



International College of  
Excellence Pty Ltd

# **Student Handbook**

**2019**

**Policies & Procedures  
for Students**

## Rights and Responsibility

The adult learning environment within the *ICOE* encourages and supports the participation of people from diverse backgrounds. The *ICOE's* aim is for each student to have an equal opportunity to learn in a supportive environment.

### Students' Rights

The *ICOE* recognise that students have the right to:

- Expect the *ICOE* to provide training of a high quality that recognises and appreciates their individual learning styles and needs;
- Have access to all the *ICOE's* services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation;
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment;
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement;
- Appeal for a review of the results of an assessment;
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it;
- Learn from fully qualified, competent and diligent trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly;
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination;
- Be treated with dignity and fairness;
- Expect the *ICOE* to be ethical and open in their dealings, their communications and their advertising;
- Expect the *ICOE* to observe their duty of care to them;
- Efficient handling of administrative matters including the processing of fees, concessions, refunds etc;
- Privacy and confidentiality, and secure storage of student records in accordance with the *ICOE's* policies, to the extent permitted by law.

## Students' Responsibilities

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake;
- Providing accurate information about themselves at the time of enrolment, and to advise the *ICOE* of any personal information changes, including to their address or phone numbers within seven days;
- Paying of all fees and charges associated with their course;
- Signing in and out when attending training;
- Abiding by any dress code stipulated by the *ICOE*;
- Not cheating or plagiarising in course work / assessments submitted for assessment;
- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them;
- Regular and punctual attendance;
- Ensuring they attend classes sober and drug free, and smoke in designated areas;
- The security of their personal possessions while attending a course;
- Promptly reporting all incidents of harassment or injury to the CEO;
- Respecting the *ICOE*'s property and observing policy guidelines and instructions for the use of equipment;
- Seeking clarification of their rights and responsibilities when in doubt;
- Asking for assistance and / or support when needed.

## Access and Equity

Access and Equity policies are incorporated into operational procedures. The *ICOE* prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or religious background
- Marital status
- Physical or intellectual or psychiatric disability
- Homosexuality (male or female, actual or presumed)
- Age

The *ICOE* encourages Students with diverse backgrounds and a genuine interest in expanding their knowledge and skill to apply for admission into all courses.

Programs are designed and wherever possible, facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged people.

## Training Guarantee

The *ICOE* guarantees once you have commenced your course, training / assessment will be provided to allow you to complete the course.

## Training that meets your needs

The *ICOE* is committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are.

If you at any point through-out your course you require any assistance or support please discuss these needs with the *ICOE* staff and we will do our best to help. If you have any special needs, including Language and Literacy, learning, mobility, visual impairment or hearing please notify staff as soon as possible, preferably at the start of your course, to allow us to cater for any of your needs. If you do not tell us about any condition that may affect your learning, we will not be able to assist you if the need arises. Any information you tell us in relation to your needs will remain confidential and only used to support you.

## STUDENT WELFARE AND GUIDANCE SERVICES

Our College's primary concern is to enhance lifelong learning for its clients. Our Student Support staff are very approachable, caring and experienced. They can provide the following support and direction for students:

- Assistance with language, literacy, numeracy and general education skills.
- Referral to agencies which offer vocational counselling, employment services or other services.
- Arrangements for additional support where possible
- Referral to Job Services Disability Access
- Referral to community organisations for financial, career or other support outside our scope of services
- Contextualisation of assessments to suit individual or group needs
- Academic Support with learning resources.

**External Student Support Services**

Students may contact the following agencies directly or seek the help of our support staff to make contact with the selected agency on behalf of the student.

**Free legal advice: Redfern Legal Centre**

Redfern Legal Centre provides free, confidential legal advice to international students living in New South Wales.

They can get advice about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and complaints about colleges or universities. The Centre can also advise how these problems affect student visas.

Redfern Legal Centre have made a film to highlight the legal problems many students (especially international students) face when studying in Australia. Students who are away from their usual support networks and many have a lack of understanding of Australian laws.

**To access the service:**

Call (02) 9698 7645. Advice is by appointment on a Wednesday evening, either in person, by phone or using video-link up.

To call using a free telephone interpreter, call the Translating and Interpreting Service on 131 450.

<https://www.lifeline.org.au/>

**Counselling and support services**

There are a number of government and non-government providers of free counselling, crisis support, suicide prevention, relationship support, domestic violence and mental health services. You can express to remain anonymous when accessing these services. Many of these services can be accessed over the phone, through web chat, email, online forums and various information resources.

In an emergency, such as a life threatening situation, car crash or fire, call 000 (triple zero).

**Lifeline**

Call 13 11 14 to access 24 hour crisis support and suicide prevention services. Visit the Lifeline website to find out more. <https://www.lifeline.org.au/>

**beyondblue**

Call 1300 22 4636 to get 24 hour support for mental health issues including anxiety, depression and suicide. You can also get support through web chat, email and an online forum on the beyondblue website. <https://www.beyondblue.org.au/>

**Kids Helpline**

Call 1800 551 800 if you would like to talk about feelings you have about your studies and personal relationships. This service is targeted at people aged between 5 and 25 years. Visit the Kids Helpline website to find out more.

**Multicultural Problem Gambling Service for NSW**

The Multicultural Problem Gambling Service (MPGS) for NSW provides free, confidential, and accessible counselling for international students and others affected by gambling. MPGS also provides in-language training workshops and presentations to interested groups (e.g. communities and service providers) on problem gambling and other issues that can impact families (e.g. mental health, relationships).

To find out more information about MPGS and its free services that are provided in different languages, please call 1800 856 800 or visit the Multicultural Problem Gambling Service website.

**1800Respect**

The National Sexual Assault, Family & Domestic Violence Counselling Line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault.

24 hours, 7 days a week.

[www.1800respect.org.au](http://www.1800respect.org.au)

**NSW Domestic Violence Line**

(1800 656 463 / TTY 1800 671 442)

Provides telephone counselling, information and referrals for women and same-sex partners who are experiencing or have experienced domestic violence.

24 hours, 7 days a week.

[www.community.nsw.gov.au](http://www.community.nsw.gov.au)

**NSW Rape Crisis**

(1800 424 017)

Provides telephone and online counselling for anyone who is or has experienced sexual violence and their supporters,

24 hours, 7 days a week.

[www.rape-dvservices.org.au](http://www.rape-dvservices.org.au)

**Mensline Australia**

(1300 78 99 78)

Supports men who are dealing with family and relationship difficulties.

24 hours, 7 days a week.

[www.mensline.org.au](http://www.mensline.org.au)

**Relationships Australia**

(1300 364 277)

Support groups and counselling on relationships, and for abusive and abused partners.

[www.relationships.com.au](http://www.relationships.com.au)

**National Disability Abuse and Neglect Hotline**

(1800 880 052 / TIS : 13 14 50 / NRS : 1800 555 677)

An Australia-wide telephone hotline for reporting abuse and neglect of people with disability

9am to 9pm weekdays and 10am to 4pm weekends and public holidays.

[www.disabilityhotline.org](http://www.disabilityhotline.org)

**The Immigrant Women's Health Service**

(02 9726 4044 / 02 9726 1016)

Specific information and services for immigrant and refugee women.

[www.immigrantwomenshealth.org.au](http://www.immigrantwomenshealth.org.au)

**eSafetyWomen**

eSafetyWomen is designed to empower Australian women to take control of their online experiences.

The eSafetyWomen resources aim to help women manage technology risks and abuse by giving women the tools they need to be confident when online.

[www.esafety.gov.au/women](http://www.esafety.gov.au/women)

**LegalAid NSW**

Legal Aid NSW has a central office in Sydney (Central Sydney) and 20 offices in metropolitan and regional NSW. Our operating hours are from 8.30am to 5.30pm for Sydney (Central Sydney) and 9am to 5pm for all other offices. See a list of our offices for contact details.

1300 888 529

<https://www.legalaid.nsw.gov.au/contact-us>

**Changes to Agreed Services**

Where there are any changes to agreed services, the *ICOE* will advise the learner, in writing as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

**Complaints Policy**

This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals lodged with the *ICOE* can be resolved, equitably and efficiently, in accordance with the principles of natural justice. The Complaints Policy is there to manage and respond to allegations involving the conduct of the *ICOE*, its trainers, assessors or other staff, a third party providing services on the *ICOE*'s behalf, its trainers, assessors or other staff or student of the *ICOE*.

The *ICOE* acknowledges that a student, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. The student has the right to present the complaint or appeal formally as well as in writing.

The *ICOE* will manage all complaints and appeals fairly, equitably and efficiently as possible.

The *ICOE* will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, the *ICOE* acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. The *ICOE* seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

Where complaints or appeals have been received in writing, the *ICOE* will acknowledge the complaint, in writing, and will keep evidence of how the matter was dealt with and the outcome (including the timeframes). The *ICOE* will use this information received via any complaint to review the *ICOE*'s processes and practices to ensure the issue doesn't happen again.

## Procedure

Should a student have a complaint or appeal, the following steps are to be followed:

1. The Student should discuss the issue / complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached, the student should discuss the issue / complaint with his / her trainer to see if it can be resolved.
3. If still no resolution the student should put the following information relating to the complaint or appeal in writing using the Complaints and Appeals Form.
  - A description of the complaint or appeal;
  - State whether they wish to formally present their case;
  - Steps taken thus far to deal with issue / complaint;
  - What outcomes they would like to fix the problem & prevent it from happening again.
4. The student should bring the complaint or appeal to the attention of the trainer within seven (7) days of the issue taking place.
5. If the complaint or appeal is not dealt with to the student's satisfaction within seven (7) day period, they may bring it to the attention of the CEO. The CEO will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within 48 hours from the time the CEO, or their delegate, receives written notification from the student about their dissatisfaction to the response received from their trainer and a response / resolution must be presented within 7 days.
6. Should the issue still not be resolved to the student's satisfaction, the *ICOE* will make arrangements for an independent external person to resolve the issue. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.
7. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period.
8. If the student is still not happy with external mediation, they may take their complaint to the Australian Skills Quality Authority (ASQA):

Complaints Team  
Tel: 1300 701 801  
Email: [TO.complaints@asqa.gov.au](mailto:TO.complaints@asqa.gov.au)

9. Where the *ICOE* considers more than 60 calendar days are required to process and finalise the complaint or appeal, the *ICOE* will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and regularly updates the complainant or appellant on the progress of the matter.
10. All documentation relating to complaints or appeals should be archived for audit purposes.



11. The *ICOE's* CEO will be person responsible for the implementation and maintenance of the policy.

### **Appeals against Assessment Grades**

Students may appeal against a result shown on their student record / assessment and may lodge their appeal as outlined above. For further details, refer to the Appeals Procedure listed on our website.

### **Flexible Forms of Assessment**

The *ICOE* has facilities to provide flexible forms of assessment as required for Students in proven extenuating circumstances. The student must apply in writing to the CEO with details of the circumstances. The CEO will assess the application, and the student notified in writing.

### **Access to Students Records and Participation**

The *ICOE* is committed to providing you with accurate and current records of your participation and progress. If at any point you wish to view your student file or discuss your progress in the course, please arrange at time with your trainer or the CEO and they will be more the willing to help you.

### **Fees, Refund and Cooling Off Policy**

All fees are to be paid at the specified time, as per the course information and can only be paid by credit card or EFT. Tax Invoices will be issued as required and as an approved program, there is NO GST included in the course cost.

All students are liable for the financial commitment to the *ICOE* however Students recently enrolled do have a cooling off period of 5 days after enrolment. This is outside the *ICOE's* refund policy.

The *ICOE*:

- has appropriate safeguards and fair options in place for any monies paid in advance;
- guarantees once you have commenced your training / assessment, you will be provided with every opportunity to complete the course.
- will, in the event that a course is cancelled, whilst in progress, due to circumstances beyond its control, provide the student with a refund of fees on hold or offer to transfer the student to another course.
- will refund a pro rata proportion of any money paid by you and not yet used for the delivery and assessment of the course, in the event we cancel or discontinue a course.

Students who have any queries regarding eligibility for refunds should contact the CEO in the first instance.

### **Withdrawal and Refunds**

If you withdraw from a course at least 14 calendar days prior to the commencement date, you will receive a full refund less any enrolment fees.

Should you withdraw within 14 calendar days of course commencement you will be liable for any enrolment fees and 50% of the course cost.

**Should you withdraw from the course once commenced, you will forfeit all monies paid and be liable for the full course cost.**

### **Fees in Advance**

In the case where an individual student wishes to pay more than the application fee with their enrolment application, the amount will not exceed \$1,000.00 prior to the course commencement.

Following course commencement, the *ICOE* may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

The *ICOE* has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

### **Credit for Prior Studies**

Learners must not be required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or license condition (including industry licensing schemes) requires this. Where a learner provides suitable evidence that they have successfully completed a unit or module at any *ICOE*, the *ICOE* must provide credit for that unit or module. In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process. e.g. CPR and First Aid.

Credit must be granted not only for studies completed at an *ICOE*, but at any authorised issuing organisation, such as a university. In such cases, an analysis as to the equivalence of the study completed with the relevant unit/s or module/s would need to be completed before any credit could be granted.

The *ICOE* is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another *ICOE* or *ICOEs*.

Before providing credit on the basis of a qualification, statement of attainment or record of results, you should authenticate the information in the document (e.g. by contacting the organisation that issued the document and confirming the content is valid).

Note that providing credit for previous studies is not a recognition of prior learning (RPL) process. RPL is a form of assessment of the competence of a person, while providing credit is recognising the equivalence of studies previously undertaken and completed successfully.

If an applicant wishes to apply for recognition for the qualification that they have received from another *ICOE*, they must present the original for sighting or provide a certified copy of the certificate with their enrolment.

The *ICOE* must then verify the certificate to ensure its legitimacy and currency. The *ICOE* will write on the copy of the certificate the date and person they spoke to when verifying

the qualification. The outcome of the application will then be communicated to the applicant.

### **Recognition of Prior Learning**

The *ICOE* provides a user-friendly, supportive, streamlined framework for the assessment and recognition of various types of prior competencies obtained by an individual through previous or current training, work experience and / or life experience.

The underlying principle of Recognition of Prior Learning (RPL) is that no individual / participant should be required to undertake a unit of study in a training session for which they are able to demonstrate satisfactory achievement of the required competency standard or learning outcome for entry into, and/or partial or total completion of a qualification.

This policy therefore aims to maximise the recognition of an individual's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific course of study.

Assessment will take place by a qualified assessor who has successfully completed Certificate IV in Training and Assessment (TAE40110) and who has the vocational competencies in the unit they are assessing the participant's competency against. To view the current procedure on the recognition of prior learning, refer to the College policy.

### **Administrative Contacts**

Occasionally Students may need to consult the Trainers and or the CEO with comments, questions, suggestions or other matters. In order that we may better assist our Students, we suggest, that the student speak with his/her trainer, or the CEO.

The trainer can often assist with any individual subject problems a student may encounter. **The trainer can only** comment on his/her subject not on other subjects. The following suggestions may also be of assistance. Read all the information contained in this book thoroughly. If the required information is not found in the "Policies and Procedures for Students" refer the question to the Trainer or CEO.

### **Change of Name/Address/Telephone Number**

Upon change of name, address or telephone number, you are required to notify the *ICOE* with the relevant information. The change must be advised in writing stating the previous address, the new address.

**No responsibility will be accepted by the *ICOE* for failure to follow the above procedure.**

### **Medical Certificates**

All medical certificates substantiating reasons for failure to sit an assessment must be presented to the CEO. Any other medical certificates must be handed to the individual trainer for the recording of attendance.

## Assessment Results

Students are notified of assessment results by their trainer at the end of each session. Assessment results will not be given to anybody other than, you, the trainer and or CEO with your prior permission. No assessment results are issued or discussed over the telephone.

## Academic Misconduct and Plagiarism Policy

Academic misconduct or plagiarism occurs when a student reproduce someone else's words, ideas, or findings and present them as their own without proper acknowledgment. It includes attempts by students to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.

There are many forms of academic misconduct or plagiarism, including the following:

- Direct copying of sentences, paragraphs or other extracts from someone else's published work (including on the Internet and in software) without acknowledging the source;
- Paraphrasing someone else's words without acknowledging the source;
- Using facts and information derived from a source without acknowledging the source;
- Using ideas directly derived from an identifiable author without acknowledging the source;
- Producing assignments that should be their own independent work in collaboration with and/or using the work of other people (e.g. a student or tutor);
- Using the work of other members of a group project without acknowledging who contributed the work;
- Copying from another student's and / or their work;
- Submitting someone else's work as their own;
- Using a diagram from another text or the Internet as a basis for your diagram without acknowledging the source;
- Taking statistics from another source and using them in a new table or figure without acknowledgement;
- Buying an essay from the Internet or another student and submitting it as their own work;
- Making up fake quotes or sources.

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed **Not Yet Competent** for the relevant Unit of Competency on confirmation of the breach. All confirmed cases of cheating or plagiarism these are recorded on the student's file. Students will be disciplined as per the Students Disciplinary Policy.

Students found cheating will receive a formal written warning from the CEO advising that a second breach will result in the student being asked to leave to course with no refund.

## Student Disciplinary Policy

The student disciplinary policy exists for the proper management of disciplinary issues.

The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify their behaviour.

### Procedure

The *ICOE* seeks to promote an environment in which students develop a positive and responsible attitude towards fellow students, staff and the general work / learning environment.

When a student's behaviour conflicts with the Student Code of Conduct, disciplinary action will be taken according to the following process:

1. Initially, the trainer will discuss the behaviour in question with the student and add a note to the students file.
2. If the behaviour continues to be unacceptable the trainer arranges a meeting with the CEO, or their delegate to discuss the issue.
  - a. Details of all disciplinary warnings and/or interviews will be recorded using the communication log of the Student Database System.
  - b. The CEO, or their delegate, counsels the student on possible consequences of breaching the Student Code of Conduct.
3. If necessary, an action plan may be implemented for the student to abide by in cases deemed necessary by the CEO, or their delegate.
4. Further disciplinary problems will be addressed by the CEO, or their delegate, in consultation with the trainer.
5. An official warning letter will be issued by the CEO, or their delegate.

**NOTE:** The *ICOE* reserves the right to expel students immediately depending upon the seriousness of the misconduct.

## Work Health and Safety Procedures

The organisation realises its responsibilities to Students to ensure a safe and healthy academic and working environment.

The organisation operates according to appropriate Work Health and Safety standards and procedures.

First aid kits are located in the offices of the *ICOE*. These are accessible during training if required via your trainer or administration

## Legislation in relation to your study

As a student at the *ICOE* you are required to know about your rights and responsibility in relation to various Act and Regulations that may impact on your study.

A Legislative Summary document is available from the CEO should you wish to read it. This is called the Legislative Summary NSW.

There are certain bits of legislation that you need to make yourself aware of during your course. These are (but not limited to):

### Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011
- Commonwealth Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992

Copies of all legislation may be viewed and download copies off the internet at [www.austlii.edu.au](http://www.austlii.edu.au)

## VET Quality Framework

The vocational education and training (VET) Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises:

- the Standards for Registered Training Organisations 2015
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements, and
- the Australian Qualifications Framework.

## Standards for Registered Training Organisations 2015

The Standards for Registered Training Organisations 2015 are the standards ASQA uses to ensure nationally consistent, high-quality training and assessment across Australia's VET system. Compliance with the standards is a requirement for all ASQA registered training organisations.

The objectives of the Standards are to ensure nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system.

The Standards form part of the VET Quality Framework. As defined in section 3 of the Act, the VET Quality Framework is comprised of the Standards for Registered Training Organisations 2015, the Australian Qualifications Framework, the Fit and Proper Person Requirements, the Financial Viability Risk Assessment Requirements and the Data Provision Requirements.

Paragraph 191A(1)(a) of the Act enables the Standards to incorporate the following documents as they exist from time to time:

- Australian Qualifications Framework, as published on <http://www.aqf.edu.au>
- Training Packages, as published on <http://training.gov.au>
- Nationally Recognised Training (NRT) Logo Specifications, as published on <http://www.asqa.gov.au>

Compliance with the Standards is a condition for all ASQA Registered Training Organisations and for applicants seeking registration under the Act.

In accordance with subsections 15(b) and 15(c) of the Legislative Instruments Act 2003 the repeal of the Standards for NVR Registered Training Organisations 2011 (F2011L01356) does not effect the previous operation of the former instrument or provision or anything duly done or suffered under the former instrument or provision or any right, privilege, obligation or liability acquired, accrued or incurred under the instrument or provision.

### **Fit and Proper Person Requirements**

The Fit and Proper Person Requirements are designed to ensure that key registered training organisation (*ICOE*) personnel have the characteristics and principles necessary to ensure the delivery of high-quality services and outcomes for VET graduates.

These requirements are set to protect and inspire confidence in the VET system, and to safeguard Australia's reputation as a premier provider of VET (both locally and internationally).

The Fit and Proper Person Requirements determine standards of behaviour by individuals who are in a position to influence an *ICOE*'s management.

Learn more: [Frequently asked questions—Fit and Proper Person requirements](#)

### **Financial Viability Risk Assessment Requirements**

The Financial Viability Risk Assessment Requirements ensure that organisations can demonstrate their financial viability to deliver high-quality training to VET students.

More on meeting your [financial viability requirements](#)

### **Data Provision Requirements**

The Data Provision Requirements 2012 ensure *ICOEs* provide ASQA with a range of accurate and complete data about their business and operations.

These requirements allow ASQA to identify trends and risks within the industry, and to further monitor and improve Australia's world-class VET system.

The Data Provision Requirements also ensure ASQA has a record of all student records, qualifications and statements of attainment.

## Australian Qualifications Framework

The [Australian Qualifications Framework \(AQF\)](#) establishes the quality of Australian qualifications.

The AQF is the national policy for regulated qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework.

Understand the requirements of the AQF: the AQF [Second Edition January 2013](#) provides the complete set of AQF policies and objectives and information about the governing and monitoring arrangements for the AQF. Implementation arrangements for the revised AQF are also included.



## **AGREEMENT TO COMPLY – STUDENTS**

I \_\_\_\_\_ have read the Student Handbook and the Policies and Procedures for Students as outlined by the *ICOE* and agree to comply with all the conditions and requirements therein.

Name: \_\_\_\_\_  
(Please print name)

Signature: \_\_\_\_\_

Date: \_\_\_\_\_