



# STUDENT HANDBOOK

JUNE 2019 EDITION

QLD Training Association Pty Ltd  
trading as iLearn eCollege

ABN: 24 126 427 634

National Provider Number: 32446

# TABLE OF CONTENTS

STUDENT HANDBOOK PURPOSE.....	4
UNIQUE STUDENT IDENTIFIER (USI).....	5
PRE-ENROLMENT REQUIREMENTS .....	5
ENROLMENT AND PAYMENT .....	5
CREDIT TRANSFER .....	7
INDIVIDUAL NEEDS.....	7
TRAINING GUARANTEE.....	8
CHANGES TO AGREED TRAINING SERVICES .....	8
COURSE DURATION .....	8
COURSE EXTENSIONS.....	8
DEFERRAL .....	9
DELIVERY MODES .....	9
SUPPORT AND ASSISTANCE .....	10
SUBMITTING ASSESSMENTS.....	10
RETURN MAIL POLICY.....	12
ASSESSMENT POLICY .....	12
REFUND POLICY .....	13
STUDENT CODE OF CONDUCT .....	15
GROUP LEARNING .....	17
COURSE PROGRESS REPORT.....	17
STATEMENT OF ATTAINMENT ISSUANCE .....	17

CERTIFICATE AND RECORD OF RESULTS ISSUANCE .....	18
RE-ISSUING CERTIFICATE, RECORD OF RESULTS AND STATEMENT OF ATTAINMENT.....	18
COMPLAINTS POLICY .....	18
APPEALS POLICY.....	20
PRIVACY POLICY.....	22
ANTI-DISCRIMINATION POLICY.....	25
ACCESS AND EQUITY POLICY .....	25
STUDENT RECORDS.....	26
DEFINITIONS .....	26
FEE SCHEDULE .....	28



## STUDENT HANDBOOK PURPOSE

This student handbook contains important information about our policies and procedures regarding training and assessment. iLearn eCollege is committed to providing students with current, important and relevant industry training Australia wide. iLearn eCollege reserves the right to modify and update the student handbook without notice. The current version of the student handbook can be downloaded from the iLearn eCollege website [www.ilec.edu.au](http://www.ilec.edu.au)

## CONTACT DETAILS:

<b>Address</b>	Unit 4/11 Distribution Avenue, MOLENDINAR QLD 4214
<b>Postal Address</b>	PO Box 229, Ashmore City QLD 4214
<b>Business Hours</b>	Monday - Friday (9am - 5pm) AEST
<b>National Number</b>	1300 737 006

## EMAIL CONTACTS:

<b>Student Support</b>	<a href="mailto:admin@ilec.edu.au">admin@ilec.edu.au</a>
<b>I.T. Support</b>	<a href="mailto:admin@ilec.edu.au">admin@ilec.edu.au</a>

## UNIQUE STUDENT IDENTIFIER (USI)

Before commencing any nationally recognised course offered by iLearn eCollege, each student must provide a USI. Each student enrolment received must have a verified USI as per the AVETMISS reporting requirements. iLearn eCollege will only issue a qualification, record of result and/or statement of attainment to a student if there is a verified USI against the student's file. To create a USI, click on the provided link and follow the prompts <https://www.usi.gov.au/>

## PRE-ENROLMENT REQUIREMENTS

In order to support students on their learning journey, iLearn requires students to undertake an LLN Indicator to enable us to ascertain any relevant support needs. Once iLearn eCollege has reviewed the LLN Indicator Tool and verified their USI, iLearn eCollege will have up to 10 business days to issue an official welcome letter and release the course to the student.

Please note: additional entry requirements may apply depending on the course. See the course information for more details.

## ENROLMENT AND PAYMENT

Each student is required to complete the enrolment application on the website.

The enrolment application can be accessed from the iLearn eCollege website: [www.ilec.edu.au](http://www.ilec.edu.au)

Payment for the course can be made by:

- MasterCard or Visa Card (on the iLearn eCollege website)
- PayPal (on the iLearn eCollege website)
- Telephone payment for credit card payments
- Purchase order
- Bank deposit (see bank details)

The bank details are as follows:

<b>Bank</b>	Commonwealth Bank
<b>BSB</b>	064 474
<b>Account Number</b>	1059 0593
<b>Account name</b>	QLD Training Association Pty Ltd

### *FEE STRUCTURE*

Each qualification, unit of competency or accredited course offered by iLearn eCollege has a specific course fee. It is iLearn eCollege policy that the course fee (at the time of enrolment) will be all inclusive of the following items:

- Training resources
- Access to the online learning system
- Support from trainers and/or assessors
- Assistance from administration staff
- Webinars
- Online discussion forums
- RPL applications (three attempts only)
- Credit Transfers

*Note:* Course fees may change at any time due to additional services being offered or promotional specials. Students are not entitled to a refund as a result of varying special prices.

### *PHONE PAYMENT DISCLOSURE STATEMENT*

A phone payment disclosure statement is to be completed by the card holder who has made payment for one or more iLearn eCollege courses over the phone.

- Card holder: the name that appears on the card.
- Payment: this refers to all phone payments received by MasterCard and Visa Card.

By completing the phone payment disclosure statement, the card holder declares that he or she has given their full consent regarding the phone payment transaction. The disclosure statement is to be

hand signed or accompanied by a digital signature. The completed statement is to be returned to [admin@ilec.edu.au](mailto:admin@ilec.edu.au)

Note: The student's enrolment will be delayed if iLearn eCollege has not received the completed phone payment disclosure statement from the card holder.

## **CREDIT TRANSFER**

A credit transfer is a system whereby successfully completed units of study contributing towards a certificate or diploma can be transferred from one course to another. iLearn eCollege recognises statements of attainment and record of results issued by other registered training organisations (RTOs).

The student must provide a copy of their AQF certification documents that must be witnessed by a Justice of the Peace or Commissioner for Declarations. iLearn eCollege must verify the authenticity of the statement of attainment and record of result by contacting the issuing RTO prior to approving any units as credit transfer. The assessor has up to 10 business days to review these documents and provide an official outcome to the student via email.

To apply for credit transfer, email the certified AQF certification documents to [admin@ilec.edu.au](mailto:admin@ilec.edu.au)

## **RECOGNITION OF PRIOR LEARNING**

Recognition of Prior Learning (RPL) involves assessing an individual's current knowledge, skills and experiences that may have been acquired through work experience, informal training and formal training. iLearn eCollege offers all enrolled students the opportunity to be assessed through an assessment only pathway also known as recognition of prior learning. RPL applications will be reviewed after a student has enrolled and paid for the course.

To request an RPL Application Kit please email [admin@ilec.edu.au](mailto:admin@ilec.edu.au)

## **INDIVIDUAL NEEDS**

As all prospective students come with varying support needs, it will be necessary for the student to complete the Language, Literacy and Numeracy (LLN) Indicator Tool. This LLN evaluation will assist iLearn eCollege in identifying the learner's needs and appropriate support to be offered by iLearn eCollege. Please note that iLearn eCollege has up to 10 business days to review each student's LLN

Indicator Tool from the date of receipt. iLearn eCollege offers a range of reasonable adjustment options and support services if a learning need is identified through the LLN Indicator Tool.

## **TRAINING GUARANTEE**

In the unlikely event of a business interruption or training failure, iLearn eCollege will issue the student with a Statement of Attainment for the successful completion of units. iLearn eCollege will also issue the student a pro-rata refund amount based on the calculation formula below.

### *CALCULATION FORMULA*

Course fee paid by student / total duration in days (as per the welcome letter) = daily rate. daily rate x remaining days in student's enrolment period = pro-rata refund amount. The refund amount will be processed within 20 business days from the date that the pro-rata refund amount is communicated to the student.

## **CHANGES TO AGREED TRAINING SERVICES**

iLearn eCollege will notify current students by email of any changes to the agreed services including third party arrangements and change in ownership. This information will be communicated to students within 2 business days of confirmation that the agreed service changes have been applied.

## **COURSE DURATION**

The course duration is available on the enrolment letter – refer to the enrolment date and expiry date. Students may apply for an extension however fees do apply (see fee schedule).

## **COURSE EXTENSIONS**

Course extensions will be considered on a student-by-student basis (see fee schedule). The available extension options are listed below:

- 1 month extension
- 3 months' extension
- 6 months' extension

To apply for a course extension, the student will be required to complete the *Extension Form* and return this to [admin@ilec.edu.au](mailto:admin@ilec.edu.au)



*Please note:* an extension request can be denied by iLearn eCollege if the course allocation becomes full.

## **COURSE CANCELLATION**

A student may cancel their course enrolment by completing the *Course Cancellation Form* and returning this to [admin@ilec.edu.au](mailto:admin@ilec.edu.au)

*Please note:* a student is not entitled to a refund of any kind upon cancelling their course.

## **DEFERRAL**

Course deferment will only be considered within the first three (3) months of enrolment (that is, from the course start date that appears on the welcome letter). The maximum deferral time is three (3) months. A deferral fee applies (see Fee Schedule). All course deferral applications outside of these times will be determined on a case by case basis. Please note that iLearn eCollege can deny a deferral request if the course allocation becomes full. To apply for a deferral – the student will need to complete a *Deferral Request Form* and return this to [admin@ilec.edu.au](mailto:admin@ilec.edu.au)

## **DELIVERY MODES**

Our course is offered through blended delivery that includes:

- Online webinars
- Self-paced study
- Distance-based assessments (submitted via email if required)

## SELF-PACED LEARNING

iLearn eCollege courses are self-paced whereby the learning is initiated and directed by the learner. With self-paced learning, students can take the amount of time that is needed for them to complete an activity or assessment at a pace they set, giving them the time they need to achieve the best learning outcomes.

Please note: Students need to complete the qualification before the Course End Date. Please refer to your Study Plan for the Course End Dates.

## SUPPORT AND ASSISTANCE

Each student has access to the trainers and assessors within our training department. Our trainers and assessors will assist you to develop a better understanding of the materials and requirements and support you in your learning experience. Trainers will also be aware of your individual support needs and can assist you in a way that is conducive to your learning needs.

Trainers and assessors can be contacted by telephone and email during business hours (9am – 5pm). There are no additional costs to chat with a trainer or assessor.

*The onus is on the student to provide sufficient details such as:*

- Unit code and title and activity number and section.

*For all administrative enquiries, the Student Services Department can be contacted by:*

- Email [admin@ilec.edu.au](mailto:admin@ilec.edu.au) or
- Phone 1300 737 006 during business hours (9am – 5pm)

*For all training and assessment related enquiries, the Training Department can be contacted by:*

- Email at [admin@ilec.edu.au](mailto:admin@ilec.edu.au) or
- Phone 1300 737 006 during business hours (9am – 5pm)

Before contacting the Training Department for assistance, the student should attempt the assessment task and show evidence of this in an email or phone call.

## SUBMITTING ASSESSMENTS

All assessment submissions should be made using your Student Portal. Upload functions have been created for all assessments, including additional documents.

Students may email or post their submissions to iLearn eCollege but need to make prior arrangement by calling the office on 1300 737 006. Assessment submissions should be mailed to:

iLearn eCollege  
PO Box 229  
Ashmore City QLD 4214

For all email submissions, please be aware there is a maximum file size limit of 8MB per email. We highly recommend the use of zip folders to help compress the files. Alternatively, sending multiple emails is also an option.

Please note: iLearn eCollege will send an acknowledgement email for each received assessment submission. If a student does not receive an acknowledgement email within 2 business days, please call the office on 1300 737 006 regarding this matter.

Once a postal submission has been received by iLearn E-College, the student will receive an acknowledgement email and the maximum 20-business day turnaround will commence from this date.

All assessment activities should be attempted in full. Incomplete assessments will receive a 'not yet satisfactory' outcome and will be accepted as an official attempt. iLearn eCollege does not accept draft copies of any assessment submissions.

Important: for all postal submissions, we advise that the original/s are *not* posted to iLearn eCollege in case of damage or loss in the mail. Students are requested to only send copies of the original paperwork. Please keep a copy of all work submitted for your personal records.

- Make sure your USB device is posted in a padded envelope to avoid damage in the mail.
- Do not send the master copies of your work on a USB device or disk.

The Student Portal provides a 600MB maximum file size for any upload. For files larger than this such as videos, we recommend the use of Dropbox. Dropbox provides all users up to 2GB of free space to share files with others. To register a free Dropbox account simply click on the link <https://www.dropbox.com/register> and follow the prompts.

It is the student's responsibility to make sure he or she is deemed competent in the unit/course/qualification before or by the expiry date shown on the welcome letter.

*Learner Details and Declaration:*

Students should ensure that the Learner Declaration in the Learner Workbook has been signed and dated – please refer to the instructions in your workbook.

## **RETURN MAIL POLICY**

If a student has posted an item to iLearn eCollege and wishes to have the item returned via post, the student will be responsible for all postage and packaging costs involved. Costs will vary according to the package weight, size, tracking and delivery destination. This includes but is not limited to:

- CD/DVD/USB devices
- Storage devices
- RPL documentation
- Paper documents
- Folders and books
- Any physical items received by the student via post

## **ASSESSMENT POLICY**

All assessments are competency-based, which means that the student is assessed against the unit requirements. Once a student's submission has been assessed, he or she will be notified of the outcome by email.

*Assessment results are recorded as follows:*

Satisfactory (S) result: the student's submitted work satisfies the learning requirements for the individual assessment (e.g., written questions task).

Not Yet Satisfactory (NYS) result: the student's submitted work does not demonstrate their understanding of all activities in the individual assessment. If a student receives a 'not yet satisfactory' outcome, he or she will receive written feedback from a trainer/assessor, clearly outlining where the gaps are. The student will then be required to rectify these gaps and re-submit their assessment for marking. Each attempt (resubmission) is counted as being a submission.

Once a student receives a satisfactory result for all required assessment tasks, a competent (C) outcome will be awarded for the entire unit. The student must demonstrate their understanding of all competency standards in each unit before receiving a competent outcome (in accordance with the National Register for VET [www.training.gov.au](http://www.training.gov.au)).

Each student has three (3) attempts to demonstrate competency, otherwise a re-assessment fee applies (see Fee Schedule).

Our turnaround time for assessment marking is 10 to 20 business days, however during peak periods this may be exceeded.

In the event that a student is dissatisfied with an assessor's outcome determination – please refer to Appeals Policy.

*Re-assessments (also known as resubmissions):*

Assessment resubmissions are a normal part of the learning process. Any gaps that are identified in an assessment will be accompanied by assessor feedback from the training department. The onus is on the student to carefully read the feedback and seek clarification from the training department if required. If a student is deemed 'not yet satisfactory' on the third attempt – the student must re-enrol into the unit by paying a re-assessment fee (see Fee Schedule).

## **REFUND POLICY**

iLearn eCollege is committed to fair and transparent application of fees and charges as well as the processing of refunds where applicable. iLearn eCollege encourages all potential students to read and understand the course information before enrolling.

The Refund Policy can be accessed at the bottom of every page of the company website under the heading Refund Policies and Procedures. Please note, all students must declare that they have read and understood the Terms and Conditions and Student Handbook before submitting the online enrolment application form.

All refund requests will be reviewed by the Training Manager. Refund applications will be individually assessed and a decision will be made based on the merits of the claim. All refund decisions will be communicated to the student within 20 business days via email. All approved refunds are subject to a non-refundable Administration Fee of \$200.

*Refunds will be issued in the following circumstances:*

- iLearn eCollege is unable to provide the course for which the enrolment and payment has been made (this excludes the transition to an upgraded training product).
- A credit that relates to an overpayment.

*Refunds shall not be issued in the following circumstances:*

- The student changes their mind
- The student has submitted any unit for marking
- The student finds the course too difficult
- The student no longer requires the course
- The student's employment status changes
- The student's personal circumstances changes
- The student's financial position changes
- The student's circumstances change due to family health issues
- The student's access to resources change including access to reliable internet
- The student finds the course at a lower cost elsewhere or decides on an alternative delivery method. This will be deemed as a change of mind.
- The student has breached iLearn eCollege's Student Code of Conduct
- The student has failed to complete the course within the designated period without an approved deferral or course extension
- The student selects the payment plan option (inclusive of the establishment fee and all instalment payments received)

Course fees may change at any time due to additional services being offered or promotional specials. Students are not entitled to a refund as a result of varying special prices.

#### *Requesting a refund*

*Step 1:* The student is required to complete the *Refund Request Form*. To request this form, simply email [admin@ilec.edu.au](mailto:admin@ilec.edu.au)

*Step 2:* The student can forward the completed and signed form to [admin@ilec.edu.au](mailto:admin@ilec.edu.au) or by post to:

ILearn eCollege  
PO Box 229  
ASHMORE CITY QLD 4214

#### *Step 3 (if applicable):*

If a full or partial refund is approved by the Training Manager, the student must email through their bank account details to [admin@ilec.edu.au](mailto:admin@ilec.edu.au).

If successful, the student should expect to receive the refund amount within 20 business days from the date that iLearn eCollege receives the student's bank details. Details of the processed refund amount will be recorded in the Refund Register the same day as the refund transaction.

## STUDENT CODE OF CONDUCT

The following rights of students are to be respected and adhered to at all time:

- Be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age disability or socioeconomic status.
- To be free from all forms of intimidation.
- To have any disputes settled in a fair and rational manner (this is accomplished by complaint procedure).
- To express and share ideas and to ask questions.
- To be treated with politeness and courteousness at all times.

### *Student Behaviour Obligations*

Students are expected to adhere to the following behaviour obligations at all times:

- Students will respect others and treat those involved in training and assessment fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.
- Students will not engage in any acts or behaviour which intimidates others involved in the training and assessment process, whether such intimidation is intentional or unintentional.
- Students will respect the personal property of others and the property of iLearn eCollege from damage or misuse (this includes copyright infringements, intellectual property laws and cheating and plagiarism).
- Students will follow the reasonable directions of iLearn eCollege staff in relation to all aspects of their training and assessment.

*Refer any complaints or disputes to iLearn eCollege for resolution via email [admin@ilec.edu.au](mailto:admin@ilec.edu.au) or phone 1300 737 006.*

### *Academic Misconduct and Plagiarism*

#### *Academic Misconduct*

Academic misconduct includes cheating and other actions which seek to obtain an unfair advantage or activities in which the intention is that the student will obtain an unfair advantage. Academic misconduct will not be tolerated under any circumstances and includes (but is not restricted to) any of the following activities:

- Allowing another student to copy all or part of your work.
- Having another person complete the assessment activities for you.
- Submitting all or part of another student's work as your own.

### *Plagiarism*

Plagiarism occurs when a student attempts to pass off someone else's work as their own. This can be by using other people's work without referencing or citing the original source, failing to put quotation marks around a direct quote or passing off another person's ideas as their own. If a student is sourcing information from an external source (e.g. textbooks, journals, article, newspaper and the like) the student must reference the literature. All online research must be accompanied by the website link.

To reference a source, we recommend the Harvard Generator website [www.harvardgenerator.com](http://www.harvardgenerator.com)

- Step1: Select the source type (see image)
- Step 2: Enter in the relevant details
- The website will generate the appropriate referencing format for the source type

Choose Source	
Electronic	Print
Website	Book
Email	Newspaper
Online Image	Dissertation
Podcast	Journal Article
DVD	Map
Electronic Journal Article	Conference Paper

**Important:** All student work must meet the criteria of *authenticity* and must be in the student's own words.

### *Maintaining Acceptable Academic Progress*

Students are expected to manage their time appropriately so that assessments can be submitted by the due date.



If you are having difficulty managing your time, you should speak to your trainer in the first instance. Students in significant difficulty should also refer to the extension and deferral policies.

### *Disciplinary Procedure*

For non-compliance with the Student Code of Conduct the following procedure will be followed:

#### Step 1

A member of iLearn eCollege staff will contact students in the first instance to discuss the issue or behaviour and to determine how the issue might be rectified. This discussion and its outcomes will be documented and included in the student's training file.

#### Step 2

Should the issue or behaviour continue, the student will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this warning will be included in the student's training file.

Once these steps in the procedure have been followed, should the issue or behaviour still continue, education services will be withdrawn and the student will be notified in writing that their enrolment has been terminated (without refund).

At any stage of this procedure students are able to access the complaint process.

## **GROUP LEARNING**

Students are welcome to discuss the content and assessments with other learners who are undertaking the same course with iLearn eCollege however all written responses and projects must be worded individually by the person submitting the assessment to demonstrate individual knowledge and understanding of the unit content. If iLearn eCollege receives student work that is identical to another student, then this will be considered as plagiarism and as per the previously mentioned Code of Conduct he or she will be subject to disciplinary procedures.

## **COURSE PROGRESS REPORT**

A student may request a Course Progress Report by emailing [admin@ilec.edu.au](mailto:admin@ilec.edu.au)

## **STATEMENT OF ATTAINMENT ISSUANCE**

If a student chooses not to complete the full qualification iLearn eCollege will issue a Statement of Attainment on the successful completion of the unit/s undertaken.

Students can also request a Statement of Attainment/replacement Statement of Attainment at any time during their studies.

Please note: an issue/reissue fees apply in these instances– see fee schedule.

## **CERTIFICATE AND RECORD OF RESULTS ISSUANCE**

Once a student has successfully fulfilled all the requirements of the learning program within a qualification the student will be issued with the application Certificate and Record of Results. iLearn eCollege has up to 30 calendar days to issue the Certificate and Record of Results from the date that the competent outcome was awarded to the last unit. If a student has misplaced or lost their Certificate and Record of Results a reissue fee applies – see fee schedule.

## **RE-ISSUING CERTIFICATE, RECORD OF RESULTS AND STATEMENT OF ATTAINMENT**

iLearn eCollege is required to retain AQF certification documents for thirty (30) years. A re-issue fee applies for a certificate, record of results and statement of attainment.

To request a replacement certificate, record of results or statement of attainment, simply email [admin@ilec.edu.au](mailto:admin@ilec.edu.au) and provide the following information:

- Full name
- Date of birth
- Identification e.g. current driver's license

## **COMPLAINTS POLICY**

iLearn eCollege believes that a student, who has a complaint, has the right to raise the complaint and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. As a commitment to continuous improvement of our services, iLearn eCollege sees complaints as an opportunity to improve our services.

iLearn eCollege will manage all complaints fairly, equitably and efficiently as possible. iLearn eCollege will encourage the parties to approach the complaint with an open mind and to resolve problems through discussion and conciliation in order to find a solution and agreeable settlement for all parties concerned. Confidentiality will be maintained throughout the process of making and resolving complaints. iLearn eCollege seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

Complaints will be responded to by email within 20 business days of receiving the Complaint Lodgement Form.

If a student is dissatisfied with the services provided by iLearn eCollege, the student (complainant) has the opportunity to submit an informal and/or formal complaint. The steps required for each option is listed below.

Once complaints are finalised, the findings will be discussed at the weekly management meetings to review any procedures or practices that need to be changed.

#### *INFORMAL COMPLAINT PROCEDURE*

##### *Step 1:*

The student may contact iLearn eCollege by phone on 1300 737 006 or email [admin@ilec.edu.au](mailto:admin@ilec.edu.au) and attempt to resolve the issue within 48 hours. A written record of this communication will be recorded in the student's file.

##### *Step 2:*

If no resolution is reached, the student may proceed to lodge a formal complaint. At this stage, the student must refer to the formal complaint procedure.

#### *FORMAL COMPLAINT PROCEDURE*

##### *Step1:*

The student must complete the *Complaint Lodgement Form* and return this to [admin@ilec.edu.au](mailto:admin@ilec.edu.au) or by posting it to:

iLearn eCollege  
PO Box 229  
ASHMORE CITY QLD 4214

Anonymous complaints will not be accepted. Each Complaint Lodgement Form must be signed and dated. To request a copy of this form, simply email [admin@ilec.edu.au](mailto:admin@ilec.edu.au)

##### *Step 2:*

The Student Services Department will immediately forward the Complaint Lodgement Form to the Training Manager for the initial review. At this stage, the Training Manager will email the student to let them know that their complaint form has been received.

The Training Manager will be responsible for responding to complaints regarding:

- Training resources
- Marking times
- Trainer support
- Assessment decisions
- Staff other than trainers
- Sexual harassment

- Discrimination

The Training Manager will email the student the outcome of the complaint within 20 business days of receiving the Complaint Lodgement Form. iLearn eCollege will notify the student if it will take more than 60 days to address the complaint/appeal.

*Step 3:*

The Training Manager will record all details of the complaint in the Complaints Register. The following details will be noted;

- The student's full name
- Receipt date of the Lodgement Complaint Form
- The nature of the complaint
- The outcome and/or solution offered by ILearn eCollege
- The student's response to the outcome and/or solution offered

*Step 4:*

If the student is dissatisfied with the outcome and/or solution offered by iLearn eCollege, the student may proceed to lodge an appeal (at this stage, the student should refer to the Appeals Policy).

*Step 5:*

If a resolution is not reached after all of the above steps have been exhausted, the student may forward the complaint to the Australian Skills Quality Authority (ASQA).

ASQA info line: 1300 701 801

Email: [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au)

[www.asqa.gov.au](http://www.asqa.gov.au)

Important notes:

- Students should first follow ILearn E-College's internal complaints procedures before forwarding the complaint to ASQA
- If the nature of the complaint is about the Training Manager, the Director will review the informal or formal complaint.

## **APPEALS POLICY**

iLearn eCollege believes that a student has the right to appeal decisions, including refund decisions and assessment decisions of both individual units of competency and Recognition of Prior Learning (RPL). In the case of appeals against assessment decisions, the student should in

the first instance discuss the decision with the relevant trainer or assessor and request a re-evaluation of the assessment outcome.

In the event that the student is still dissatisfied with the trainer or assessor's re-evaluation, the student has the right to formally appeal the assessment decision by lodging the *Appeal Form* to:

iLearn eCollege  
PO Box 229  
ASHMORE CITY QLD 4214

The Appeal Form must be signed and dated. To request a copy of this form, simply email [admin@ilec.edu.au](mailto:admin@ilec.edu.au).

All formal appeals will be reviewed by the Training Manager. The Training Manager will respond by email to all formal appeals within 20 business days of receiving the Appeal Form. iLearn eCollege will notify the student if it will take more than 60 days to address the complaint/appeal.

At the request of the student, a mediator can be provided by the Australian Mediation Association. If this option is pursued, the student will bear all costs associated with the mediator. Furthermore, the Training Manager and mediator will have an additional 20 business days to reach a final decision and inform the student of the outcome by email.

Once appeals are finalised, the findings will be discussed at the monthly management meetings to review any procedures or practices that need to be changed.

Each student has the opportunity to request an informal and/or formal appeal. The steps required for each option is listed below.

The student must complete the Appeal Form and return this to [admin@ilec.edu.au](mailto:admin@ilec.edu.au) or by faxing it to 07 5539 6517 or by posting it.

#### *INFORMAL APPEAL PROCEDURE*

##### *Step 1:*

In the event that a student is dissatisfied with an assessor's outcome determination, the student may informally appeal the assessment decision by emailing [admin@ilec.edu.au](mailto:admin@ilec.edu.au). The assessor will re-evaluate without bias in accordance with the principles of assessment. The re-evaluation will be completed within 10 business days of receiving the student's informal request.

Step 2: If the student is still dissatisfied with the assessor's re-evaluation, the student may proceed to lodge a formal appeal. At this stage, the student must refer to the formal appeal procedure.

#### FORMAL APPEAL PROCEDURE

##### Step 1:

The student should complete the *Appeal Form* and return this to [admin@ilec.edu.au](mailto:admin@ilec.edu.au) or posting to:

ILearn e-College  
PO Box 229  
ASHMORE CITY QLD 4214

To request a copy of the Appeal Form, simply email [admin@ilec.edu.au](mailto:admin@ilec.edu.au).

##### Step 2:

The Student Services Department will immediately forward the Appeal Form to the Training Manager for the initial review. At this stage, the Training Manager will email the student to let them know that their appeal form has been received.

The Training Manager will record all details of the appeal in the Appeals Register. The following details will be noted:

- the student's full name
- receipt date of the Assessment Decision
- Appeal Form
- the nature of the appeal
- the outcome and/or solution offered by iLearn eCollege
- the student's response to the outcome and/or solution offered

The Training Manager will email the student the outcome of the appeal within 20 business days of receiving the Appeal Form. iLearn eCollege will notify the student if it will take more than 60 days to address the complaint/appeal.

##### Step 3:

At the request of the student, a mediator can be provided by the Australian Mediation Association. If this option is pursued, the student will bear all costs associated with the mediator. Furthermore, the Training Manager and mediator will have an additional 30 calendar days to reach a final decision and inform the student of the outcome by email.

## PRIVACY POLICY

iLearn eCollege is committed to the protection of your Personal Information in accordance with the Australian Privacy Principles (APPs) as set out in the *Privacy Act 1988 (Privacy Act)*.

This Privacy Policy describes the manner in which iLearn eCollege collects, holds and uses Personal Information that is covered by the Privacy Act.

iLearn eCollege may, from time to time, review and update this Privacy Policy. This includes taking into account new laws, regulations and technology. All Personal Information held by iLearn eCollege will be governed by our most recent Privacy Policy. Our most recent Privacy Policy will apply to our collection, use and disclosure of Personal Information.

The following privacy policy applies to all iLearn eCollege students.

### *COLLECTION*

iLearn eCollege may collect and hold Personal Information about you such as your name, gender, date of birth, contact details (including your address, phone number and email address, whether personal or for work), financial information, billing or payment details, bank account details, tax file number, products and services information and preferences. iLearn eCollege does not collect sensitive Information and we will only collect such information with your consent if it is reasonably necessary for one or more of our functions or activities.

### *USE AND DISCLOSURE*

Any details collected from iLearn eCollege customers are required in order to provide you with our products and/or services, and a high level of customer service. Collected information is used for the following purposes:

- Determine whether we can provide suitable training
- Manage administration of training and services
- Communicate in the case of an emergency
- Report to government agencies and other regulating bodies, funding or industry bodies as required (see below).

Personal information will not be used or disclosed for a secondary purpose unless the student has consented. iLearn eCollege will never disclose personal student information unless required under legislation, such as providing AVETMISS data to the National Centre for Vocational Education Research (a professional and independent body responsible for collecting, managing, analysing, evaluating and communicating research and statistics about vocational education and training nationally) and the Australian Skills Quality Authority (ASQA).

ASQA is the regulator for Australia's vocational education and training sector and may require iLearn eCollege to disclose student contact information to enable them to monitor the quality of the service provided by iLearn eCollege. iLearn eCollege may release information to third parties such as job service providers that have funded a student's course. However, this will only be done with a student's consent after they have completed a consent to release information document.

#### *ACCESS TO COLLECTED INFORMATION*

Students have the right to access personal information held about them. If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at [admin@ilec.edu.au](mailto:admin@ilec.edu.au).

#### *LEGAL*

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process.

#### *ATA QUALITY*

iLearn eCollege will take all reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete and up to date. The student will be given access to the information held where required. iLearn eCollege will correct and update information errors described by the student.

#### *DATA SECURITY*

iLearn eCollege will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.

#### *NOTIFIABLE DATA BREACHES*

As required under the *Privacy Amendment (Notifiable Data Breaches) Act 2017 (NDB Act)*, iLearn eCollege has a Data Breach Procedure and Response Plan in place, in the event that the business experiences a data breach that is likely to result in serious harm.

#### *UNIQUE STUDENT IDENTIFIERS*

Commonwealth Government identifiers (e.g. Medicare number or tax file number) will only be used for the purposes for which they were issued.

#### *ANONYMITY*



Wherever possible, iLearn eCollege will provide the opportunity for the student to interact with them without identifying themselves.

### TRANSBORDER DATA FLOW

The student's privacy protections apply to the transfer of personal information out of Australia.

### COMPLAINTS

Should an individual wish to make a formal complaint in regards to our privacy policy, please email us directly at [admin@ilec.edu.au](mailto:admin@ilec.edu.au).

## ANTI-DISCRIMINATION POLICY

iLearn eCollege complies with the *Anti-Discrimination Act 1991* and recognises that discrimination is prohibited on the following grounds:

- Age
- Disability/Impairment
- Gender
- Gender identity
- Pregnancy/breastfeeding
- Race
- Religious belief
- Political belief
- Sexuality

Each student has the right to be treated with dignity and respect. If a student feels he or she has been unfairly treated, please notify iLearn eCollege immediately through email [admin@ilec.edu.au](mailto:admin@ilec.edu.au).

Please note: any discriminatory remarks towards or about an iLearn eCollege staff member may result in the student being terminated from their course without a refund.

iLearn eCollege does not tolerate discrimination in any form.

## ACCESS AND EQUITY POLICY

iLearn eCollege ensures that its practices are as inclusive as possible and do not unreasonably prevent anyone from accessing or participating in training and assessment.

iLearn eCollege ensures that all students have equal access to:

- Training and assessment material
- Training Department

- Student Services Department
- Assessment feedback
- Reasonable adjustments options
- Quality support services and resources

## STUDENT RECORDS

Students should promptly notify iLearn eCollege of any changes to their name, address and contact details. The accuracy of these details is important for certificate and statement of attainment issuance. Please notify these changes to: [admin@ilec.edu.au](mailto:admin@ilec.edu.au).

Students can request information on their progress by emailing [admin@ilec.edu.au](mailto:admin@ilec.edu.au).

The student must provide their full name and date of birth in the email for verification purposes. To permit a third-party person such as an employer to access a student's training records – the *Consent Form - Information Release* must be completed and returned to [admin@ilec.edu.au](mailto:admin@ilec.edu.au). To access these forms simply email [admin@ilec.edu.au](mailto:admin@ilec.edu.au)

## DEFINITIONS

Assessment	A process to determine a student's level of acquired skill and knowledge against a set criterion
Certificate	The award recognising the successful completion of a full qualification
Commencement	The course start date stated on the welcome letter
Competent	The student has successfully satisfied all unit requirements
Course materials	Training and assessment materials provided by iLearn eCollege
Credit transfer	To formally recognise a unit of competency that was achieved through another RTO (statement of attainment or record of results is required)
Deferral	The postponement of a course to a later date
Distance learning	Training and assessment that occurs at a location other than the iLearn eCollege office (e.g. at home, at work)

<i>Enrolment Application</i>	The submission of an enrolment application form to iLearn eCollege
<i>Not yet satisfactory</i>	Unsatisfactory assessment result
<i>Not yet competent</i>	The student has not satisfied all of the unit requirements
<i>Online learning</i>	Undertaking a course through the online portal provided by iLearn eCollege
<i>QLD Training Association Pty Ltd</i>	A Registered Training Organisation (RTO) trading as iLearn eCollege. RTO provider number 32446
<i>Reasonable adjustment</i>	Adjustments made to training and assessment that does not compromise the quality or integrity of the unit requirements
<i>Record of results</i>	Is a transcript that is issued to a student once he or she has completed all units within a qualification
<i>Registered Training Organisation (RTO)</i>	A training organisation who is registered with a state or national regulator and appear on <a href="http://www.training.gov.au">www.training.gov.au</a> .
<i>Satisfactory</i>	The student has successfully satisfied one or more parts of the unit requirements
<i>Statement of Attainment</i>	Is issued to a student when he or she has demonstrated competency in one or more units of competency
<i>Student / Learner</i>	A 'student' or 'learner' refers to any person who has completed an enrolment form or made payment for one or more courses with iLearn eCollege. If course payment was made by a third party, the intended individual is still considered to be the student. The student is the person who is undertaking the course and has completed the enrolment form.
<i>Unit of competency</i>	A component of a qualification which identifies a specific workplace requirement and includes the knowledge and skills that underpin competency

## FEE SCHEDULE

Fees charged by iLearn eCollege are subject to change without notice. Please note that the fees set out below are non-refundable.

Fee Type	Amount	Applied
<i>Administration fee</i>	\$200.00	Inclusive of course payments made in full
<i>Individual Unit Fee</i>	\$250.00	The cost of each standalone unit of competency
<i>Certificate and Record of Results re-issue fee</i>	\$80.00	To re-issue a Certificate and Record of Results
<i>Course Extension Fee</i>	\$125.00	1 month extension
	\$250.00	3 month extension
	\$400.00	6 month extension
<i>Deferral fee</i>	\$100.00	Upon request of deferral
<i>Statement of Attainment Fee</i>	\$50.00	To issue a statement of attainment or to re-issue a statement of attainment
<i>Re-assessment fee</i>	\$50.00	Re-assessment fee after the third attempt