

IVY COLLEGE

STUDENT HANDBOOK

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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 its partner organization, Accredited Courses Australia Pty Ltd (RTO Code 90535).

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. You will find us listed on www.training.gov.au.

In addition to providing training in principal, Ivy College also delivers training on behalf of its partner organization, Accredited Courses Australia Pty Ltd (RTO Code 90535).

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

At Ivy, our mission is simple. We're here to provide you with a personalised learning experience that supports you at every step towards fulfilling your career ambitions.

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 submit your application for enrolment.

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 faculty 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.

Entry requirements

Follow these simple steps to enrol at Ivy College:

1. Click on the enrol now tab at the top right hand corner of any page on the Ivy College website, www.ivy.edu.au
2. Complete all the required fields on the “Get Started” page to commence your Application for Enrolment. You will be emailed a personalised link to your enrolment form.
3. Complete all the required fields on the Ivy College online enrolment form
 - 3.1. Make sure you have your Unique Student Identifier (USI) handy
 - 3.1.1. If you don't have a USI you can create one in just a few minutes by clicking on the following link and filling in a few details: <http://www.usi.gov.au/students/create-your-usi>
 - 3.1.2. You will not be issued a qualification or Statement of Attainment without a USI unless you fall into an exemption category
4. As part of your Application for Enrolment you will need to provide evidence that you meet the course entry requirements. To read more about course entry requirements please click on the following link: <http://www.ivy.edu.au/get-started/entry-requirements/>
 - 4.1. You can upload evidence of your supporting documentation during the application process; OR
 - 4.2. You may be asked to complete the Ivy College Entry Test prior to finalising your enrolment.

- 4.3. You can read more about the Entry Test here: <http://www.ivy.edu.au/college-policies-handbook/>.
- 4.4. Please note that your enrolment will remain provisional until all the course entry requirements have been met.
5. The next step is to select your payment method; either up front or via a payment plan.
 - 5.1. At time of enrolment a \$100 non-refundable down payment must be made. (This payment is credited towards your course fee.)
6. You will then receive an email from Ivy College with a formatted copy of your enrolment form
 - 6.1. Please check that all fields are correct
 - 6.2. Complete the e-signature section and submit
 - 6.2.1. If you are under 18 you will need a parent or guardian to sign the enrolment form as well
 - 6.2.2. If you are under 18 and live independently you will need to provide a letter from Centrelink verifying that you receive a Youth Allowance because you live independently and upload this with the enrolment form in place of a parent or guardians signature

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 available on the website at <http://www.ivy.edu.au/college-policies-handbook/>

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. For more information, students should refer to the Complaints, Grievances and Appeals Policy on the website at: <http://www.ivy.edu.au/college-policies-handbook/>

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

Overview

Ivy Institute Pty Ltd (Ivy College, we, us, or our) may collect information from students or persons seeking to enroll with Ivy College and other individuals who interact with Ivy College in the course of its business, either electronically or in hard copy format, including information that personally identifies individual users. Ivy College may also record various communications between individuals and Ivy College.

In collecting personal information Ivy College will comply with the requirements of the Australian Privacy Principles (APPs) set out in the *Privacy Act 1988 (Cth)* as amended by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Privacy Act).

From time to time, Ivy College may be related to other entities (related entities) and this *Privacy Policy* applies if your personal information is dealt with by those related entities. A reference in this *Privacy Policy* to Ivy College is also a reference to our related entities.

Collection and use of personal information

"Personal information" is information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is reasonable identifiable.

Personal information collected by Ivy College may include (but is not limited to) the following:

- a. name;
- b. email address;
- c. contact details including telephone numbers (landline and mobile);
- d. education history;
- e. course and unit enrolment details; and
- f. information from your resume or job application if you apply for a job with us.

Ivy College will only collect personal information from individuals by fair and lawful means which is necessary for the functions of Ivy College. Ivy College will only collect sensitive information with the consent of the individual and if that information is reasonably necessary for the functions of Ivy College.

Ivy College collects your contact information when you download a course brochure from our website. We collect your email address and phone number so that a Course Advisor can get in touch with you.

During an enrolment consultation, a Course Advisor may collect additional information about you, such as work and education background and goals for the future, so that we can suggest possible courses for you in line with your future aspirations.

The information requested from or otherwise collected about individuals by Ivy College will only be used:

- a. to provide details of study opportunities;
- b. to enable efficient course administration;
- c. to maintain proper academic records;
- d. to report to government agencies as required by law;
- e. to get in contact with you to provide you with a course consultation;
- f. to provide updates about our products and services;
- g. to carry out market data analysis so that we can continue to enhance our services and offering;
- h. to send you newsletters and promotions and to conduct online surveys and competitions;
- i. to communicate with you and provide you with information, products or services you have requested;
- j. to promote and market our products and services to you or provide you with information that we believe may be of interest to you;
- k. to personalise and customise your experiences on our website;
- l. if you are an employee or other representative of a customer to which we provide our products and services or a supplier or service provider to us, to communicate with you about your or your employer's engagement with us;
- m. to share your personal information with our related entities and business partners;
and
- n. as otherwise set out in this Privacy Policy.

If an individual chooses not to give Ivy College certain information, then Ivy College may be unable to enroll that person in a course or supply them with appropriate information.

When you enroll with us and become an Ivy College Student, all information about you is retained securely in accordance with this Privacy Policy.

Where we engage with you multiple times over a short period in relation to the same matter, we may not provide you with a separate notice about privacy each time we engage with you.

You consent to us using your personal information in the above ways.

If there is a need to collect and use your personal information for any other purpose not listed above we will make it known to you at the time we collect or use your personal information.

We do not otherwise collect, use or disclose your personal information without your permission, unless the collection, use or disclosure is:

- a. in accordance with this *Privacy Policy* or any agreement you enter into with us; or
- b. required or authorised by law, including without limitation the APPs under the Privacy Act.

Information collected via our website

Google Analytics

We use Google Analytics to help analyse how you use our website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated is used to create reports about the use of our websites. Google will store this information. We will not (and will not allow any third party to) use Google Analytics to track or to collect any personally identifiable information of visitors to our websites. We will not associate any data gathered from the websites with any personal information from any source as part of our use of Google Analytics.

If you do not want your website visit data reported by Google Analytics, you can install the Google Analytics opt-out browser add-on. For more details on installing and uninstalling the add-on, please visit the Google Analytics opt-out page at <https://tools.google.com/dlpage/gaoptout>

Cookies

Like many websites, Ivy College' websites may use 'cookies' from time to time. Cookies are alphanumeric identifiers, which enables our systems to recognise your browser and to automatically collect information such as your IP address, operating system and browser type, for system administration. This is statistical data about our user's browsing actions and patterns and does not identify any individual. We use this information to enhance the content and services offered on our website.

You can configure your browser to accept all cookies, reject all cookies, or notify you when a cookie is sent. Each browser is different, so check the "Help" menu of your browser to learn how to change your cookie preferences.

If you disable the use of cookies on your web browser or remove or reject specific cookies from our websites or linked sites then you may not be able to gain access to all of the content and facilities in those websites.

Web beacons

Web beacons are images that originate from a third party site to track visitor activities. We use web beacons to track the visiting patterns of individuals accessing our website.

Third party content

Some of the content on our websites includes applications made available by third parties, such as social media buttons or links that allow you to share content or links to our websites through the relevant third party platforms. These third party applications themselves may facilitate collection of information by those third parties, through your interaction with the applications and sometimes even if you do not interact directly with them. We are not responsible for the technical operation of these applications or the collection and use practices of the relevant third parties. Please visit the relevant third party websites to understand their privacy practices and options they may make available to you in relation to their collection of your personal information.

Disclosure of personal information

Personal information about students studying with Ivy College may be shared with the Australian Government and designated authorities, including the Australian Skills Quality Authority (ASQA), the Commonwealth Department with responsibility for administering the *Higher Education Support Act 2003 (Cth)*, the Tuition Assurance Scheme manager, National Centre for Vocational Education Research (NCVER) and organisations that run courses in conjunction with Ivy College including other Registered Training Organisations (RTOs).

This information includes personal and contact details, course and unit enrolment details and changes.

Ivy College may disclose, or provide access to, your personal information to third parties in connection with the purposes described in section 2 "Collection and use of personal information". Depending on the nature of your engagement with us, we may disclose your personal information to our related entities, to third parties that provide products and services to us or through us, or to other third parties (such as your referee(s) in connection with a job application you have submitted).

We may also disclose your personal information to our website host or software application providers in certain limited circumstances, for example when our websites experience a technical problem or to ensure that they operate in an effective and secure manner.

Ivy College will not otherwise disclose an individual's personal information to another person or organisation unless in accordance with this Privacy Policy.

Any person or organisation that collects information on behalf of Ivy College or to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was collected by them or supplied to them.

Overseas disclosures

Some of your personal information may be transferred, stored, processed or used overseas by us or by third party service providers. This may happen if our related entities are overseas, if we outsource certain activities overseas or if transactions, information, services or products have an overseas connection. You consent to the collection, use, storage, and processing of your personal information outside of Australia.

In particular, your personal information may be disclosed to third party service providers which may store your personal information in Singapore or Hong Kong and such other countries in which those parties or their, or our, computer systems may be located from time to time, where it may be used for the purposes described in this Privacy Policy, without us being responsible under the Privacy Act for such use (or for any breach). In these circumstances, you consent to the collection, use, storage and processing of your Personal Information in those countries.

Where such parties are located overseas, you may have rights to enforce such parties' compliance with applicable data protection laws, but you may not have recourse against those parties under the *Privacy Act 1988 (Cth)* in relation to how those parties treat your personal information.

Security and integrity of personal information

Ivy College is committed to ensuring the confidentiality, security and integrity of the personal information it collects, uses and discloses.

Ivy College will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is accurate, up to date and complete.

Ivy College will store securely all records containing personal information and take all reasonable security measures to protect personal information it holds from misuse, interference, loss, unauthorised access, modification or disclosure.

Where Ivy College has no further use for personal information for any purpose disclosed by Ivy College, or is no longer required to maintain that personal information (whichever is later), all reasonable steps will be taken to destroy or de-identify the information.

Marketing

You consent to us using your personal information for sending you information, including promotional material, about us or our products and services, as well as the products and services of our related entities and third parties, now and in the future. You also consent to us sending you such information by means of direct mail, telemarketing, email, SMS and MMS messages.

If you do not want to receive marketing information from us, you can opt out from receiving such material in any of the following ways:

- g. following the instructions in the relevant marketing communication;
- h. clicking on the relevant 'Unsubscribe' link in a direct marketing email that you have believe received from us; or
- i. contacting us using the contact details and specifying whether your request relates to opting out of a particular marketing channel or from all direct marketing communications from us.

Right to access and correct records

Individuals have the right to access or obtain a copy of the personal information that Ivy College holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for an individual to access personal information that Ivy College holds about them; however, Ivy College may charge a fee to make a copy.

Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request. Where it is reasonable to do so, access to the information will be provided in the manner requested by the individual.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made as soon as practical. Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the

record. There is no charge for making a request to correct personal information.

Written requests for access to, to obtain a copy of, or correct personal information held by Ivy College should be sent to:

**Director, Student Engagement
Ivy College
Level 21, 580 George Street
Sydney NSW 2000**

Complaints, questions or problems and contacting Ivy College

If you wish to make a complaint:

- a. students or prospective students may lodge a complaint using Ivy College's Complaints Procedure which will enable you to lodge complaints of a non-academic nature, including complaints about handling of personal information;
- b. contract trainers and assessors may lodge a complaint in accordance with their contractor's agreement;
- c. employees may lodge a complaint in accordance with our Human Resources Policies; and
- d. for any other persons, complaints can be sent in writing to the Director, Student Engagement, Ivy College, Level 21, 580 George Street, Sydney NSW 2000.

Where not covered by a policy referred to above, we will investigate your queries and complaints within a reasonable period of time of receiving the complaint and will notify you of the outcome of our investigation.

If you have a query or concern about this *Privacy Policy* or our personal information handling processes; or would like to opt out of direct marketing, please contact us at:

**Director, Student Engagement
Ivy College
Level 21, 580 George Street
Sydney NSW 2000**

Publication

This *Privacy Policy and Personal Information Procedures* will be made available to students and persons seeking to enroll with Ivy College and other individuals who interact with Ivy College by publication on Ivy College's website: www.ivy.edu.au. Alternatively, a copy of this *Privacy Policy* may be requested by contacting Ivy College using the contact details provided above.

In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, Ivy

College will advise students on enrolment about these procedures and where they are located.

How can we improve this document?

If you can identify opportunities for us to improve this document, please email compliance@ivy.edu.au. This request will automatically be logged on our Continuous Improvement Register. Please include the document reference number in your email and specific details about how we can improve the document.

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)

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.

Extending a study period

Where a student is progressing in their course but does not attain competency for a unit of competency within the designated study period the student will be provided with an extension through to their expected course end date.

Course Completion

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 (in person or via phone, or live web interaction) 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 21 calendar 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 Support team.

The student will be notified and asked to make an appointment with the Student Support team, who will assist in establishing 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 trainer, Student Support or other nominated staff.

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 10 working days 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 competency outcomes achieved.

Replacement qualifications and results schedules

Replacement AQF documentation and results schedules can be issued to students upon payment of a fee of \$40.00.

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 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 Head of Teaching and Learning. If the Head of Teaching and Learning 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 21 calendar 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. Ivy College 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 WHS 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 work 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 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.



- 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

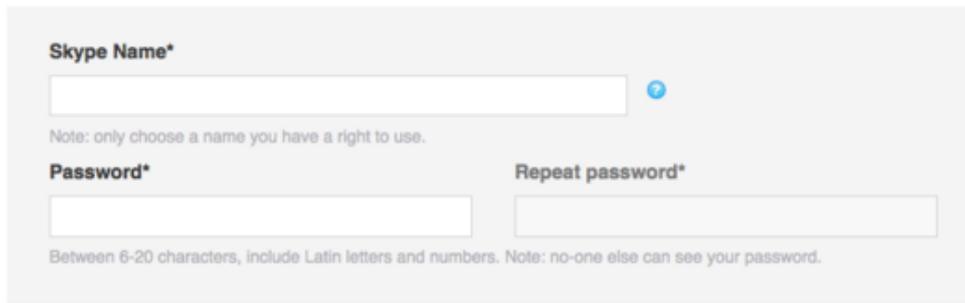
+1

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?

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*

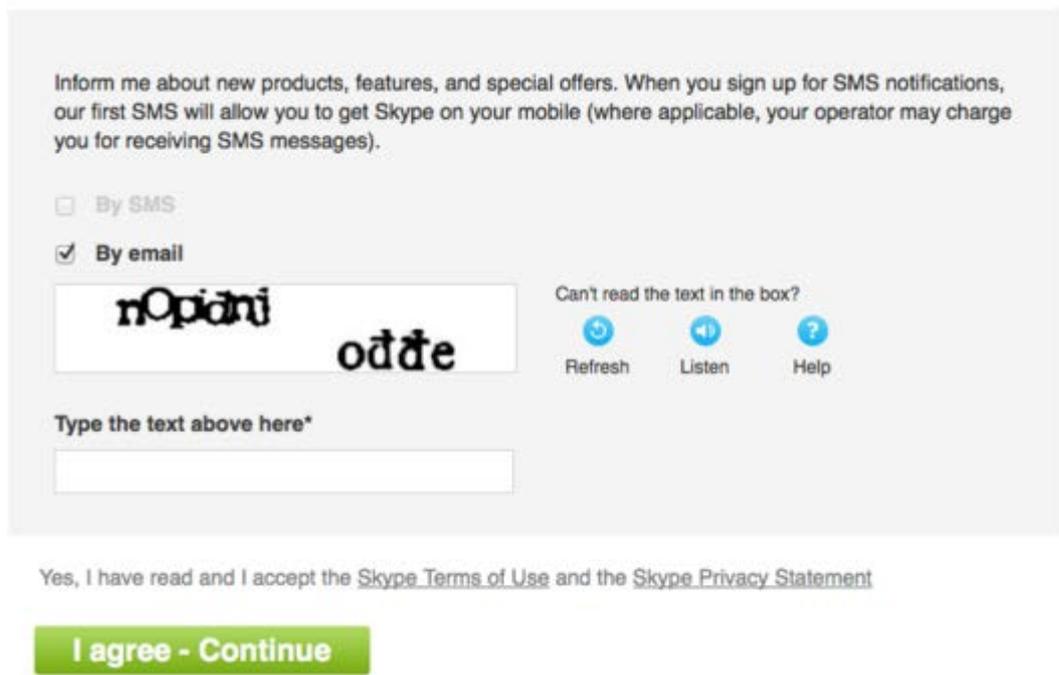
Note: only choose a name you have a right to use.

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?

Refresh Listen Help

Type the text above here*

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

I agree - Continue

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 the Ivy College Student Support team.

- **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
3. Ask questions at your next workshop
4. Send an enquiry via the website 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.

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.

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 work 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 Head of Faculty 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 Head of Faculty 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. The payment options available to you can be discussed with you at the time of enrolment.

For any payment plan an agreement between Ivy's nominated third party and the student will be put in place as part of the enrolment process.

For more information, refer to the Withdrawals and Refunds Policy & Procedure available on the Ivy College website at www.ivy.edu.au.

Recognition of Prior Learning (RPL) 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 Credit Transfer 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 Credit Transfer, you should tick this option on the Application of Enrolment. Please refer to Ivy College's website for full details on RPL and Credit Transfer at ivy.edu.au. A summary of each process is below.

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 Credit Transfer policy and procedure on Ivy College's website at ivy.edu.au.

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

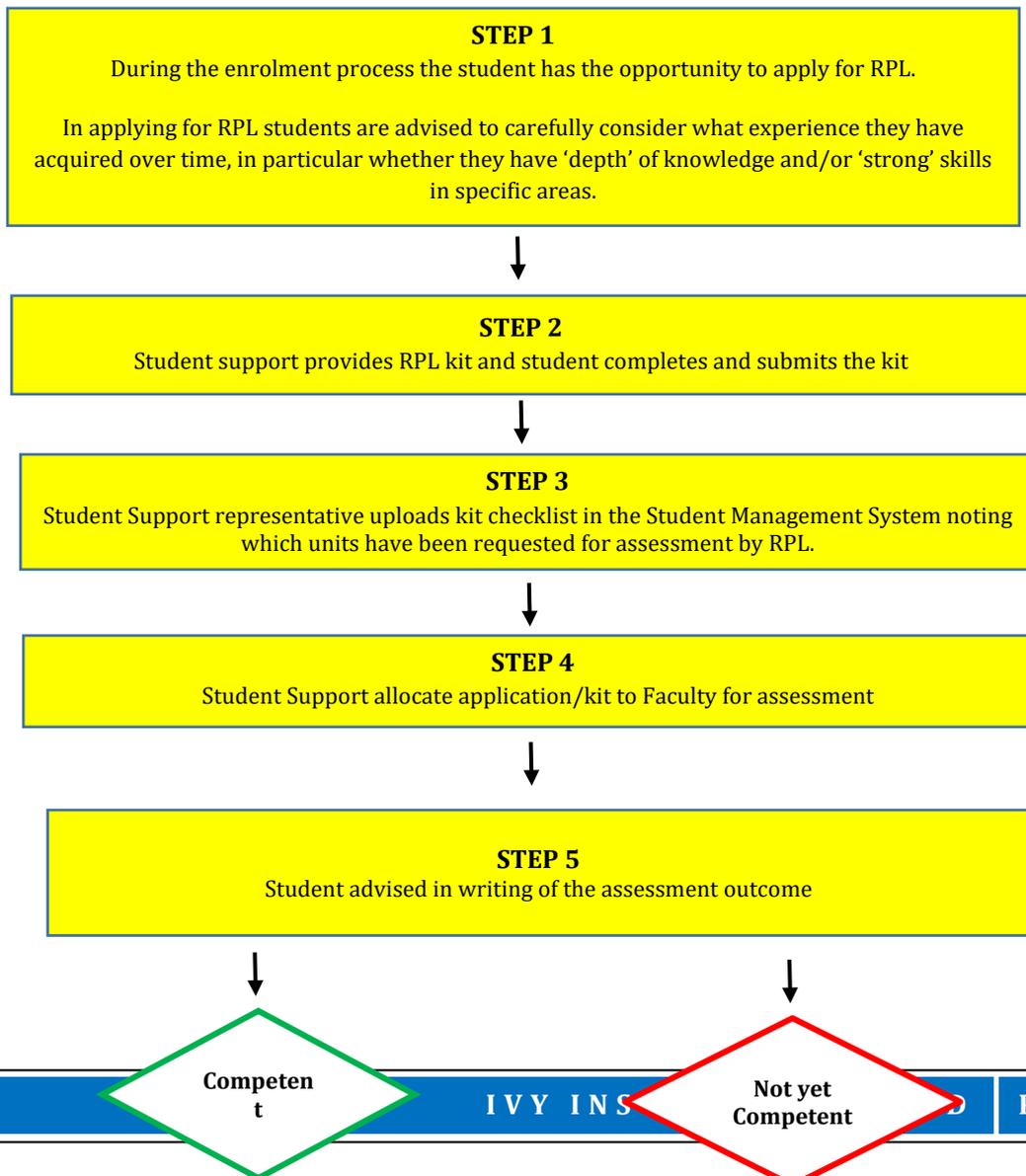
1. Complete the “Credit Transfer Form”, available for download on Ivy College’s website at ivy.edu.au
2. Submit the completed form, together with required evidence, to Ivy College. There is no cost incurred by students/prospective students for Credit Transfer applications.
3. Ivy College will review 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.

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

RPL Formal Assessment Process





STEP 6 a
Student record amended in Salesforce to show RPL
awarded for all applicable units.



STEP 6 b
Student needs to undertake the unit/s of
competency

How do I enrol?

7. Click on the enrol now tab at the top right hand corner of any page on the Ivy College website, www.ivy.edu.au
8. Complete all the required fields on the “Get Started” page to commence your Application for Enrolment. You will be emailed a personalised link to your enrolment form.
9. Complete all the required fields on the Ivy College online enrolment form
 - 9.1. Make sure you have your Unique Student Identifier (USI) handy
 - 9.1.1. If you don't have a USI you can create one in just a few minutes by clicking on the following link and filling in a few details: <http://www.usi.gov.au/students/create-your-usi>
 - 9.1.2. You will not be issued a qualification or Statement of Attainment without a USI unless you fall into an exemption category
10. As part of your Application for Enrolment you will need to provide evidence that you meet the course entry requirements. To read more about course entry requirements please click on the following link: <http://www.ivy.edu.au/get-started/entry-requirements/>
 - 10.1. You can upload evidence of your supporting documentation during the application process; OR
 - 10.2. You may be asked to complete the Ivy College Entry Test prior to finalising your enrolment.
 - 10.3. You can read more about the Entry Test here: <http://www.ivy.edu.au/college-policies-handbook/>.
 - 10.4. Please note that your enrolment will remain provisional until all the course entry requirements have been met.
11. The next step is to select your payment method; either up front or via a payment plan.
 - 11.1. At time of enrolment a \$100 non-refundable down payment must be made. (This payment is credited towards your course fee.)
12. You will then receive an email from Ivy College with a formatted copy of your enrolment form
 - 12.1. Please check that all fields are correct
 - 12.2. Complete the e-signature section and submit
 - 12.2.1. If you are under 18 you will need a parent or guardian to sign the enrolment form as well
 - 12.2.2. If you are under 18 and live independently you will need to provide a letter from Centrelink verifying that you receive a Youth Allowance because you live independently and upload this with the enrolment form in place of a parent or guardians signature

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
- 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 withdrawal and refund policy & procedure and RPL process available to you.

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 Support 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 delivery model students may have the opportunity to participate in face-to-face workshops throughout their course. The availability and duration of workshops, and whether or not they are mandatory or optional, will vary from course to course. Workshops may be scheduled 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 may 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.

Enrolment policy

Students are able to access the Enrolment Policy and Procedure on the Ivy website at www.ivy.edu.au.

Provisional enrolment period

Each student will have a 10-day provisional enrolment 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.

Withdrawal and Refund policy

Students are able to access the Withdrawal and Refund Policy & Procedure on the Ivy website at www.ivy.edu.au.

Course Extension and Deferral Policy

1. At any time following enrolment in a course, and prior to the designated course end date, students may request in writing a course extension (maximum 3 months) to IVY's Student Support team.
2. IVY may offer the student an extension at no additional charge. This is at the discretion of IVY and will be added onto the original course enrolment end date.
3. Students may defer their studies for a maximum of 3 months due to extended holidays or unforeseen events which may prevent continuity of study. Such requests for deferral must be submitted to the IVY Student Support team in writing.
4. While a deferral allows for a pause in study, all financial obligations continue in accordance with the original payment plan entered into by the student.

NOTE: A student will not be permitted to extend and or defer their course for greater than a total of 6 months.

Key contact information

General / administration enquiries:

STUDENT SERVICES	
Telephone (Toll-free)	1300 659 157
E-mail	support@ivy.edu.au
Online	Via Support form Us' form within myIVY at www.my.ivy.edu.au

Course-related support:

TRAINER / ASSESSOR	
Online	Login to myIVY at www.my.ivy.edu.au 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

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"> • Updated Skype instructions • Updated information on Recognition of Prior Learning (RPL), including process flowchart • Added information on Mutual Recognition / Credit Transfer process
V1.4	3/4/14	Substantial changes throughout, including: <ul style="list-style-type: none"> • Addition of references to training delivered on behalf of SGA • Addition of summaries of updated policies and procedures • Updated references to website url
V1.5	4/2/2015	Substantial changes throughout, including: <ul style="list-style-type: none"> • Updating policy sections • Updating contact details
V1.6	18/05/2015	Substantial changes to Plagiarism section (p.g.10), including: <ul style="list-style-type: none"> • Addition of information in relation to <i>Turnitin</i> Software • Addition of information under Access, Equity and Support Policy & Procedure regarding online etiquette.
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"
V2.2	22/02/2017	Updated information throughout including: <ul style="list-style-type: none"> • Removed reference to VFH • Added reference to FFS • Policies and Procedures • Added section on extending study periods • Reference to partners • Staff titles
V2.3	19/04/2017	Updated information reflect changes in the following policies: Assessment Appeals Policy Mutual Recognition Policy Withdrawal and Refunds Policy and Procedure Complaints, Grievances and Appeals Policy
V2.4	01/09/2017	Update to remove reference to SGA and procedure updates to align with latest policy versions.

