from their course. Students using information and ideas by others must fully acknowledge the source with appropriate referencing.

Harassment by a student, toward another student or toward a staff member, will be treated as student misconduct, and the Product and Delivery Manager will be notified to initiate an investigation and action into misconduct. The misconduct of harassment may result in the student being terminated from their course. Harassment may include: bullying, verbal or written abuse, offensive messages by telephone, emails, text messaging or persistent contact and of a sexual nature.

## Enrolment information

### Fees

Course tuition fees are payable in accordance with the course requirements, and the payment plan relevant to your enrolment. Ivy College's latest fee schedule is available on the website at [ivy.edu.au](http://ivy.edu.au). The options available to you will be discussed with you at the time of enrolment.

For any payment plan an agreement between Ivy College and the student will be put in place. Payment of full course fees is required even if the student does not complete the course or fails to advise Ivy College of their withdrawal from the course.

### Acceptable methods of payment

- VET FEE-HELP for courses delivered on behalf of Study Group Australia Pty Ltd, where applicable, and where the student satisfies eligibility requirements (see below)
- MasterCard
- Visa
- American Express
- EFT
- Bank Deposit

### VET FEE-HELP

VET FEE-HELP is available to assist eligible students studying diploma-level courses delivered on behalf of Study Group Australia Pty Ltd to pay their tuition fees. Effectively the VET FEE-HELP scheme allows students to study now, pay later.

See the [Ivy College web site](#) for more information on VET FEE-HELP

### Recognition of Prior Learning (RPL) and Mutual Recognition / Credit Transfer

Recognition of Prior **Informal** Learning acknowledges skills, knowledge and understanding gained as a result of work and/or life experience. Ivy College will make this process available to you for any unit in which you feel you are competent already.

Recognition of Prior **Formal** Learning applies when you have recently completed formal studies with another education provider and already been found competent in a unit that is relevant/equivalent to your course.

Qualifications and VET Statements of Attainments issued by another Registered Training Organisation will be recognised by Ivy College.

The objective of Ivy College's Recognition of Prior Learning (RPL) and Mutual Recognition process is to ensure that an individual's prior learning achieved through formal and informal training, work experience or other life experience is appropriately recognised.

If you wish to apply for RPL and/or Mutual Recognition you should tick this option on the Application of Enrolment. Please refer to Ivy College's website for full details on RPL and Mutual Recognition at [ivy.edu.au](http://ivy.edu.au). A summary of each process is below.

- **Mutual Recognition / Credit Transfer process**

Ivy College will recognise AQF qualifications and statements of attainment issued by other Registered Training Organisations (RTOs).

Students are encouraged to access and read the full Mutual Recognition policy and procedure on Ivy College's website at [ivy.edu.au](http://ivy.edu.au).

A summary of the process that needs to be followed in order to apply for a credit transfer is below:

1. Complete the "Credit Transfer Form", available for download on Ivy College's website at [ivy.edu.au](http://ivy.edu.au)
2. Submit the completed form, together with required evidence, to Ivy College. There is no cost incurred by students/prospective students for Credit Transfer applications.
3. Ivy College will review and confirm whether the student, or prospective student, is eligible for Credit Transfer within five (5) working days providing all necessary documents have been submitted. A longer period may be required where full assessment is required, particularly at peak enrolment times.
4. Ivy College will advise the student in writing of the outcome of the credit transfer application.

- **RPL process**

Students are encouraged to access and read the full RPL policy and procedure on Ivy College's website at [ivy.edu.au](http://ivy.edu.au).

A summary of the process that needs to be followed in order to apply for a RPL is below:

**Step 1**

Prior to admission to the course your Course Advisor will provide you with a "Self-Assessment PChecklist" to help you identify any units for which you wish to apply for recognition. This will be sent to you automatically if you ticked "yes" at point 12 of your enrolment form.

**Step 2**

A qualified assessor will contact you to discuss the results of your pre-assessment and, if you wish to apply for RPL and establish an assessment plan as per the RPL Kit, which will be sent to you.

**Step 3**

Thoroughly read and understand the application for RPL (contained within RPL Kit) before compiling the evidence as per the Evidence Guide

**Step 4**

Return your completed application for RPL, including your portfolio of evidence

**Step 5**

A qualified Ivy College assessor will review your application within 10 working days (longer period may apply at peak enrolment times). You may be requested to attend an RPL phone interview and/or provide additional evidence.

**Step 6**

You will be advised of your final result in writing

### How do I enrol?

Simply visit <http://www.ivy.edu.au> and complete your enrolment online, or telephone toll-free 1300 659 157. Once you have submitted the enrolment application you are required to undertake the Diplomas Entry Test. This is an online test to assess literacy and numeracy skills levels.

Your enrolment is considered to have commenced from the course start date (i.e. the date you receive your login details to myIVY learning management system). At this stage your enrolment has commenced but is provisional for a 10 day orientation period. During orientation Ivy College may request further information to validate your enrolment and provide additional advice and support services to those students requiring it. Students are also required to formalise their chosen payment method during orientation. Provided a student's enrolment is still valid at the conclusion of orientation it will automatically be confirmed, without notice. Where a student's enrolment is not able to be confirmed by the conclusion of orientation the student will be notified in writing.

### When can I start?

Anytime. Ivy College offers flexible enrolment and it is up to the student to decide when you would like to commence your studies. There are no set course start dates or semester intakes. Once you receive your log in details you have the flexibility to study whenever you choose as all of your learning resources are housed on the Ivy College learning management system (LMS).

### How often do I need to study?

Your Ivy College course has a nominated duration and guidelines will be provided to you on how many hours/week you should study, on average, in order to complete on time. Of course this is entirely flexible and you may increase/reduce your weekly study hours based on how busy you are at the time.

Our Student Services team, as well as your course trainer/assessor, will monitor your progress and intervene if we think you may need assistance to better plan your study time.

If your course has a work placement component you will need to ensure this is arranged in advance and incorporated into your study plan.

As part of our flexible blended learning delivery model students are invited to participate at face-to-face workshops each quarter throughout your course. The duration of quarterly workshops, and whether or not they are mandatory or optional, will vary from course to course. Workshops are held in major Australian capital cities, subject to minimum numbers, and bookings are essential to secure your place at least 30 days in advance of the scheduled workshop date. Workshops are complimentary for current, enrolled students only and include trainer/assessor facilitation and support, guest speaker presentations, writing materials, refreshments and lunch. Please refer to the Ivy College website for the latest workshop schedules, booking/cancellation information, agendas and more at [ivy.edu.au](http://ivy.edu.au).

### Enrolment checklist

Prior to enrolment please ensure you have read the detailed course guide to ensure you:

- have determined the learning outcomes meet your needs
- can meet the average number of study hours required per week in order to complete the program within the nominated duration
- have met the entry requirements for the program

- have satisfactorily completed the Diploma Entry Test
- are comfortable with any obligations you might have to arrange suitable work placements
- have noted any additional resources required for this program
- have advised Ivy College of any special needs/assistance you may require
- meet the literacy and numeracy requirement for the course you are enrolling in i.e. non-residents of Australia may be required to verify their English language proficiency
- satisfy the minimum technology requirements for your programme
- are aware of the refund policy and RPL process available to you.

### Employability skills summaries

Prospective students are advised to access the Employability Skills Summary for the qualification they are considering prior to enrolment. Employability Skills Summaries will enable prospective students to determine if their nominated qualification will provide the requirements they need for employment and/or further study. Employability Skills Summaries can be downloaded from <http://employabilityskills.training.com.au/>.

### Course enrolment policy

- Prospective students should submit an Application for Enrolment as the first step towards enrolment
- As part of Ivy Colleges entry requirements for all Diploma and Advanced Diploma courses students must undertake the Diploma Entry Test. This is an online test that assesses a student's literacy and numeracy skills level.
- Where VET FEE-HELP is selected as the payment option prospective students are required to complete the Request for VET FEE-HELP Assistance form as part of the application process.
- Prospective students may not submit Request for VET FEE-HELP Assistance form until a 2 day cooling off period has elapsed. The cooling off period commences from when the enrolment application form is submitted.
- All completed applications must be signed, including any Request for VET FEE-HELP Assistance form
- For non-residents of Australia:
  - Your course enrolment may not be processed without certified current English proficiency documentation if requested by Ivy College. Please contact Ivy College Student Services for further information.
  - Payment plans are not applicable for non-residents of Australia.
- Ivy College will provide the student with online course access, this date will be known as the agreed course commencement date. Course duration is calculated from the agreed course commencement date. The student will be issued with a username and password for online course access as at the agreed course commencement date.
- At this stage the student's enrolment has commenced but is provisional for a 10 day orientation period. During orientation Ivy College may request further information to validate the enrolment and provide additional advice and support services to those students requiring it.
- Students are required to formalise their chosen payment method during orientation by signing up to a payment plan or applying for VET FEE-HELP if they have not already done so.

- Provided a student's enrolment is still valid at the conclusion of orientation it will automatically be confirmed, without notice. Where a student's enrolment is not able to be confirmed by the conclusion of orientation the student will be notified in writing.
- Enrolments are deemed provisional until such time as all requisite information has been provided by the student and validated by Ivy. If after 10 days the student has not provided all required information the enrolment will be cancelled.

### **Orientation period**

Each student will have a 10 day orientation period from the agreed course commencement date in which to provide all necessary documentation, access their course and ensure that the course meets their requirements.

## **WITHDRAWALS AND REFUNDS POLICY - STUDENTS IN VET FEE-HELP ELIGIBLE COURSES**

### **All Delivery Modes**

Students must apply in writing should they wish to cancel their enrolment in a VET FEE-HELP eligible course or withdraw from a Unit of Study, and they can obtain a full refund of tuition fees related to that Unit of Study until close of business on the relevant Census Date. The date the written notification is received by Ivy College is the effective Date of Notification of Withdrawal.

If students transfer to another Unit of Study before close of business on the relevant Census Date the fees applicable to that new Unit of Study will apply, and the student is responsible for catching up on any training that has already been provided.

The Census Date is not less than 20% through the Unit of Study. Ivy College courses are broken into 3 study periods.

If a student advises in writing of their wish to cancel their enrolment in a VET FEE-HELP eligible course or withdraw from a Unit of Study after the Census Date there will be no refund unless Special Circumstances apply. The Student Review Procedures for Re-crediting a FEE-HELP Balance can be found at [ivy.edu.au](http://ivy.edu.au) as can the Statement of VET Tuition Assurance.

If a student wishes to transfer to a different VET FEE-HELP eligible course, the student must provide the College with a new Request for VET FEE-HELP Assistance Form 1296(A) prior to close of business on the relevant Census Date.

The terms and conditions of enrolment, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

## **WITHDRAWALS AND REFUNDS POLICY - STUDENTS IN NON VET FEE-HELP ELIGIBLE COURSES**

Tuition fees paid for courses are not refundable after course commencement unless special circumstances apply.

Applications for refunds must be made in writing and received by the Chief Executive prior to the subject commencement date provided.

Students may request to transfer course fees to a different subject/course enrolment subject to availability.

When a request for a refund is received, a letter acknowledging receipt of the request will be forwarded to the student. If special circumstances apply, the refund request will then be investigated and processed in accordance with the Withdrawals and Refunds Policy stated above. Notification of the outcome, including a refund if applicable, will be forwarded to the student within 4 weeks of the College's receipt of the request.

The terms and conditions of enrolment, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

### **Single Subjects**

The College does not refund fees unless a single subject course is cancelled or unless there is proof of extenuating circumstances where it is not possible for a student to participate in the single subject course.

A transfer to a different single subject course may be granted prior to course commencement date, but that an administration fee of 20% of the initial single subject course fee will be applied. Also if there is a difference in price between the single subject courses, a transfer will incur an extra charge where the subsequent course is of greater cost. A refund for the difference in fees will be given where the subsequent course is of lesser cost.

All applications for refunds or transfers must be made in writing and are subject to the approval of the Chief Executive.

When a request for a refund is received, a letter acknowledging receipt of the request will be forwarded to the student. The refund request will then be investigated and processed. Notification of the outcome will be forwarded to the student within 4 weeks of the College's receipt of the request.

Catch-up lessons will not be offered to course participants should lessons or study time be missed due to personal reasons.

The terms and conditions of enrolment, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

### **Course extension / temporary suspension policy**

If a student does not complete the qualification/course in which they are enrolled, within the allocated time, Ivy College may offer the student a 30 day course extension at no additional charge. This is at the discretion of Ivy College and must immediately follow on from the expiration of the original enrolment period.

In some circumstances a student may wish to place their course on hold due to extended holidays or unforeseen events which do not allow continued study. Ivy College may grant a temporary suspension period of up to a maximum of three months in this instance.

All course extension/temporary suspension requests must be submitted to Student Services via email at [support@ivy.edu.au](mailto:support@ivy.edu.au).

## Key contact information

### General / administration enquiries:

STUDENT SERVICES	
Telephone (Toll-free)	1300 659 157
E-mail	<a href="mailto:support@ivy.edu.au">support@ivy.edu.au</a>
Online	Via Support form Us' form within myIVY at <a href="http://www.my.ivy.edu.au">www.my.ivy.edu.au</a>

### Course-related support:

TRAINER / ASSESSOR	
Online	Login to myIVY at <a href="http://www.my.ivy.edu.au">www.my.ivy.edu.au</a> and send your query to your trainer via Messages
Telephone	Telephone support is available by arranging a mutually convenient time with your trainer. Send your appointment request via myIVY Messages
Skype	Virtual 'face-to-face' meetings via Skype are available with your trainer by appointment
In-person	At the quarterly Ivy College workshops

### Mailing address:

Ivy College  
Level 21, 580 George St  
Sydney NSW 2000

### Physical address:

Level 21, 580 George St  
Sydney NSW 2000

### Website:

[www.ivy.edu.au](http://www.ivy.edu.au)

## Document Modification History

Version	Date of Version	Comments
V1.1	12.09.12	Original document created and placed on Ivy College's network.
V1.2	01.01.13	Substantial changes throughout (prior to external publication)
V1.3	19.06.13	Substantial changes throughout including: <ul style="list-style-type: none"> <li>• Updated Skype instructions</li> <li>• Updated information on Recognition of Prior Learning (RPL), including process flowchart</li> <li>• Added information on Mutual Recognition / Credit Transfer process</li> </ul>
V1.4	3/4/14	Substantial changes throughout, including: <ul style="list-style-type: none"> <li>• Addition of references to training delivered on behalf of SGA</li> <li>• Addition of summaries of updated policies and procedures</li> <li>• Updated references to website url</li> </ul>
V1.5	4/2/2015	Substantial changes throughout, including: <ul style="list-style-type: none"> <li>• Updating policy sections</li> <li>• Updating contact details</li> </ul>
V1.6	18/05/2015	Substantial changes to Plagiarism section (p.g.10), including: <ul style="list-style-type: none"> <li>• Addition of information in relation to <i>Turnitin</i> Software</li> <li>• Addition of information under Access, Equity and Support Policy &amp; Procedure regarding online etiquette.</li> </ul>
V1.7	29/07/2015	Change to address details
V1.8	29/09/2015	Update of information about RPL
V1.9	18/11/2015	Minor modifications to reference to ACA
V2.0	23/11/2015	Updated to reflect minor changes in wording of Withdrawals Procedure
V2.1	14/12/2015	Updated to include 2015 VFH reform requirements and renamed as "2016"